

Post-Operative Phone Calls: Does it Make a Difference to Patients?

Team Leader: Juanita Baroya MSN-PH RN CPAN

Mercy Medical Center, Baltimore, Maryland

Team Members: Tonya Hoffman MSN RN CNL, Connie Mackowiak BSN RN,
Kristine O'Neill BSN RN CPAN, Nurse Manager

Background Information: In PACU the following criteria reported by HCAHPS were monitored:

1. Patient Advocacy (Likelihood to recommend) 2. Staff doing everything to help with pain 3. Clear Communication by patient care staff. HCAHPS rating showed a decline in the above criteria in spite of other improvement initiatives.

Objectives of Project: To develop/redesign a structure and process to improve patient outcome in the above 3 parameters by the implementation of post-operative phone calls.

Process of Implementation: Previous problems associated with post-operative phone calls were assessed. A community search and literature review was completed. A team was created composed of educator, bedside nurses and unit manager to discuss the guidelines and best practices in successfully implementing the post-operative phone calls. For tracking purposes a call sheet was developed and the staff was educated using various methods. The staff was also encouraged to provide feedback/recommendations to provide consistent care and improve outcomes.

Statement of Successful Practice:

Targeted goal was to increase pre and post HCAHPS 5% on patient satisfaction rates on:

1. Patient Advocacy (Likelihood to recommend)
2. Staff doing everything to help with pain
3. Clear Communication by patient care staff.

The implementation of post-operative phone calls improved patient satisfaction in the following categories:

1. Patient Advocacy -26.1% increase in percentile ranking
2. Staff doing everything to help with pain - 1.6% increase in percentile ranking
3. Clear Communication by patient care staff -57% increase in percentile ranking

Implications for Advancing the Practice of Perianesthesia Nursing: Patient satisfaction is critical to hospital value base programs, in the PACU post-operative phone calls have shown to be a meaningful initiative in the effort to improve patient satisfaction that should be implemented and sustained.