

## PROFESSIONAL EXPERIENCE REPORT: INTERVENTION STRATEGIES TO INCREASE THE FLOW OF PATIENT CARE IN A SURGICAL CENTER IN A HOSPITAL IN THE MUNICIPALITY OF CANOAS/ RS, MAINTAINING SAFETY AND QUALITY STANDARDS

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## INTRODUCTION

In view of the large queues created during the COVID-19 pandemic and the great demands of the Unified Health System, promoting an increase in the flow of patients in surgical care becomes essential for health, since the longer the waiting time, the greater the damage to the patient that can sometimes be irreversible. The operating room occupancy rate is one of the quality indicators in the operating room, obsolete rooms make the scheduling queue flow slow, cancellations and delays cause harm to patients and public health, as well as a financial deficit for the institution as they increase the length of stay and all the damage linked to it. The Surgical Center (SC) is a place that involves complex actions and the handling of several technological devices, it is a differentiated sector focused on patient safety and the quality of health care. The role of nurses in management, care and interconnection practices between all professionals involved in the work process is paramount, so that everything happens effectively.

## GOAL

To report intervention strategies to streamline surgical care, promoting an increase in the flow of patients, providing benefits to the population on the waiting list in the city of Canoas/RS.

## METHODOLOGY

Descriptive study type experience report of the professional experiences of nurses in a surgical center Experience report: The study was carried out in the SC unit of a university hospital, located in the city of Canoas in the state of RS, currently with 6 active operating rooms that attend surgeries of all sizes of various specialties. An average of 300 surgeries are performed per month. Elective surgeries take place on weekdays from 7 am to 7 pm.

The night period, weekends and holidays are intended for urgent and emergency surgeries. Following the surgical schedule requires administrative capacity from the nurse, who needs to manage the team so that all professionals follow the times proposed in the scheduling scales, for this, attention must be paid to the skills and knowledge of each team member, as more trained professionals in certain areas carry out activities with more dexterity and safety, in this regard training becomes essential. Promoting good coexistence between professionals, anesthetist, main surgeon, auxiliary surgeons, nurse, scrub technician, room circulator and governance professional, where communication is effective and everyone works for the same purpose, as a harmonious team has better results. Position yourself so that each professional on the surgical team performs their own tasks according to the institutional protocol and in the appropriate time. Pay attention to the correct surgical preparation of the patient, bathing, fasting, blood bank, exams, bed reservation in the intensive care unit or recovery room, removal of dental prostheses and adornments, requesting that you be at the correct time in the admission room with application of check list and signed consents. Controlling the "Room Rotation" time between the departure of a patient and the arrival of the next encourages the team to produce good results. Control of the clean time according to the size of the surgery to be performed. Important check on the availability of necessary inputs, work carried out jointly with OPME and CME, check of the equipment needed for the surgical procedure, requesting maintenance from clinical engineering, as lack of inputs and equipment lead to cancellations. The lack of professionals scheduled for emergencies and a room only for emergencies means that the surgical schedule undergoes changes and

consequent cancellations when necessary to fit procedures

## RESULTS

Gains in productivity, benefits to users, savings for the hospital institution.

## CONCLUSION

By paying attention to optimizing the flow of care for patients in bc, maintaining safety and quality standards. The nurse promotes an increase in productivity and also contributes to the reduction of harm to the patient

through their organized actions, which seek to improve care. Therefore, for an adequate flow of surgical procedures, it is up to the nurse to know how to manage the health team and promote the operationalization of care and the organization of work in a systematic way, based on scientific evidence with a focus on the safety of patients who undergo anesthetic-surgical.

**Keywords:** Surgery Center; Quality management in health; Comprehensive health care.

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