

The department of the intensive care unit and surgical operation ward
Central Denmark Region Hospital, Viborg. Denmark

The workflow of the gastric bypass patients in the operating room

- when interdisciplinary cooperation succeeds.

Camilla Hostrup – Head of Department

Background

Patients in need of a gastric bypass are considered particularly are vulnerable to complications, and the interventions are described as time-consuming and resource-demanding (Bergland et al. 2008)

The objective

- was to increase the quality of the gastric bypass patient workflow in the Operation room (OR). Furthermore it was to gain knowledge and inspiration for optimizing the treatment the patient receives.

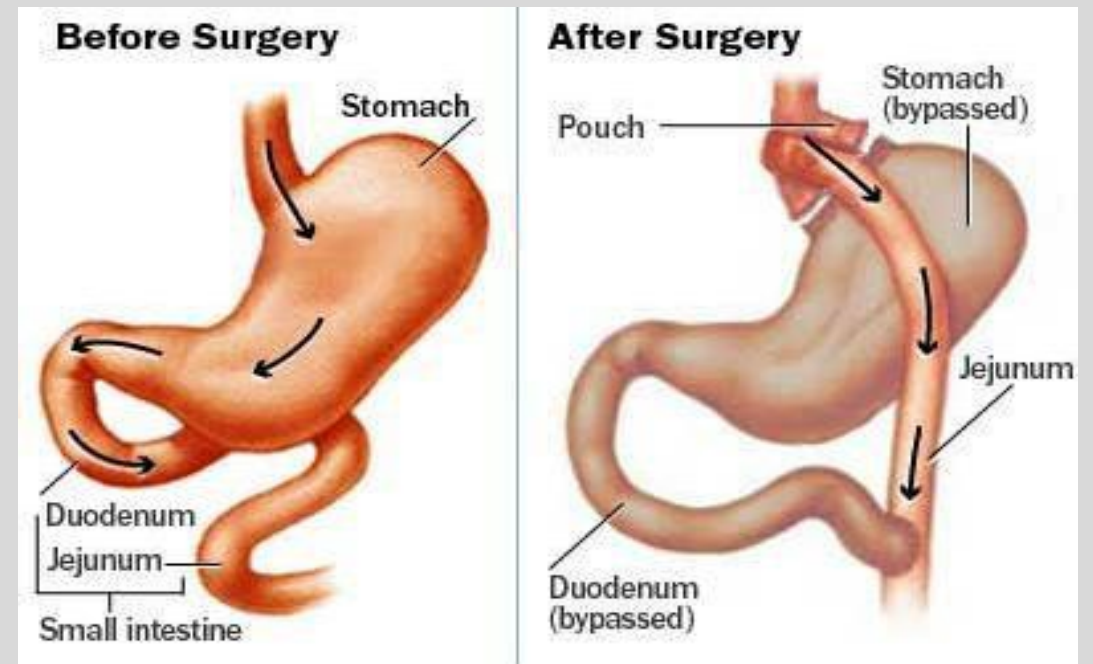
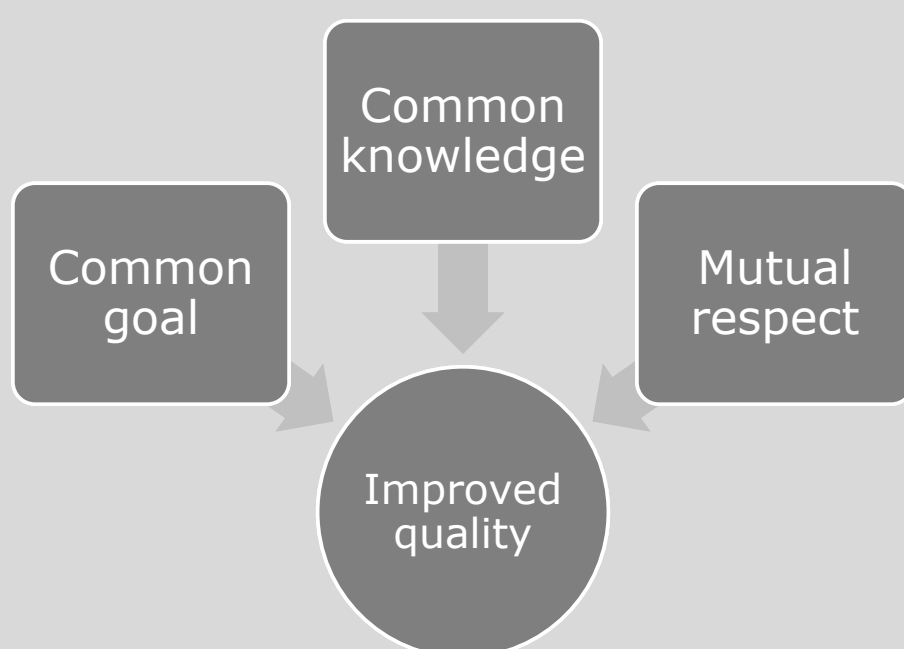


Illustration of the Gastric Bypass og Gastric sleeve technic

Methods

The theoretical foundation of the study was inspired by the theory Relational Coordination (RC) developed by Jody Gittell. RC is a theory of organizational performance which proposes that highly interdependent work is most effectively coordinated by frontline workers. In the theory it is stressed that through relationships of common goals, common knowledge and mutual respect quality, patient safety and job satisfaction is achieved.

The study had three perspectives the practice-, the explorative- and the theoretical perspective. Initial we took the practice perspective by visiting a Hospital in Rotterdam. We learned of their way to improve the quality of the GB patient workflow in the OR. In the second phase we took the theoretical perspective and developed a study protocol. In the third phase we implemented tested and evaluated the use of the protocol using Sarah Fraises "Dissemination of good practices".



Model of the most important elements of Relational Coordination by Gittell

Results

- We have increased the number of operations from 3 to 5 patient a day
- The interdisciplinary relationships had a positive impact in our daily practice
- The patients' time in the OR are reduced
- We found that the measured work with elements in RC affects the quality of the patients treatment, the employees' job satisfaction and the ability to work in parallel using relationships across the professional groups.



Where are we today – and what have we learned?

- We have improved the quality, we work in parallel with each other.
- The employees are positive. It has become clearer where we are headed and what expectations there are for the professional groups.
- Employees express greater job satisfaction.
- The patients' time in the operation department is reduced