Use of a Discharge Information Sheet to Improve the Patient Experience
Leading to Increased OAS CAHPS Scores in an Ambulatory Surgery Center
Center for Advanced Medicine (CFAM) Ambulatory Surgery Center
New Hyde Park, New York
Michelle Pedalino MSN, RN, CPN, Susan Miller BSN, RN, CAPA, Gloria M. Collura, MSN, RNC, Maureen Early-Donohue, MSN, RN

Background
Outpatient and Ambulatory Surgery Consumer Assessment of Healthcare Providers and System (OAS CAHPS) measures patient experience with surgery performed at a hospital-based outpatient surgery department or a free standing ambulatory surgery center.

The finalized OAS CAHPS survey contains 37 questions, within the domains of
• Facilities and staff
• Communication about procedure
• Preparations for discharge and recovery
• Overall rating of surgery center
• Willingness to recommend

CFAM partnered with Patient & Family Centered Care. The OAS task force was created where focus was placed on “Your Recovery” after monitoring patient experience scores and comments.

Implementation
The newly created task force met and a one page information handout was formulated to address education to help with recovery for
• Pain
• Nausea
• Bleeding
• Infection

Upon completing in-service and acquiring feedback from the frontline staff including physicians, the discharge flyer was implemented in Oct 2017.

The information handout is reviewed with each surgery patient at time of discharge and included within a discharge folder for the patient to have as a resource.

Results
In 2016, when the OAS CAHPS survey was launched, our scores were 80.5. With the implementation of this improvement project, our scores went up to 95.7 in 2017 and have sustained in 2018

Conclusions
Staff recognized a common area that needed improvement and was empowered to work as a team and became more engaged as they saw the successes of their collaboration.

Our sustainability plan including ongoing measures to track and trend the OAS Scorecard and comments with monthly leadership deep dives and weekly pulse checks with front line staff.

We have shared our process with members of other ambulatory procedure departments as we have shown collaboration with our front line staff has aided us in developing our best practice. This form can be used and tailored to fit any department that uses OAS CAHPS Scores.

In consideration of LIJ’s diverse patient populations the flyer is available in 7 languages:
• English, Spanish, Chinese, Hindi
• Russian, Creole, Punjabi

The success of this sheet led to our anesthesia department creating one geared towards the types of anesthesia patients may receive

Information to help with your recovery

Pain
• You may have some pain after your surgery or procedure
• Take pain medicine as directed by your doctor
• Call your doctor if your pain is not getting better or if it gets worse

Nausea
• Anesthesia can upset your stomach
• Eat bland foods (pasta, crackers, soup)
• Avoid spicy foods
• Drink plenty of fluids, such as water or ginger ale

Bleeding
• You may have a small amount of drainage from your surgical or procedural site
• If you have bright red blood in large amounts, apply pressure and call your doctor immediately

Infection
• If you have any of the following signs of infection, call your doctor:
  • Redness
  • Swelling
  • Fever (over 101 degrees)
  • Thick yellow/white drainage

Anesthesia Process
• Local anesthesia is a type of anesthesia that numbs the area where the surgery or procedure will take place. This procedure is commonly used for minor procedures, such as in an office setting.

Possible Side Effects
• Local anesthesia can cause side effects that range from mild to moderate. These side effects can include:
  • Numbness
  • Tingling
  •刺痛
  • Swelling

Our commitment is to deliver an outstanding overall anesthesia experience.

Information about your Anesthesia

Anesthesia Process
• Local anesthesia is a type of anesthesia that numbs the area where the surgery or procedure will take place. This procedure is commonly used for minor procedures, such as in an office setting.

Possible Side Effects
• Local anesthesia can cause side effects that range from mild to moderate. These side effects can include:
  • Numbness
  • Tingling
  •刺痛
  • Swelling

Anesthesia Process
• Local anesthesia is a type of anesthesia that numbs the area where the surgery or procedure will take place. This procedure is commonly used for minor procedures, such as in an office setting.

Possible Side Effects
• Local anesthesia can cause side effects that range from mild to moderate. These side effects can include:
  • Numbness
  • Tingling
  •刺痛
  • Swelling

Anesthesia Process
• Local anesthesia is a type of anesthesia that numbs the area where the surgery or procedure will take place. This procedure is commonly used for minor procedures, such as in an office setting.

Possible Side Effects
• Local anesthesia can cause side effects that range from mild to moderate. These side effects can include:
  • Numbness
  • Tingling
  •刺痛
  • Swelling

Anesthesia Process
• Local anesthesia is a type of anesthesia that numbs the area where the surgery or procedure will take place. This procedure is commonly used for minor procedures, such as in an office setting.

Possible Side Effects
• Local anesthesia can cause side effects that range from mild to moderate. These side effects can include:
  • Numbness
  • Tingling
  •刺痛
  • Swelling

Anesthesia Process
• Local anesthesia is a type of anesthesia that numbs the area where the surgery or procedure will take place. This procedure is commonly used for minor procedures, such as in an office setting.

Possible Side Effects
• Local anesthesia can cause side effects that range from mild to moderate. These side effects can include:
  • Numbness
  • Tingling
  •刺痛
  • Swelling

Anesthesia Process
• Local anesthesia is a type of anesthesia that numbs the area where the surgery or procedure will take place. This procedure is commonly used for minor procedures, such as in an office setting.

Possible Side Effects
• Local anesthesia can cause side effects that range from mild to moderate. These side effects can include:
  • Numbness
  • Tingling
  •刺痛
  • Swelling

Anesthesia Process
• Local anesthesia is a type of anesthesia that numbs the area where the surgery or procedure will take place. This procedure is commonly used for minor procedures, such as in an office setting.

Possible Side Effects
• Local anesthesia can cause side effects that range from mild to moderate. These side effects can include:
  • Numbness
  • Tingling
  •刺痛
  • Swelling

Anesthesia Process
• Local anesthesia is a type of anesthesia that numbs the area where the surgery or procedure will take place. This procedure is commonly used for minor procedures, such as in an office setting.

Possible Side Effects
• Local anesthesia can cause side effects that range from mild to moderate. These side effects can include:
  • Numbness
  • Tingling
  •刺痛
  • Swelling

Anesthesia Process
• Local anesthesia is a type of anesthesia that numbs the area where the surgery or procedure will take place. This procedure is commonly used for minor procedures, such as in an office setting.

Possible Side Effects
• Local anesthesia can cause side effects that range from mild to moderate. These side effects can include:
  • Numbness
  • Tingling
  •刺痛
  • Swelling

Anesthesia Process
• Local anesthesia is a type of anesthesia that numbs the area where the surgery or procedure will take place. This procedure is commonly used for minor procedures, such as in an office setting.

Possible Side Effects
• Local anesthesia can cause side effects that range from mild to moderate. These side effects can include:
  • Numbness
  • Tingling
  •刺痛
  • Swelling

Anesthesia Process
• Local anesthesia is a type of anesthesia that numbs the area where the surgery or procedure will take place. This procedure is commonly used for minor procedures, such as in an office setting.

Possible Side Effects
• Local anesthesia can cause side effects that range from mild to moderate. These side effects can include:
  • Numbness
  • Tingling
  •刺痛
  • Swelling

Anesthesia Process
• Local anesthesia is a type of anesthesia that numbs the area where the surgery or procedure will take place. This procedure is commonly used for minor procedures, such as in an office setting.

Possible Side Effects
• Local anesthesia can cause side effects that range from mild to moderate. These side effects can include:
  • Numbness
  • Tingling
  •刺痛
  • Swelling