

IMPROVING PATIENT AND FAMILY SATISFACTION DURING THE PERIOPERATIVE EXPERIENCE

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Background Information: Patient Satisfaction scores have been in the low 90%. In 2014, phone calls to patient families and visits in Phase I recovery were inconsistent and did not improve satisfaction scores. Phase I nurses were surveyed on their attitudes regarding visitors in the recovery area. They were not in favor of visits.

Purposeful hourly rounding has proven useful in preventing falls and raising patient satisfaction scores on the in-patient units. Hourly rounding is easily adaptable for the ambulatory setting.

Objectives of Project: The objectives of this project was to introduce Purposeful Hourly Rounding on the Ambulatory Care Unit. Reinforce phone calls to patient families and increase the number of visitors in Perianesthesia Care Unit (PACU).

Process of Implementation: The Ambulatory Care Unit (ASU) staff were educated on Hourly Rounding and the data collection tool. The PACU staff were interviewed to determine better times for visits and phone calls. They were also instructed on the use of the data collection tool. They were again surveyed on their attitudes regarding visitors and best times for visits and phone calls.

Statement of Successful Practice: Despite all our efforts, satisfaction scores have not increased. Staff in ASU and PACU are supportive of the initiatives. Ongoing education and encouragement are provided to the staff as all these interventions are patient satisfiers and lend themselves to improved customer service.

Implications for Advancing the Practice of Perianesthesia Nursing: Improving patient and family satisfaction is an ongoing goal of all institutions. Hourly rounding, phone calls and visits are simple cost effective tools that have been effective in other institutions.