

“CAN WE TALK” STRATEGIES & COMMUNICATION TECHNIQUES

Sharon Greene-Golden, BA, CRCST, FCS

IAHCSMM Past President

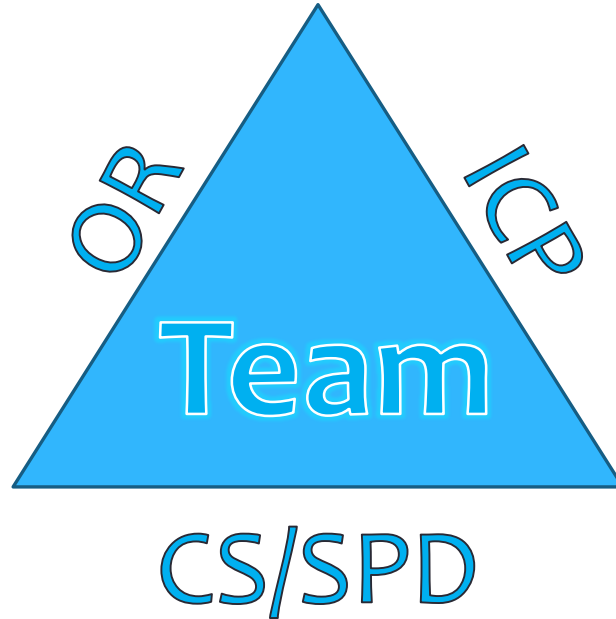
Manager Sterile Processing

Adventist Healthcare Shady Grove Medical Center

OBJECTIVES

- * Explain who comprises the “surgical team”.
- * Explain perceptions the OR staff may have of the CS/SPD team.
- * Share strategies on communication and collaboration techniques with the “surgical team”.
- * Practice techniques and strategies in communicating with the “surgical team”.

Who are the Members of the Surgical Team?



Perceptions!!!

- * Insight
- * Opinion
- * Observation
- * Experience

Perceptions!!!

“CAN WE TALK”

- * CS/SPD “WORK FOR” the OR exclusively
- * CS/SPD members are not as educated as the OR team
- * CS/SPD members are just washing dishes
- * CS/SPD members will do whatever they are told to do
- * CS/SPD members don’t know instruments
- * CS/SPD members are those people down stairs
- * CS/SPD members don’t do patient care





Communication & Collaboration

“CAN WE TALK”

- * Know your cases for the coming day
- * Knowledge is power-the more you know the better prepared you are for your job as a firefighter
- * The “surgical team” must work as a unit
- * Talk about what is needed

Communication & Collaboration

- Get to know the Nurses ,SFA, CST,ANES and the OR clean team
- Get to know the physicians “meet them one on one”
- Have CS/SPD technicians that are instrument specialist in Ortho, Plastics, Eyes, Neuro, Bariatric, Heart, Urology, DaVinci, Dental
- Have CS/SPD technicians spend time in actual surgical cases

Communication & Collaboration

- Have the OR team members spend time in the sterile processing department
- Share suggestions for making trays easier for all involved
- Find a process that can be improved and work on that with the “surgical team”
- Have the Infection Control team visit the sterile processing department



Communication & Collaboration

- Have learning forums with the OR team
- Talk to each other “not at” one another
- Be a part of the OR committee
- Be a part of the Infection Control Committee



“CAN WE TALK”

- * Remember the ultimate goal is to have our patients come into the surgical suite and leave with great outcomes.
- * Our job as a team is to prevent SSIs
- * We are all patient advocates and we all work for the patient.



“CAN WE TALK”
QUESTIONS?

Thank You!

I can be reached by Email: Sgolden@Adventisthealthcare.com