**BACKGROUND**

The difference between patient experience and patient satisfaction:

**Patient Experience:**
“The sum of all interactions, shaped by an Organization’s culture that influence Patient perceptions Across the continuum of care,”

**Patient Satisfaction:**
“The patients’ opinion of care received”

Why is the distinction so important?
“The patient wants: Communication
Understanding of their condition, Path to best possible health they can achieve And coordination with clinicians and staff to ensure they get there”

- American Society of PeriAnesthesia Nurses (ASPAN) Principle II
  describes communication within the domain of perianesthesia nursing practice
- Improving Communication is a current National Patient Safety Goal and is critical between patients, families, and healthcare staff
- “Patient experience and satisfaction is the No. 1 priority for healthcare executives—above clinical quality, cost reduction…”

**OBJECTIVE**

To strengthen communication between the care team, the patient, and the family.

**IMPLEMENTATION**

### 1. AIDET® Quality Communication Tool Adopted

Acronym for Acknowledge, Introduce, Duration, Explain, Thank with Specific behaviors associated.

- **Acknowledge**: Smile with eye contact
- **Introduce**: Your name, title, department
- **Duration**: How long will the surgery take? How long after to see family
- **Explain**: Pain and how Pain will be managed, what they may expect to keep them safe, What questions do you have?
- **Thank**
  - Thank You for choosing St. Elizabeth
  - Thank You it was a pleasure caring for you today

**Knowledge: Individual and Family**

- **Introduce** Say your name department Share your expertise “Manage up others”

**4567**

- **Deliver** How long before the surgery, test, or procedure?
- **Explain** Pain and how Pain will be managed, what they may expect to keep them safe, What questions do you have?
- **Acknowledge** Smile with eye contact
- **Thank**
  - Thank You for choosing St. Elizabeth
  - Thank You it was a pleasure caring for you today
- **Come out from behind the Computer**

**2. CELL PHONE # of Care Partner entered EMR**

- Happy St. Elizabeth 555-4567

**3. TIMELY UPDATES**

A. SDS or OR Holding area, and/or receptionist enters cell # of Care Partner into EMR to facilitate ease of communication
B. Pre-op: SDS provides ongoing updates to Care Partner/Family (especially about delays)
C. Intraop: OR Team updates Care Partner hourly
D. PACU updates Care Partner within 30 minutes of arrival using communication tool, AIDET® and facilitates further communication or visit as CP desires

**RESULTS**

**Professional Research Consultants Data**

- **2016 Care Partner Survey Cards**
  - 98.8% Reported Communication as Excellent or Very Good

**SUCCESSFUL PRACTICE**

- Communication and an open door policy to the PACU presents an opportunity to inform, educate, and relieve anxiety for our patients and families.
- What matters to the patient, matters to perianesthesia nursing.

**REFERENCES**