

How To Improve Communication Between Sterile Processing And The Operating Room

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Objectives

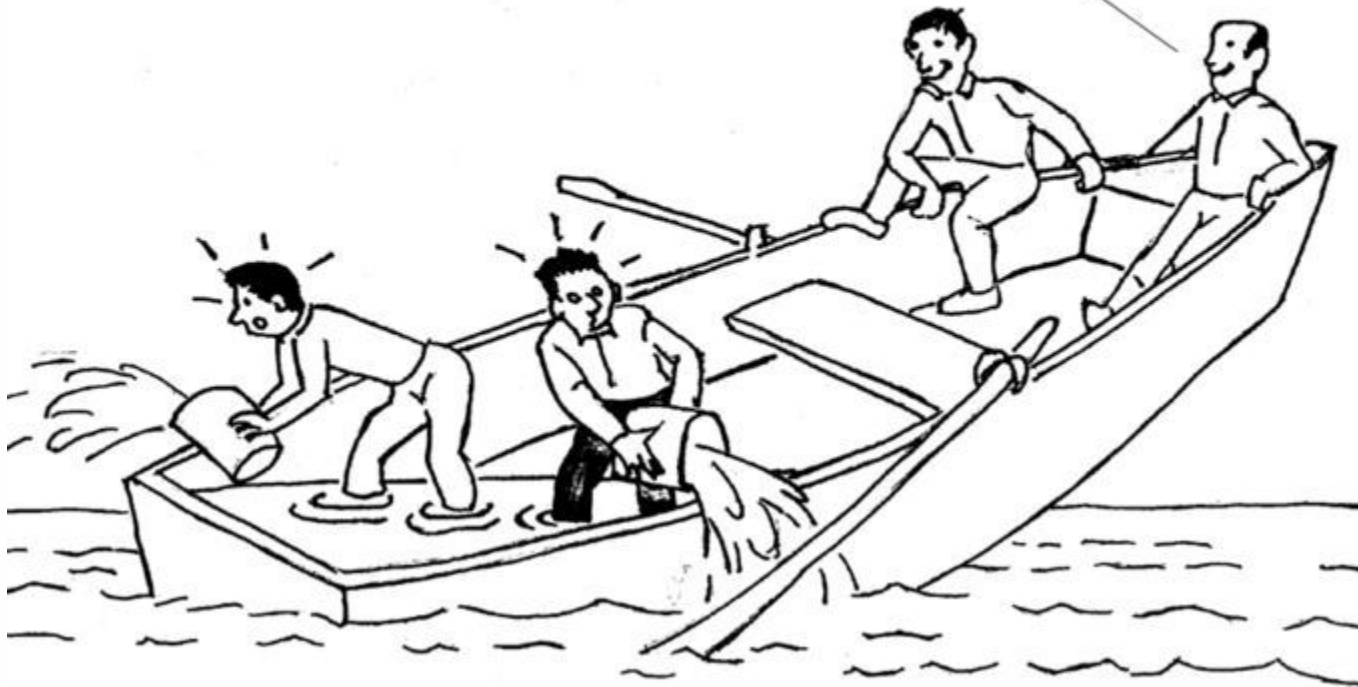
- Explain the differences between the OR and Sterile processing focus
- Identify the obstacles
- Describe why the relationship is vital for success in the Operating Room

“The single biggest problem with communication is the illusion that it has taken place.”

George Bernard Shaw

Sound Familiar?

Sure glad the hole isn't at our end.



How Do We Start ?



Communication

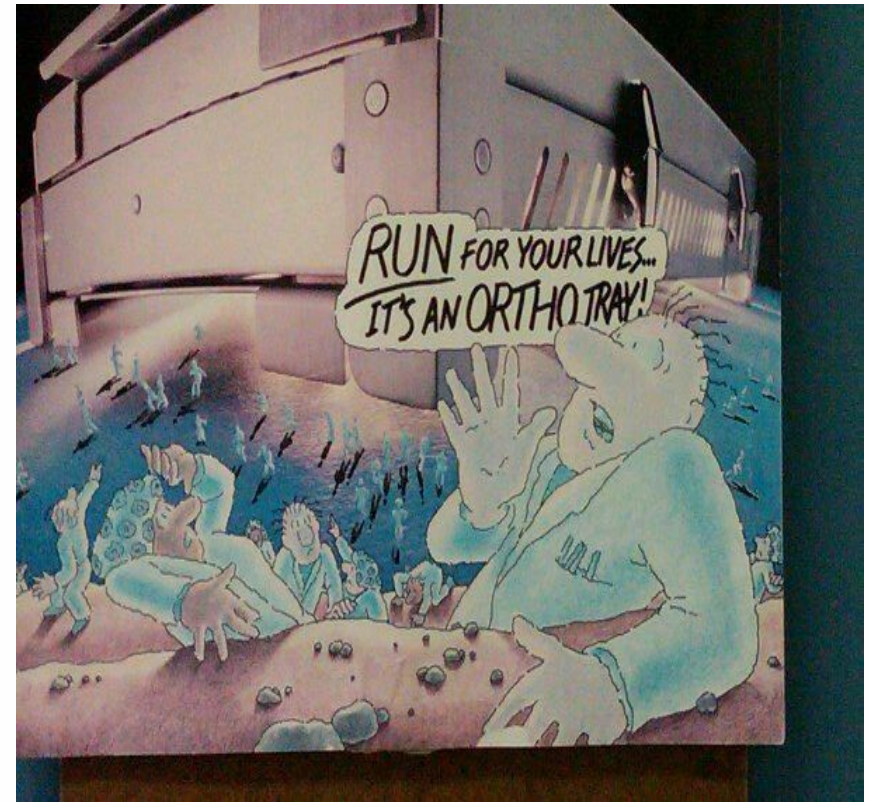
“OR and SPD are sometimes like two people in a bad marriage in desperate need of counseling.”

Seavey, 2007

Walk A Mile In Their Shoes

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Two Different Worlds?



New Way Of Thinking

“We treat instrument problems like an appendectomy. In fact, instrument management problems are more like heart disease or diabetes.”

-William “Bill” Duffy Former National President, AORN

Obstacles

- Inventory
- Communication
- Accountability

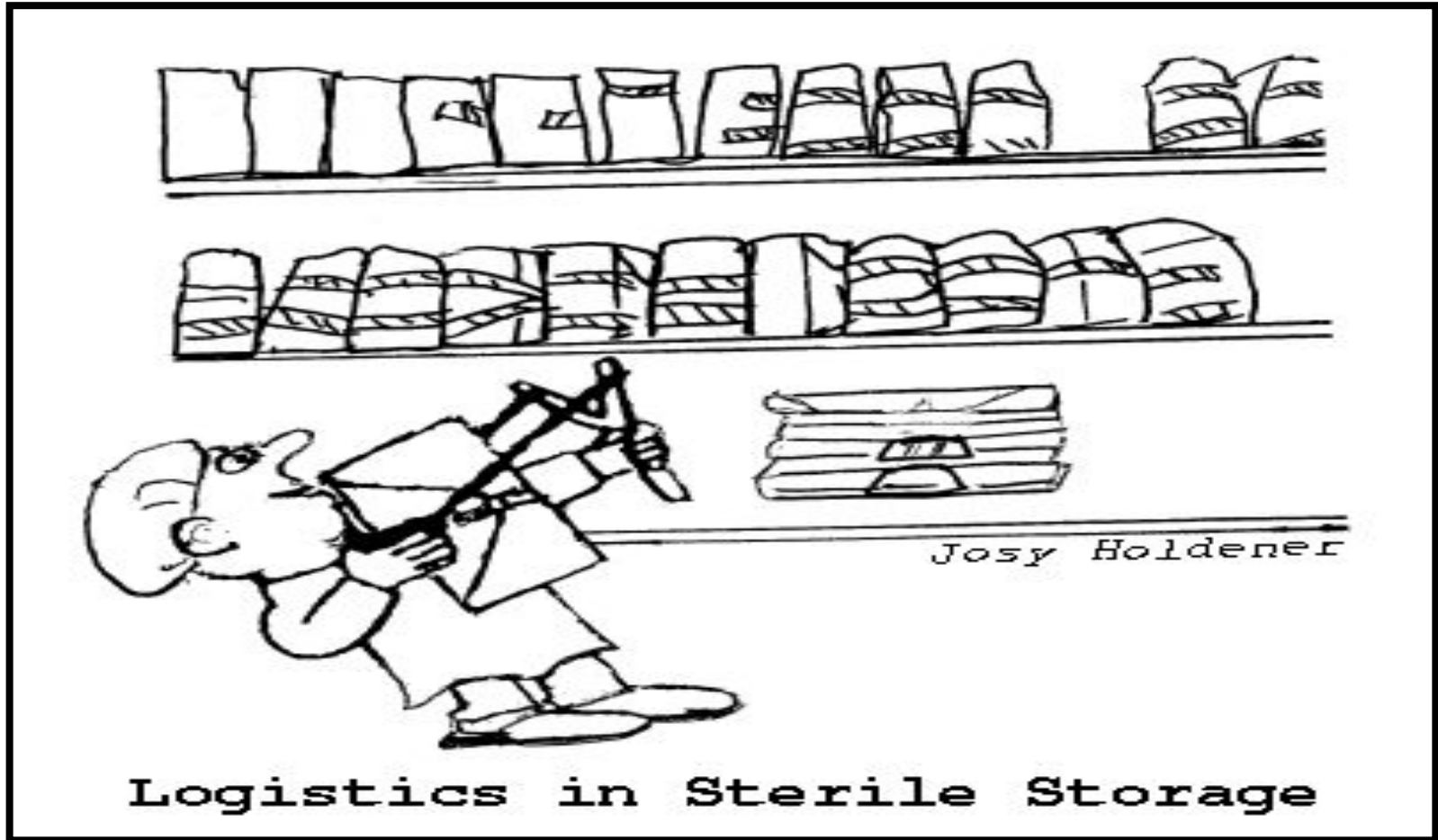
Accountability

- Listen before you react
- Acknowledge the issue
- Communicate “the fix”
- Follow up
- Keep instruments out of the trash and linen
- Treat instruments as if they are your own
- Put instruments back in the correct pans

Use CensiTrac to Communicate

- Weekly reports for trays missing items
- Weekly reports for trays waiting on ordered items
- Preventative Maintenance Program
- Utilization Reports

Life without CensiTrac:



Develop Understanding

- Understand the person you are communicating with
- Respond positively instead of negatively
- Discover the similarities not the differences
- Don't judge
- Be aware of your own feelings and communication
- What do others think of what's going on, look for a different perspective

Questions?

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