

## **“Tell Us How We’re Doing”: Putting Patient Satisfaction in the Patient’s Hands**

Team Leader: Angela Patruno BSN RN-BC CPAN

New York Presbyterian-Weill Cornell Medical Center, New York, New York

Team Members: Maria del Mar Rodriguez MSHI CNS BSN CNOR,

Katherine O'Hara MPA BSN RN CPAN

**Background Information:** We are in our second year of pandemic nursing. The strain of nurse burnout is still very present. Feelings of being underappreciated is still prevalent in many nursing populations, with hospital-led morale boosters still falling short. Last year, we presented a poster that proved that patient experience is related to staff satisfaction.

**Objectives of Project:** We still feel that, despite burnout, PACU nurses are still providing high quality patient care. While staff led interventions were successful, the prominently displayed ‘Thank an Employee’ signs still did not garner as many responses from patients as desired. We want more positive direct feedback for our nurses from our patients.

**Process of Implementation:** During a Patient Experience meeting, the idea of directly asking our patients to tell us how we’re doing was introduced. Patients often stay in recovery for hours at time, with nothing but their phones to entertain them. We developed scannable individual bedside table signs with a QR code for patients. The scan prompts them to rate two statements: “Nurses’ response to your concerns or questions” and “How well staff worked together to care for you”. There is also a box for them to leave any other feedback. This way, we’re putting the power in their hands to directly give us feedback based off their current situation. Press Ganey surveys rely on a vague memory weeks later. In turn, we are also giving them the opportunity to directly thank staff involved with their care. The sign’s reverse side has a “Thank an Employee” code.

**Statement of Successful Practice:** Bedside signs were placed and staff educated at the beginning of July. In three months, we’ve received a total of 46 responses. Our Press Ganey scores in July were 95.7 and 93.1, respectively, for each question stated above. In August, they were 97.1 for both questions, and 97.2 for both questions in September.

**Implications for Advancing the Practice of Perianesthesia Nursing:** Recovery room staff provide excellent care for their patients. Despite that, patients often feel that their voices aren’t heard during their hospital stay. By giving the patients a forum to freely express themselves, their appreciation (and frustrations) can be reflected back to the staff, improving the experience of all involved.