

Live from New York – It's Pre-Op Instructions!

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Background Information: Breast surgery patients go to a myriad of appointments unseen by the PACU staff. Nuclear Medicine, Mammography, Ultrasound, Seed Placement, Clip Placement, Imaging, Biopsies and consultative appointments all occur prior to being booked for surgery. In a time where the patient experience matters most, focus needs to be given to the patient population undergoing the most amount of pre-surgical, stressful appointments.

Objectives of Project: This initiative was designed to lessen anxiety, humanize the surgical experience and better prepare the patients all while providing a personalized patient centered experience. This initiative is completely driven by leaders at the bedside and demonstrates a Magnet driven culture. This project was designed to help navigate the patient through a difficult and emotional period.

Process of Implementation: Breast surgery patients at New York-Presbyterian/David H. Koch Ambulatory Center are often scheduled for a pre-surgery appointment with the Mammography Department. Geography lends itself to assist with the implementation of face-to-face pre-operative interaction as the mammography and ambulatory surgery department share a floor. Through collaboration with the Mammography, Breast Surgery and Interventional teams, we are able to coordinate an in-person visit to the patient by the Pre-operative Registered Nurse (RN).

During the live pre-operative visit, the RN is able to answer questions, review pre-operative education, tour the unit with the patient, and reduce patient stress.

Statement of Successful Practice: Although the patient receives a pre-operative phone call, the live interaction between the RN and patient has shown to improve the patient experience as well as better prepare the patient for surgery. This success is demonstrated through our internal survey results which display that 92% of patients surveyed report that meeting with a pre-operative nurse eased their mind and lowered their anxiety regarding surgery. Additionally, our success is displayed through our OASCAHPS survey domain of "instructions good regarding preparation," showing an increase from 85% to 100% top box responses.

Implications for Advancing the Practice of Perianesthesia Nursing: As we enter 2019 and technological advancements, automated processes and robotic approaches are permeating the healthcare field, our initiative highlights the importance of the human touch.