

23rd World Nursing and Healthcare Conference

July 10-12, 2017 Berlin, Germany

How to increase international patients' satisfaction level by 17% with an unexpected (and cheap!) change

Andres Molina

Universidad EIA Escuela de Ingenieria de Antioquia, Colombia

85% of failure in international relationships is due to intercultural clashes. Healthcare practitioners are faced with unexpected pain expressions and care requirements more often, due to the proliferation of international patients, both as migrants and as medical tourists. **This speech opens discussion on what should institutions and practitioners explore and include to build better International Patient's experience.** With anthropological and psychological perspectives and an encouraging speech style, Andres demonstrates cross-cultural skills are not intuitive and shows how easily they can be acquired. Although not a breakthrough technique by itself, bringing cross-cultural skills into the healthcare world would help practitioners address the needs of particular cases. The more culturally coherent for involved parties a given treatment or procedure, the smoother the interaction with patients and caregiving relatives.

The effect of the preoperative anaesthesiological interview on the levels of stress and anxiety of the heart surgical patient

Androula C. Karaolia¹, Georgiosl. Tagarakis², Elena Argyriadou³, Ilias Bonotis⁴ and Nikolaos Tsilimingas⁵

¹Anaesthesiology Department, University Hospital of Larissa, University of Thessaly, Greece

²Department of Cardiothoracic Surgery, AHEPA Hospital, Aristotle University of Thessaloniki, Greece

³Department of Anaesthesiology, AHEPA Hospital, Aristotle University of Thessaloniki, Greece

⁴Department of Psychiatry, University Hospital of Larissa, Greece

⁵Department of Cardiothoracic Surgery, University Hospital of Larissa, University of Thessaly, Greece

Background: Stress and Anxiety are commonly observed before major surgical procedures, such as heart surgical operations. Aim of the current study is to investigate the effect of the preoperative anaesthesiological interview on these parameters.

Methods: We prospectively included in the study 152 patients planned to undergo elective heart surgery. All patients were examined with the State-Trait anxiety inventory (STAI) scale on admission and again before surgery (prior to the anaesthesiological interview for the control group and after the latter for the intervention group).

Results: Members of the control group had significantly higher levels of stress based on the test results, on the day prior to surgery. On the contrary, the members of the intervention group had significantly lower levels of stress on the same day.

Conclusions: The anaesthesiological interview has a positive influence as it lowers the preoperative levels of stress and anxiety.