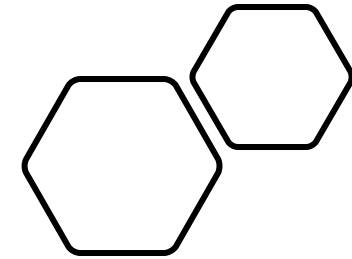


Enhancing Communication Between Circulators and Technicians in the GI Procedure Room



Exploring Roles, Responsibilities, and Teamwork

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Conflict of Interest

Neither Emma Rogers nor Ana Matos have
any Conflicts of Interest to disclose

Objectives

1. The learner will understand the roles of nurses and endoscopy techs.
2. Demonstrate an understanding of the importance of effective communication.
3. Apply effective communication strategies and techniques.
4. The learner will understand the impact on patient safety.



Roles of Nurses in Endoscopy



Pre-Procedure:

Patient assessment and education
Obtaining consent
Equipment preparation



During Procedure:

Assisting the physician and endoscopy tech
Monitoring patient vitals/ assisting the CRNA
Ensuring aseptic technique



Post-Procedure:

Monitoring recovery
Discharge education

Roles of Endoscopy Technicians

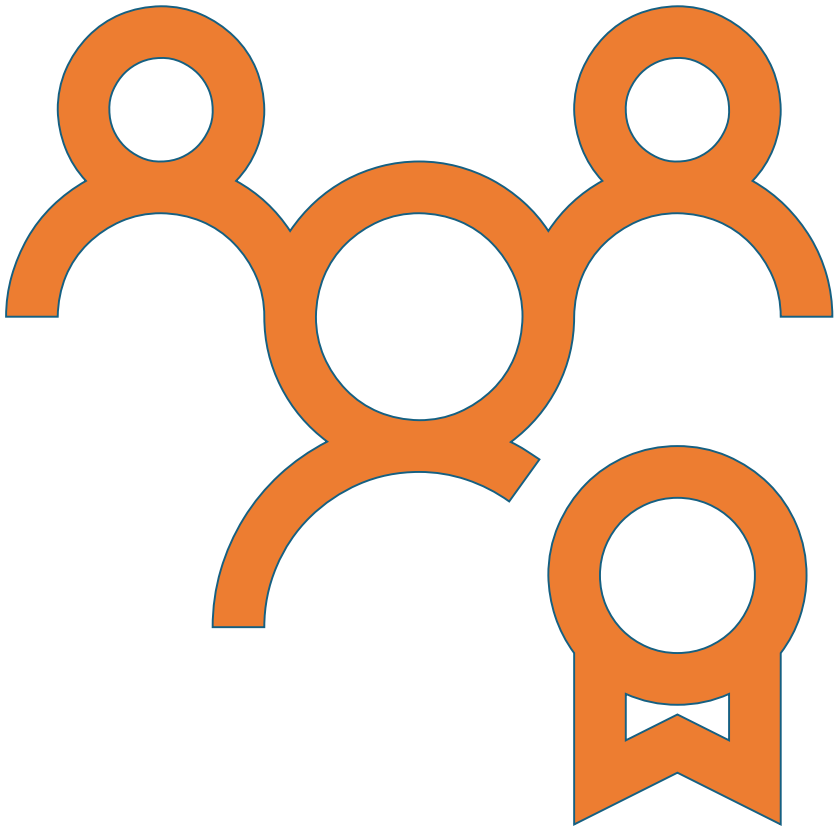
- Pre-Procedure:
 - Equipment setup and testing
 - Preparing supplies (e.g., biopsy forceps, snares)
- During Procedure:
 - Assisting with scope handling
 - Managing specimen collection
 - Troubleshooting technical issues
- Post-Procedure:
 - Cleaning and disinfecting scopes
 - Equipment maintenance





Importance of Effective Communication

- Reduces medical errors
- Enhances teamwork and efficiency
- Improves patient experience and outcomes
- Ensures clarity in task delegation



Communication Strategies in Endoscopy

- Closed-loop communication (Repeat back instructions to confirm understanding)
- SBAR Technique (Situation, Background, Assessment, Recommendation)
- Active listening (Paraphrasing, clarifying, and confirming)
- Non-verbal communication (Body language, tone, and eye contact)

Effective Communication in Action: Closed-Loop Communication

Scenario: Did I hear you correctly?

- A nurse and an endoscopy tech work together during a procedure.
- The physician requests a specific tool, but the tech mishears.
- Using closed-loop communication, the tech confirms by repeating the request.
- The right tool is provided, preventing delays and errors.



Effective Communication in Action: SBAR

Scenario: Available supplies or equipment

S - Situation:

Nurse: *"Hey, Sam, Dr. Smith is asking for 7-15 mm Savary dilators for the next patient, but they're not ready. "*

B - Background:

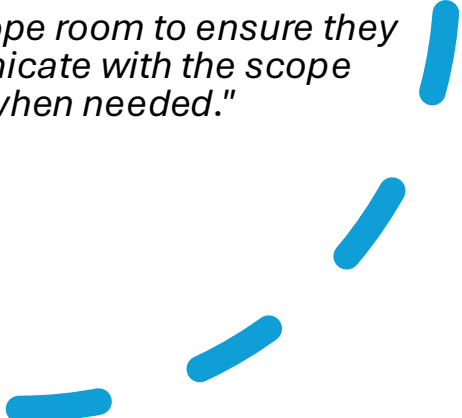
Endoscopy Technician: *"Right, last I checked, Room 4 was using a set, and I am not sure if the other set is available in the scope room."*

A - Assessment:


Nurse: *"Okay, the doctor is getting frustrated, and we need to avoid further delay. We cannot start until we confirm they are available."*

R - Recommendation:

Endoscopy Technician: *"Understood. I will check with the scope room to ensure they are available to avoid further delay. Next time, we can communicate with the scope room at the beginning of the shift to ensure they are available when needed."*



Effective Communication in Action: Active Listening

- **Scenario:** Verifying a Patient's Allergy Before the Procedure
 - **Nurse:** *"Hey, Jake, the patient mentioned they have an allergy to latex. Are all the supplies we're using latex-free?"*
 - **Endoscopy Technician:** *(Paraphrasing) "So, you're confirming that everything we're using is latex-free because the patient has an allergy?"*
 - **Nurse:** *(Clarifying) "Yes, I want to double-check before we start to avoid any reaction."*
 - **Endoscopy Technician:** *(Confirming) "Understood. I'll go through our supplies now—gloves and scope accessories should be latex-free, but I'll verify everything before we proceed."*
 - **Nurse:** *"Great, I appreciate it. Let me know if you need help swapping anything out."*
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Effective Communication in Action: Non-Verbal Communication

Scenario: Assisting the Physician During an Endoscopy

Context: The nurse and endoscopy technician are assisting a physician during a routine colonoscopy. The physician signals for a biopsy forceps, but the nurse is occupied monitoring the patient's vitals.

1. Endoscopy Technician Notices the Physician's Hand Gesture

- The physician extends their hand, signaling for the biopsy forceps.
- The technician **makes eye contact with the nurse** to ensure they have noticed.

2. Nurse Responds with a Nodding Gesture

- The nurse briefly glances at the physician's request, **nods to acknowledge**, and returns to monitoring the patient alongside the CRNA.
- The nod communicates, *"I see the request, but I'm assisting the CRNA at this moment."*

3. Technician Steps In Without Verbal Disruption

- The technician **quickly and smoothly hands the biopsy forceps** to the physician.
- A **calm, steady posture and composed facial expression** ensure there's no sense of urgency or panic.

4. Nurse and Technician Exchange a Quick Look

- After ensuring the patient are stable, the nurse **makes eye contact and gives a thumbs-up** to the technician as a silent thank-you.
- The technician **smiles slightly and nods**, indicating teamwork and understanding.

Impact on Patient Safety

● Poor communication can lead to:

- ✗ Medication errors**
- ✗ Wrong procedures**
- ✗ Delayed care**
- ✗ Patient distress**

✓ Effective communication

ensures:

- ✓ Accurate procedure execution**
- ✓ Proper medication administration**
- ✓ Infection control**
- ✓ Patient trust and comfort**



Summary

- Understanding roles enhances teamwork
- Communication is critical for efficiency and safety
- Using strategies like SBAR and closed-loop communication prevents errors
- Effective communication leads to better patient outcomes



"Communication Saves Lives"

Questions & Discussion



Let's Discuss:

- What communication challenges have you faced in endoscopy?
- How do you ensure clear communication in high-stress situations?
- Any examples of good or poor communication in your experience?