

## **HOW THE EFFECTS OF TIMELY QUALITY COMMUNICATION AFFECTS THE PATIENT EXPERIENCE**

Team Leader: Debbie K. Sandlin BSN CPAN  
St. Elizabeth Healthcare, Edgewood, Kentucky

**Background Information:** Patient satisfaction remains one of the top three priorities of healthcare leaders today. Tied to reimbursement rates are in part a patient's perception of their overall experience. The outpatient scores like inpatients scores will be added for reimbursement from Centers for Medicare and Medicaid coming in 2017. Healthcare leaders cognizant of the new reimbursements will be in the forefront for their organization to adopt a plan of action. Leadership has supported the contribution from the Perioperative Patient Experience Council (PPEC) to continue to improve Patient Experience and thus patient satisfaction.

**Objective of Project:** To strengthen communication between the care team, the patient, and family.

**Process of Implementation:** Leadership supported the use and direct access via cell phones to call the Care Partner who serves as the person on the day of surgery to receive timely updates across the patient's perioperative experience. The program started in 2012 and continues today. The PPEC continues to monitor updates, language conveyed, and to focus on specific action plans and evaluate what worked and what did not.

**Statement of Successful Practice:** The scores reported from an outside agency have correlated with the inception of the program and continue to correlate with patient survey cards. It is a success when you see the proactive calling implemented on the inpatient floors. Beyond the timely communication, it is about changing a culture into patient and family centered care. It is about the effects of timely quality communication to affect an organization through the patient experience.

**Implications for Advancing the Practice of PeriAnesthesia Nursing:** Timely quality communication is the key affecting patient satisfaction and effecting an organizational environment. The perioperative arena of yesteryear with closed-door policies and restricted visitation is gone. Today the perioperative arena is communicative and open where patients and families have a say in their care or the care of a loved one. We all share in the art of caring though difficult to measure we must never give up. Timely quality communication has become best practice throughout the organization.