

The Evaluation of Communication Modes for Patient Families in a Post-Anesthesia Care Unit

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ABSTRACT

This study designed to develop a program to announced the advanced operation process messages for the operation's families. could it significantly reduce the habit of families of patients undergoing surgery of requesting updates on the progress of the patient. We collected the need of the families of undergoing surgery to ask for messages regarding patients over a two month period. This message was then developed into a whole operation stage introduction for keeping family updated on patient progress via messages and a detail whole operation stage introduction disc. The voluntarily communication modes included message program disc of whole operation stage, regularly announced at 10AM and 3PM. That showed updated on patient progress information every 10 minutes for 24 hours. The result of the research shows: regularly Assessing family needs and ensuring that they understand the surgery recovery procedure in advance can significantly ($P < .001$) reduce repeat requests for information about a surgical procedure, avoid wasting nursing manpower on repeated explanations to families, increase family contentment scores.

Key words: Post-anesthesia care unit, families, communication modes, efficient evaluation.

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