Transforming Patient Care At The Bedside with Standardized Instructions, One Surgery At A Time

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Our Same Day Surgery unit recently began using the Press Ganey Patient Satisfaction surveys. We successfully improved “informed about delays” (lowest score). We struggled with the next lowest score- “information received day of surgery”. When calling post-op patients we found dissatisfaction that most of the pertinent information regarding self/home care was given post-operatively. Neither patients nor families could absorb this amount of teaching at the end of a long day. After a literature search, our Patient Satisfaction Committee found several articles which addressed this problem. We decided on an approach based on the PDSA (Plan, Do, Study, Act) model of implementation.
Members of this committee and Unit Council each decided on one surgery to research and find best practices both pre-op and post-op. We had 5 min. huddles with a few staff nurses at a time to obtain feedback about each surgery and tap into their particular expertise. Instructions were revised as a result.
We compiled this information into a “book”, which we placed throughout the unit. Having standardized instructions increased our patient satisfaction scores. Staff feels confident that they are informing patients and families according to best practice. A post project survey indicated higher job satisfaction after implementation of standardized instructions.
We also obtain feedback from patients with the post-op phone call.