

PATIENT SATISFACTION – PUTTING PATIENTS AT THE HEART OF OUR CARE

Team Leaders: Monique Witcher, RN; Carol Pehotsky, MSN, RN, CPAN, ACNS-BC
Cleveland Clinic, Cleveland, Ohio

Team Members: Karen Graves, RN, CNOR; Lidiya Brown, LPN; Sara Shubert, RN;
Renee Blankenburg, BSN, RN; Michelle Bowman; Cheryl Chapman; Maria Dzurisin, RN;
Alice Florence; Judith Hill, RN; Sonyika Hines, MSN, RN; Diane Janakovich, RN;
Linda Marr, RN; Susan Mastrandrea, BSN, RN; Eleanora Pascu; Betty Walker

Patient satisfaction is a hot topic throughout healthcare – not just due to reimbursement issues, but also because it is the right thing to do. Healthcare consumers are increasingly savvy, and deserve to be treated as customers.

Patients undergoing cardiothoracic surgery arrive to a separate preoperative area in our facility. Our goal was to recognize the stress cardiothoracic surgery can produce, and to offer interventions to better manage patient anxiety. Our facility often has emergency cases that cause delays for our scheduled preoperative patients. This has great potential to further increase stress and impact patient satisfaction.

Upon assessment of patient anxiety, we offer patients a variety of resources to patients who are waiting for surgery. These resources include Reiki, Chaplain consultation, relaxation music, and reading materials. We also have a nurse liaison that is available to offer answers to both pre-op and post op questions that the patient or family may have. We offer distraction activities for children of patients to help them deal with their own anxiety. If delays occur, we keep the family and patient updated, and can offer amenities such as meal vouchers, recliners, and hotel accommodations.

Initial examination of patient feedback indicates a positive impact on our patients' anxiety and overall satisfaction with our institution. Nurses report confidence in their ability to address their patients' needs preoperatively.

Perianesthesia nurses can implement independent nursing interventions that have impact on patient anxiety, the overall patient experience, and their subsequent satisfaction with the operative facility.