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Setting The “Satisfaction Bar” At An All-Time High

Purpose: Improving patient satisfaction is important for a hospital and department to keep volume sustained and to ensure patients and families are satisfied with their care.

Description: The PACU’s patient satisfaction scores have continued to increase over the past few years. The service excellence and patient education committee collaborated on processes to further raise scores. The teams reviewed the current scores and verbatim comments. Recognizing discharge education and communication were two areas with opportunity to improve, the teams initiated a patient education wall in the surgical waiting area and outpatient surgical module. The wall has bins with folders inside. These folders hold approved educational materials for families and patients. The team also developed a patient notebook. Inside is an outpatient discharge booklet, pamphlets on anesthesia and post op pain management, the manager’s business card and a flyer to write down any concerns or compliments on so they can be immediately addressed.

Evaluation and Outcomes: The team continued to work with the OR liaison on communication. This increased families feeling less anxious by having a nurse update them every hour on their loved one. The patient satisfaction scores have gone up 3 percentage points from last year’s scores.