

CLOSE THE LOOP

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Background Information: The Cleveland Clinic Main Campus PACU nurses developed the “Close the Loop” questionnaire to evaluate a patient’s care/satisfaction in the PACU. The goal was to develop a questionnaire with specific questions related to pain, nausea, vomiting, visitation, and plan of care.

Objectives of Project: The hospital wide patient satisfaction survey does not have a section dedicated to the perioperative area. The PACU nurses wanted to know how satisfied their patients and families were with their postoperative care and experience. The group collaborated and decided to have the patient complete a 6 question survey within 24 hours of discharge from the PACU. The nurses’ goals were to get real-time feedback and identify strengths and opportunities to improve patient and family satisfaction

Process of Implementation: The group collaborated and decided to have the patient complete a 6 question survey within 24 hours of discharge from the PACU. They called it “Close the Loop”. The survey was conducted by the nurse in the patients’ hospital room.

Statement of Successful Practice: The questionnaire has provided valuable information. The results of the survey revealed that nausea was not an issue for patients. The nurses identified that patients were not satisfied with the visitation protocol. The PACU group has created a plan and the new visitation practice model will be going into effect within the month.

Implications for Advancing the Practice of Perianesthesia Nursing: The Close the Loop survey has been utilized for one year. It has prompted change within the unit to help promote the patient satisfaction experience.