

A SURVEY OF PATIENTS' PERCEPTION ON THE BENEFITS OF PRE-ADMIT INTERVIEW AND INSTRUCTION

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Background:

1. Prior to admission for surgery, patients are called for appointments to interview with the RN.
2. During the interview, the RN enters all patient health data in the electronic health record.
3. The RN gives pre-op instructions which include patient safety procedures followed at this hospital.
4. Feedback is lacking as to the usefulness of this process as perceived by the patient and family.

Objectives:

To evaluate the effectiveness of pre-operative instructions given to patients in the Pre-Admit Unit and to identify areas for process improvement.

Implementation:

1. A questionnaire to use for the survey was developed.
2. Between January 1 through January 30, 2012, face to face interviews with patients on the Medical-Surgical, Telemetry floors and ICU on post-op day #1 were conducted.
3. Orthopedic, pediatric, CABG cases, non-English speaking patients and those who had conditions that precluded them from answering questions clearly were excluded from the study.
4. Results shared with staff. Area of weakness being addressed.

Successful Practice Identified:

1. Patients and families acknowledged that the patient education/instructions received during the interview helped to increase patient and family awareness and knowledge and increase the patient's chances for a more positive outcome.

Implications for Perianesthesia Nursing:

1. PeriAnesthesia Nurses make a difference and contribute significantly towards positive patient outcomes.