Title: Incorporating Patient Focused Care Into the PeriAnesthesia Environment

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Background information related to problem identification:
The physical environment in which PeriAnesthesia staff provides care appears very cold and uninviting, which can be intimidating for the patient. Patient satisfaction with PeriAnesthesia scored 52.8% with a target of 61.7%.

Objectives of Project:
1. Evaluate the hospitality of the PeriAnesthesia environment using the Planetree model
2. Improve the patient’s PeriAnesthesia experience resulting in increased patient satisfaction and loyalty.

Process of Implementation:
The PeriAnesthesia nursing staff brainstormed ideas that allowed for improving the patient experience. A pilot was conducted using light screen lenses with a variety of relaxing pictures. Light screen lenses would provide a tranquil scene for the patient to view while they were lying on their back. Holding Area (HA) was selected for the pilot to determine if the screen lenses would also provide sufficient lighting to perform patient care. The success of the HA light lenses was repeated in the Surgery Center and PACU. Additional recommendations included satellite music, rounding, televisions, thank you cards, and visitation.

Statement of successful implementation:
After implementation of changes, patient satisfaction with PeriAnesthesia is at 95.7%.

Implications for advancing the practice of perianesthesia nursing:
When previous action plans for improving patient satisfaction failed, the PeriAnesthesia nurses played a vital role in enhancing the patient/family surgical services experience while contributing to the overall satisfaction of the patient and the organization.