

THE JOURNEY OF IMPROVING PATIENT SATISFACTION SCORES

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In June 2010, Advocate Christ Medical Center (ACMC), in Oak Lawn, Illinois embarked on a journey to improve Ambulatory Surgery patient satisfaction scores. ACMC partners with Press Ganey and the Studer group to increase the overall mean score of 91.1, which was an unsatisfactory score. The burden on perioperative services to promote increased quality for health care consumers generates both increasing opportunities and challenges. Press Ganey has a vast database of more than 9.5 million surveys annually and provides comprehensive benchmark reports to equivalent organizations. In order to increase the scores, positive evidence based changes must be made.

The objectives of this project were:

1. Provide resources/education using a comprehensive approach
2. Identify the trending low scoring questions in each section of the tool
3. Incorporate multidisciplinary approaches to increase the mean score for each question

The patient satisfaction team and surgery leaders committed their attributes and time to generate an educational program for the perioperative nurses based on information provided by Press Ganey and Studer Group. Subsequently the team reviewed the low scores and implemented changes by focusing on the weak areas in nursing communication. The team incorporated methods from the Studer Group to focus on improving the communication deficit and take a more patient directed approach to nursing care.

Ambulatory Surgery patient satisfaction is a competitive market with patient satisfaction an indicator for measuring the quality in healthcare. It affects clinical outcomes, timely, efficient and patient centered care. In order to remain competitive, patient satisfaction is imperative.