INTRODUCTION

- Fear and anxiety are often experienced by patients in the perioperative setting.
- Historically fear and anxiety have been treated through pharmacological means.
- Verbal and nonverbal communication can alter the perception and experience of others ((Koff and Shafer, 2000).
- The project's aim was to assess current evidence and provide evidence-based practice recommendations regarding communication techniques that can be used to reduce fear and anxiety in the perioperative patient.
- The results of this review will serve as a guide to develop evidence-based practice recommendations guiding non-pharmacologic anxiolysis for anesthesia providers to use in the operating room.

METHODS

- The study was conducted with nurse anesthesia students and nurse anesthetists in Memphis, TN.
- Subjects were recruited via email which outlined the purpose of the study, an invitation to participate, a link to the pre-test and post-test, and a copy of the PowerPoint presentation which detailed research findings.
- All subjects were provided a copy of the informed consent which was required to participate in the study.
- Outcomes measured via the pre-test and post-test:
  - Communication involving surgical terms
  - Techniques on how to decrease anxiety
  - Use of the “vocal local” technique
  - Most common communication complaints
  - Initiating a provider-patient relationship

RESULTS

- Pre-Test/PostTest
  - To assess any knowledge gained from the PowerPoint presentation, a pretest and post-test were provided for subjects to complete.
- Statistical Analysis
  - A Paired T-test was utilized to analyze the data. The p value was 0.04 which is less than the standard significance level of 0.05 which indicates that the posttest values were improved versus the pretest values.

CONCLUSIONS

- There are multiple communication methods available for nurse anesthetists to use to reduce patient anxiety and fear and improve overall satisfaction of the perioperative patient.
- Verbal and non-verbal communication techniques can be used.
- Examples of verbal communication techniques include:
  - Changing tone of voice to be less dominate and less anxious
  - Greeting the patient in a professional manner
  - Providing detailed perioperative information
  - Using distraction techniques
- Examples of non-verbal communication techniques include:
  - “Vocal local”
  - Neurolinguistic programming.
- There were some communication techniques that were shown to increase anxiety and fear.
- Examples of negative communication techniques:
  - Using unfamiliar surgical terms
  - Inadequate information about care

FURTHER PLANS

- The study participants showed an improvement in understanding of communication techniques and how it can affect the patient undergoing anesthesia.
- The study participants should now have the knowledge to incorporate beneficial communication techniques into their daily practice in order to decrease fear and anxious in their perioperative patients.
- In addition, more studies on how communication affects the perioperative patient’s experience are needed and should be performed in the future.

REFERENCES