

## **"WE HEAR YOU" CHANGING THE CULTURE OF CARING, ONE PATIENT AT A TIME**

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**Background Information:** Healthcare delivery is changing, and with it we, as caregivers must respond. The patient's behavior has changed with the times as well. As consumers, patients are better informed, educated and demand instant gratification. Gone are the days of the "patient"-patient. The modern patient shops, researches, and compares hospital ratings/ranking, patient satisfaction, and infection rates. With reimbursement riding on patient satisfaction, it is only logical to find out what is important to patients about their surgical experience.

**Objectives of Project:** The Day Surgery Center formed a committee called Patient Satisfaction Committee (PSC) to identify patient concerns, individualize care and eliminate gaps in handoff throughout the perioperative process.

**Process of Implementation:** The PSC designed a communication card called "We Hear You" identifying concerns that matter most to the patient and serve as a handoff tool to staff from DSC to PACU.

The card has 3 sections. The first section asks the following questions:

1. How would you like to be called?
2. What Concerns you the most in surgery and in the recovery room?

The second portion is titled Staff Handoff which allows the preoperative nurse to communicate to other care providers essential aspects of care for patient safety and quality.

The third portion evaluates the patient's level of satisfaction upon return to Day Surgery for discharge and or during post-operative calls.

The PSC members educated the DSC nurses regarding the process. Utilizing service line representatives, perioperative nurses were in-serviced on the use and purpose of the card. Upon admission, the primary nurse asks the two questions and posts the card in front of the chart. The perioperative nurse uses the card to address identified needs important to the patient.

**Statement of Successful Practice:** DSC saw a surge in patient satisfaction as evidenced by Healthstream scores of 94%. Over a period of 12 months, out of 2022 surgery patients 18% had concerns in response to question number 2. As for satisfaction in care given, 97% reported satisfied and 3% were not satisfied.

**Implications for Advancing the Practice of PeriAnesthesia Nursing:** A tool utilized to ascertain patient's needs and as a handoff in all areas of the perioperative services could empower them and helps promote patient satisfaction.