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# Text Messaging Technology Improves Patient Satisfaction for Communication with Nurses in Perioperative Care Unit

## Improvement of Family Communication in the Perioperative Environment Utilizing Text Messaging

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### Introduction

- There are a number of evidenced-based methods of improving communication in the surgical area.
- An interesting method, found in the literature, was to send updates to family via text messages from the electronic medical record EPIC™.
- The purpose of this poster is to describe how EPIC™ was optimized to communicate with patients' families using automated and individualized text messages.

### Methods

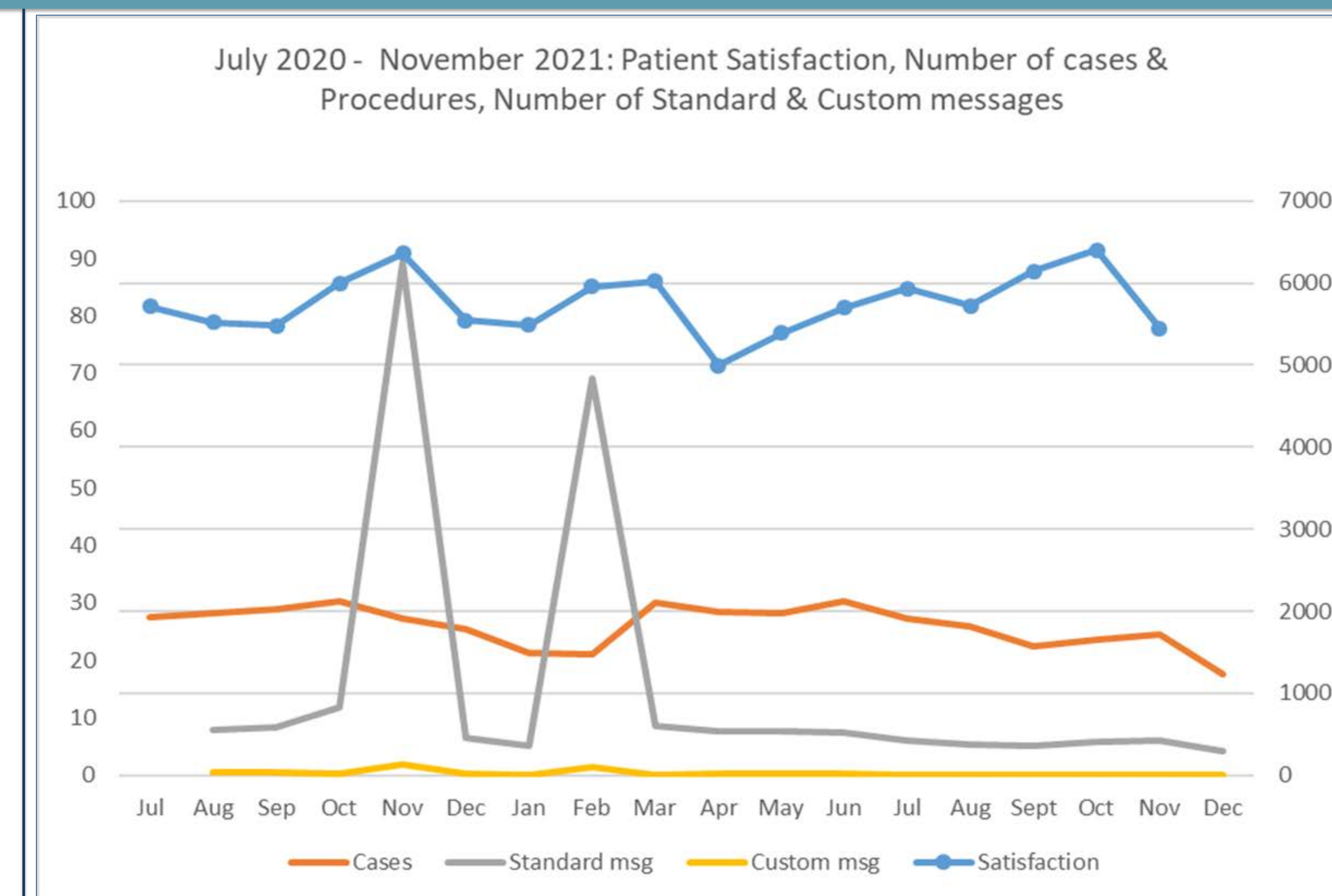
- Interprofessional educational materials were developed and staff were educated.
- The text messaging feature was turned on in EPIC™ in August 2020 and fully implemented in September.
- The on-going evaluation has been focusing on the NRC Picker© satisfaction scores on the question "Communication with Nurses".
- Furthermore, the evaluation includes the number of OR cases and the number of customized and standardized messages retrieved from EPIC™.

### Results

- The NRC Picker© satisfaction scores for communication exceeded the 75<sup>th</sup> percentile goal in: October 2020 (85.7%), November (90.0%), February 2021 (85.1%), March (86.0%), September (87.8%) and October (91.5%).
- Positive comments were also included in the satisfaction surveys related to the text messaging.
- The goal was achieved when case volume and customized and standardized messages simultaneously increased.
- During the COVID-19 surges, the scores fell temporarily with the decreased case volumes.

### Discussion

- Adopting text messaging as a means of communication appears to improve patient satisfaction.
- Further analysis, as well as, continuing staff education are essential to maximize the utilization of this new communication tool.



Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Satisfaction	81.6	78.9	78.3	85.7	90.9	79.2	78.4	85.1	86	71.4	77	81.4	84.7	81.7	87.8	91.5	77.8
Cases	1923	1976	2017	2127	1906	1776	1498	1477	2108	1993	1979	2115	1912	1821	1565	1646	1712
Standard messaging	556	591	825	6238	449	358	4837	601	528	540	519	421	367	358	404	420	
Custom messaging	34	28	14	133	14	9	92	7	14	14	17	8	3	3	8	4	

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