Increasing Patient Satisfaction by Decreasing Turnaround Time for Lab Results
Team Leader: Ingrid Guerzon BSN RN CPAN
Cedars Sinai Medical Center, Los Angeles, California
Team Members: Deborah Martin BSN RN CPAN, Sarah Vy BSN RN CPAN,
Rusela DeSilva MSN RN CAPA, Tesha Seabra MSN RN CPAN, Alena Mascetta MSN RN CCRN,
Robin Reidy MSN RN CCRN, Glenda Buranasombati MSN RN CCRN, Jay Arcilla PI

Background Information: In the Post Anesthesia Care Unit (PACU), patients that need a cardiac
catheterization require a sheath, which is a long narrow catheter that is inserted through the
femoral artery. Due to the numerous blood thinners this patient population receives, they must
remain flat due to their hypercoagulable state. Often these patients experience increased
discomfort related to prolonged bedrest which leads to decreased patient satisfaction. Prior to
sheath removal an Activated Clotting Time (ACT) level needs to be evaluated until a therapeutic
value that has been determined by the physician has been reached. Currently, the practice is
for the nurse to draw and send the ACT to the Emergency Department Lab which can take up to
60 minutes to get the results. As a result of the prolonged turnaround time of the ACT, this
leads to a prolonged recovery time.

Objectives of Project: The purpose of this study is to increase patient satisfaction and decrease
turnaround time for ACT results by incorporating the iStat in the PACU.

Process of Implementation: From August to October 2017, data was collected regarding the
turnaround time of ACT results. The data showed that the results were taking up to 60 minutes
therefore impacting patient satisfaction. The implementation of iStat training began in October
2017. The nurses in 6 PACU were required to complete a HealthStream module and hands on
training.

Implementation Process: In December 2017, the nurses began to utilize the iStat machines
that were installed in 6 PACU for the ACT results.

Statement of Successful Practice: Turnaround time for obtaining ACT results went from 60
minutes to 5 minutes after utilizing the iStat machine.

Implications for Advancing the Practice of Perianesthesia Nursing: The implementation of the
iStat machine was successful in decreasing turnaround time for ACT results which lead to a
timely removal of the sheath. In turn this increased patient satisfaction, patient comfort, and
decreased length of stay.