



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

6917 Arlington Road, Suite 309 • Bethesda, MD 20814 • Phone: 301-652-0281 • Fax: 301-652-0186 • www.ipfcc.org

The Surgical Experience: Initial Questions to Ask

- ❖ Are first impressions for the surgical experience positive, welcoming, and reassuring to the patient and family?
- ❖ Is preoperative planning and scheduling handled in a manner supportive of the patient and family?
- ❖ Are there a variety of means for patients and families to obtain information before, during, and after surgery (e.g., tours, virtual tours, handbooks, access to a patient and family resource center)?
- ❖ If the patient or family wishes, is there the opportunity to talk with others who have had a similar surgical procedure?
- ❖ Are patients and families encouraged to be partners in assuring safety during the entire surgical experience?
- ❖ Is there specific support/preparation prior to surgery for:
 - Adult patients and their families?
 - Children and adolescent patients?
 - Children whose family members are having surgery?
- ❖ Do patients and family members have opportunities to share insights, observations, and questions in the patient's chart during rounds and other discussions regarding care and with individual care providers?
- ❖ Is attention paid to what the patient experiences at every phase of the surgical process (i.e., What does the patient see, hear, smell, and feel)?
- ❖ Is there a dedicated surgical liaison to facilitate contact and share information with families throughout the surgical experience?
- ❖ Is there a secure place for patients and families to store personal belongings?
- ❖ Does the pre-surgical waiting area provide comfort and privacy for patients and families?

- ❖ Are there separate pre-surgical waiting areas for inpatients and ambulatory patients?
- ❖ Is there a pre-surgical play space for pediatric patients?
- ❖ Are patients and families given the option to remain together in the:
 - Pre-anesthesia holding area?
 - Induction area?
 - Post-anesthesia care area?
- ❖ Is preparation provided to the patient and family for post-surgical and post-discharge care in useful and affirming ways?
- ❖ Is there written discharge information provided to patients and families that is tailored to their specific care needs, linguistic needs, questions, and concerns?
- ❖ Does a representative of the surgical team or unit contact each patient and family within 24 - 48 hours after discharge?
- ❖ Is there a 24-hour hotline available to patients, family, and community caregivers after discharge?
- ❖ To assure consistency and coordination of care, is information about the surgical experience shared with the patient's primary care provider in a timely manner?
- ❖ Are patients and families involved as advisors in:
 - Defining, planning, and evaluating the surgical experience?
 - Enhancing the quality and safety of the surgical experience?
 - Developing patient and family handbooks and other information and support resources?
 - Providing peer-to-peer support?
 - Serving as paid surgical liaisons?
 - Training surgical staff about the patient and family surgical experience?