

Use of a Discharge Information Sheet to Improve the Patient Experience Leading to Increased OAS CAHPS Scores in an Ambulatory Surgery Center

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Background Information: Outpatient and Ambulatory Surgery Consumer Assessment of Healthcare Providers and System (OAS CAHPS) scores measure the patient experience with surgery performed at a hospital based outpatient surgery department or a free standing ambulatory surgery center. This survey contains 37 questions, within the domains of facilities and staff, communication about procedure, preparations for discharge and recovery, overall rating of surgery center and willingness to recommend. The scores in the discharge domain, were not where they needed to be. A work group was developed, realized they had to change their way of educating their patients and placed their focus on developing a new process to make the necessary changes.

Objectives of Project: Susan Miller, RN, a preop/PACU nurse at CFAM came up with an idea of a one page information sheet to ensure all educational areas were being addressed to all patients at CFAM. The quality improvement initiative was to correlate the educational points to the wording of the OAS CAHPS survey questions.

Process of Implementation: The one page information sheet addressed the following domains: Pain, Nausea, Bleeding and Infection. This information sheet is reviewed with each surgery patient at time of discharge and included within the discharge folder for the patient to have as a resource.

Statement of Successful Practice: In 2016, when the OAS CAHPS survey was launched, our scores for the discharge/recovery domain were 80.5. With the introduction and implementation of this improvement project, our scores went to 95.7 in 2017. With an increase of 15.2 percent, we knew this process improvement worked. To continue to improve scores, the education sheet was translated to the top 6 preferred languages of our patient population.

Implications for Advancing the Practice of Perianesthesia Nursing: The success of this quality improvement project was shared with all outpatient areas of our main facility at Long Island Jewish Medical Center, a part of Northwell Health. The education sheet proved to be advantageous to these areas as well, which set in motion the development of an education sheet for the anesthesia department also needing an improvement in scores. The implementation of this practice can be adapted to all areas of perianesthesia nursing and help all departments and hospitals improve their public reporting of performance data.