

## **INSTILLING A QUALITY-SAFE CULTURE IN YOUR ASC**

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**Background Information:** During the autumn of 2014 Andrews Institute Ambulatory Surgery Center began a year long pilgrimage with AHRQ: Cohort 4 Safety Program for ASC's. Within the same time frame a group of our Peri-anesthesia RN's set a goal to become CAPA Certified. Throughout their process a common thread of excellence, quality and safe practices consistently bubbled to the surface. A Safety Culture Survey conducted by AHRQ indicated that our facility had some work to do: Improve Our Quality-Safe Culture!

### **Objectives of Project:**

- Define our historical path as related to improving our Quality-Safe Culture.
- Summarize how to improve your Quality Program with PI (Process Improvement).
- Explain the PI Process steps.
- Investigate how your Quality Program can affect survey outcomes.
- Propose how achieving CAPA Certification can strengthen your facility's Quality-Safe Culture.

**Process of Implementation:** During a brain storming session, our team identified process gaps. Targeted areas included: improving discharge education, communication and compliance issues.

**Statement of Successful Practice:** The PI process is great fun! Our Projects have Improved Discharge Communication (Operation Blue Folder) where our *"aha moment"* came during a *brain storming* session. While viewing our *Process Map* which indicated patient education encounters, our issue became transparent that there was a gap in our discharge process. Utilizing PI, we added a Discharge Segment to our Pre-op Education Packet that is provided when a patients' surgery is scheduled. Next, we included educating the patient about their Blue Folder which houses their discharge instructions. Finally, we added a label to the folder that states Discharge Instructions, hours of operation and our direct R.N. contact number. Soon patients and their family members were asking for *their* Blue Folder! Our Patient Satisfaction Scores soared to 97.96% (+2.15%)!

PI works! Next we streamlined our chart process decreasing DOS (Day of Surgery) issues and improving patient safety. This PI project has decreased steps and time. Thus allowing our RN's to focus on their patients and not the paperwork. Additional projects have included: revising the Surgical Checklist, Patient Call back (+0.12%) process and IUSS (Immediate Use Sterilization) resulting in 90.69% improvement. PI has enhanced team work and taught lean basics to our staff improving in our quality-safe culture.

**Implications for Advancing the Practice of Perianesthesia Nursing:** Improving our facility's Quality-Safe Culture has improved patient education, safety and outcomes while CAPA

Certification has become a staff standard of excellence. Throughout 2015 29.4% of our Perioperative staff became CAPA Certified while 11.4% mastered PI and implemented their studies throughout our ASC.