

## **A PDSA PROJECT TO IMPROVE PATIENT PERCEPTION IN SAME DAY SURGERY PATIENTS**

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**Background Information:** Innovative technology employed in surgery today, facilitates early discharge of patients to home after recovering from anesthesia. The reduced time spent in the hospital after surgery and being discharged to home is a big patient and family dissatisfier. This dissatisfaction was reflected in the Press Ganey scores. The SPU shared governance team undertook this project to improve patient and family satisfaction scores

**Objectives of the project:** To improve the patient satisfaction scores of the patients in SDS from 92% to 95% in 3 months.

**Process of Implementation:** The Plan Do Study Act model was used.

**Plan:** Developed a verbal script where the expectations of the patient stay pre-op, intra-op, phase 1 recovery and phase 2 recovery was discussed with the patient and families, followed by a plan to follow-up with a 24 hour post op phone call to find out if they felt rushed in any phase of their recovery or they were discharged too soon. 15 SDS patients were to be randomly selected over a period of 3 weeks.

**Do:** Plan implemented.

**Study:** Week 1- 5 patients were selected. Only 1 patient returned the 24 hour post-op phone call, hence the timing of the phone call was changed to late evening of the day of surgery.

**Act:** All the 10 patients selected in week 2 and 3 responded.

**Statement of Successful Practice:** 11 out of 15 patients responded to the post-op phone calls. All the 11 patients stated they did not feel rushed in any phase of their recovery. They felt they were not discharged too soon.

All the perioperative staff was given education in the pre-op, Phase 1 and Phase 2 about communicating to the patients and families about the expected length of stay in each phase so the patients feel that they are not rushed.

Improvement in the Press Ganey Scores to 96.3% in 3 months.

**Implications for Advancing the Practice of Perianesthesia Nursing:** The perception of the Patients and their families is an important factor to be considered for a positive surgical experience. Clear brief concise Communication is vital at every phase of their surgical experience, even as early as their first visit to the doctor's office. This therapeutic patient family centered communication enhances their quick transition from a hospital setting smoothly to their home.