

NEW DAY SURGERY UNIT: PATIENT CENTERED CARE

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Background Information: The old Day Surgery Unit could not accommodate the amount of patients scheduled for the day. Patients were being asked to come three hours before surgery because they would be transferred to OR Holding Area to meet the OR team. This was impacting throughput, patient satisfaction, productivity, employee engagement, physician satisfaction and overall growth of the organization.

Objectives of Project: To create a unit that is patient centered with a streamlined process, optimizing patient flow and fostering increased productivity, increased physician, employee and patient satisfaction.

Process of Implementation: Obtained approval from administration to build a new Day Surgery Unit by utilizing patient satisfaction scores and productivity scores. Involved the staff in the planning process; current state was examined and future state was determined; visited several hospitals with blended units; units were combined (OR Holding Area, Day Surgery, Pre and Post Procedural Unit) and each unit was represented in developing a streamlined workflow process, eliminating redundancy and waste; the unit was designed so family can stay with the patient and meet the OR and Anesthesia Team; rooms have TV, telephone and have monitors, computers and supplies for staff to use. A Surgical Liaison position was created for the Waiting Room. All staff were required to have ACLS and be cross-trained for Phase I and II care delivery. Day Surgery and PACU staffs serve as back up for each other.

Statement of Successful Practice: Increased patient satisfaction as measured in Press Ganey Survey -decreased wait time from 60% to 80%; information given before surgery increased from 70%-90%; on- time start to OR increased from 60%-90%; increased employee engagement from 50th percentile to 75th percentile and increased productivity from 60% to 98%.

Implications for Advancing the Practice of Perianesthesia Nursing: Change is needed to strive for excellence and it is easier if staff is involved in every step of the way.