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We are increasingly witnessing a social request for confidence <sup>[1]</sup>. The health care area is no exception to this matter as surgical clients express a situation of vulnerability, manifested as an overriding need for security <sup>[2]</sup>. Studies show that improving the quality of communication in intra-operative environment favors the safety of the surgical client <sup>[3] [4] [5]</sup>.

The scrub nurse constitutes one of the key elements in maintaining intraoperative security by mediating communication within the multidisciplinary team. It is found that experienced scrub nurses that can stay calm in stressful situations contribute greatly in solving problems effectively. These nurses show good non-technical skills, which are social and cognitive skills that complement technical skills, in an interdependent way, for safe and effective task performance <sup>[6] [7] [8]</sup>. However, these skills are not yet formally identified or trained <sup>[9]</sup>.

A quasiexperimental, pretest/post-test study was conducted with the aim of measuring the scrub nurses non-technical skills, in two operating theatres in Lisbon region, using the Scrub Practitioners' List of Intraoperative Non-Technical Skills (SPLINTS) rating form <sup>[6]</sup>. Initial observations were conducted for a period of 4 weeks. Nursing staff then received educational sessions regarding general information about non-technical skills competency. One month after the education session, the same scrub nurses were observed for an additional 4 weeks to determine the impact of the educational intervention.

The SPLINTS system has shown potential promoting concepts of reflective practice as an individual and as a team, to identify positive outcomes and quality improvements, providing feedback to other team members in a constructive and prompt manner. The training sessions showed an improvement in the ability of managing conflict situations in a timely and effective manner utilizing good communication strategies. The results will be included in the presentation.

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