Background Information

- The perioperative staff at the Ambulatory Surgery Center became aware of the need for changing our current practices when it came to patient discharge education.
- Preoperative education, in a quieter environment, helps to minimize anxiety and promote learning retention for patients and families.
- Our caregivers noticed the stress of the family with the amount of information given in such a short time frame in the PACU.

Objectives of Project

- Provide a relaxed environment where patients and families had more time to think about care at home and express fears and concerns.
- Provide information in both the preoperative and PACU areas to decrease anxiety, therefore, decreasing the amount of questions asked on post-operative phone calls.
- Provide continuous communication throughout their stay at the Ambulatory Surgery Center to reflect patient/family-centered care.
- Utilize a multidisciplinary approach with all members of the team involved in the patient’s care.

Process of Implementation

- Upon arrival, patients/families were provided with a welcome letter to explain the flow of the day. They were encouraged to ask questions if they needed clarification at any point during their stay.
- A multidisciplinary approach was taken in the preoperative area:
  - Physicians provided prescriptions for families to fill while waiting
  - Orthopedic representative provided teaching on how to use slings, braces, and cooling devices. This helped patients practice with their devices while still cognizant
  - The nursing staff listened to patient/family concerns about what to expect when going home and were able to provide detailed explanations in a calmer environment.
- Prior to visitation in the PACU, families were given written discharge instructions to read in the waiting area. The waiting area provided an environment free from monitors, sounding alarms and other distractions.
- The quiet waiting area also gave them time to focus on the material and formulate any questions for the staff.

Statement of Successful Practice

- Decreased stress and anxiety for patients, families, and staff when discharge planning began in the preoperative area.
- Promoted reinforcement of discharge instructions to patients and their families.
- Promoted effective teach-back for patient and families.
- Increased patient’s understanding of surgical care at home; evidenced by less questions with post-op phone call.

Implications for Advancing the Practice of Perianesthesia Nursing

- Utilizing a multidisciplinary approach in discharge teaching promotes patients are first by:
  - Supporting patient/family-centered care
  - Increased collaboration and coordination amongst staff
  - Improved patient outcomes and positive surgical experience.
  - Improved time management for both staff, patients, and families in receiving discharge instructions.

References