

## **RECOVERY ROOM PATIENT REPORT CARD: AN EFFECTIVE COMMUNICATION TOOL**

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**Overview:** Due to the Anesthetic effects, Patients are unable to remember the first stage of Recovery. The challenging aspect of Perianesthesia Nursing is to provide continuous communication with family and patients during recovery. This gap was reflected on the Press Ganey scores. The shared Governance Council explored ways of bridging the communication gap in the continuity of care in the recovery room. On doing a literature review on best Practices from JOPAN, the unit came up with a creative approach of preparing a recovery room patient report card.

**Purpose:** The recovery Room report card was created as a communication tool for patients and their families and would serve as a tangible reminder of their PACU experience which most often cannot be recalled and thus help in improving patient satisfaction as reflected on the Press Ganey scores.

**Process of implementation:** The Recovery room patient report card was prepared which included the name of the primary care nurse, the condition of the patient on arrival, pain status in the recovery room, post op nausea and measures employed for safety and comfort.

All the perioperative Nurses were educated about the report card. The nurse in phase 2 ensured the recovery room report card was sent along with the discharge instructions. The feedback was collected during the 24 hour post op phone call and in the Press Ganey scores.

**Significance of the finding:** After 1 month of data collection the feedback on the 24 hour post op phone call was that the Recovery room report card was a good brief update and it did help them to recollect their time in the recovery room.

There was an improvement in the Press Ganey scores.

**Implications for perianesthesia nurses and future research:** The project helped to communicate the patient needs which were identified and met in the phase I of recovery room to the patients and their families.

The use of the report card serves as an effective method to communicate about the patient stay in the recovery room which enhances and promotes a therapeutic patient and family centered surgical experience. This improves patient satisfaction and Perception of care.