

EXTENDING BEYOND PACU CARE

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Communication is an important aspect of continuity patient care. Through effective and good communication among hospital providers that excellent care to our patients are provided effectively. It is through this context that our PACU staff decided to implement Rounding with patients through postoperative visits and discharge calls; hoping to find positive and negative feedback so input from patients can be discussed within our department for improvement and find new ways to improve communication.

Most surgical patients recovered in PACU do not remember their stay in our department which result lower satisfaction scores upon discharge. The PACU staff decided to extend the PACU caring atmosphere by rounding patients to the surgical floors, the following day after surgery, asking for feedback on how we can improve the overall rating of care. Another improvement process implemented to get feedback is through discharge calls. Three attempts are implemented to reach out to these postoperative patients.

The utilization of rounding with patients and families the following days after surgery has improved the patient's perceptions of their overall care. Feedback from patients is discussed during multidisciplinary communication and ongoing collaboration between physicians, nurses, PCA, housekeeping and transporters.

With this improvement in place, the incidence of missed or delayed orders were minimized, cleaning of dirty discharged rooms are faster and flipped as clean rooms, etc. This resulted in improved physician, staff and patient satisfaction, as well as reduction of delay of services, and resulting to an excellent faithful, loving and caring institution.