

PROMOTING & CONTINUING EMPLOYEE AND CUSTOMER SATISFACTION

Team Leader: Pamela E. Windle, MS, RN, CPAN, CAPA, FAAN

St. Luke's Episcopal Hospital, Houston, Texas

Team Members: Maride Uy, BSN, RN; Amelia Pacardo, BSN, RN, CCRN, CPAN;

Ann Fairchild, BSN, RN, CPAN, CAPA; Agnes Hsu, BSN, RN;

Teresita Santiago, BSN, RN, CPAN; Lora Cerbas, BSN, RN; Gerda Balba, BSN, RN

Due to the high volume and high traffic recovery phase in the Post Anesthesia Care Unit (PACU), the critical experience for both the patient and the family members are sometimes missed, forgotten or ignored. It is essential for perianesthesia staff to acknowledge that the utmost nursing care possible is provided to the patient and their family member and aid to decrease their anxiety level.

Problems: This department is very small, tight and secluded unit with only 22 beds. The average scheduled cases ranged from 40s to 60s but with higher acuity level of patients, including ICU patients. Other issues are the crowded space, limited privacy, noise level and lack of supply spaces. Patients that are recovered and stayed longer in the unit do not have the facility for personal comfort. Other patients are critically-ill patients which have potential higher risk factors and required more ICU nursing care. Other system factors such as patient flow, increase in acuity, and staffing had been the main reason why patient stayed in the PACU longer. Employee dissatisfaction includes lack of support services such as: no staff lounge or break room, limited space to work, noise level and privacy issue.

Intervention: The staff strategizes several on-going activities to improve patient and employee satisfaction. The professional salaried model and shared leadership model assisted in developing programs to enhanced employee engagement and improved customer satisfaction. Positive and negative feedback received through postoperative visits were reviewed monthly and worked on customer service improvements. The most positive outcome was the cohesiveness and teamwork of the perianesthesia staff.