

HOW THE EFFECTS OF TIMELY QUALITY COMMUNICATION AFFECTS THE PATIENT EXPERIENCE

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They may forget what you said — but they will never forget how you made them feel.—Carl W. Buehner

BACKGROUND

The difference between patient experience and patient satisfaction:

Patient Experience:

“The sum of all **interactions**, shaped by an Organization’s **culture** that influence Patient **perceptions** Across the **continuum** of care,”
(The Beryl Institute, 2013).

Patient Satisfaction:

“The patients’ opinion of care received”
(Medical Dictionary, 2012).

Why is the distinction so important?

“The patient wants:

Communication

Understanding of their condition,

Path to best possible health they can achieve

And coordination with clinicians and staff to ensure they get there”
(Ryan, 2014).

- American Society of PeriAnesthesia Nurses (ASPAN) Principle II (2012) describes communication within the domain of perianesthesia nursing practice (p. 13).
- Improving Communication is a current National Patient Safety Goal and is critical between patients, families, and healthcare staff (The Joint Commission, 2014).
- “Patient experience and satisfaction is the No. 1 priority for healthcare executives—above clinical quality, cost reduction...” (HealthLeaders Media Industry Survey 2013).

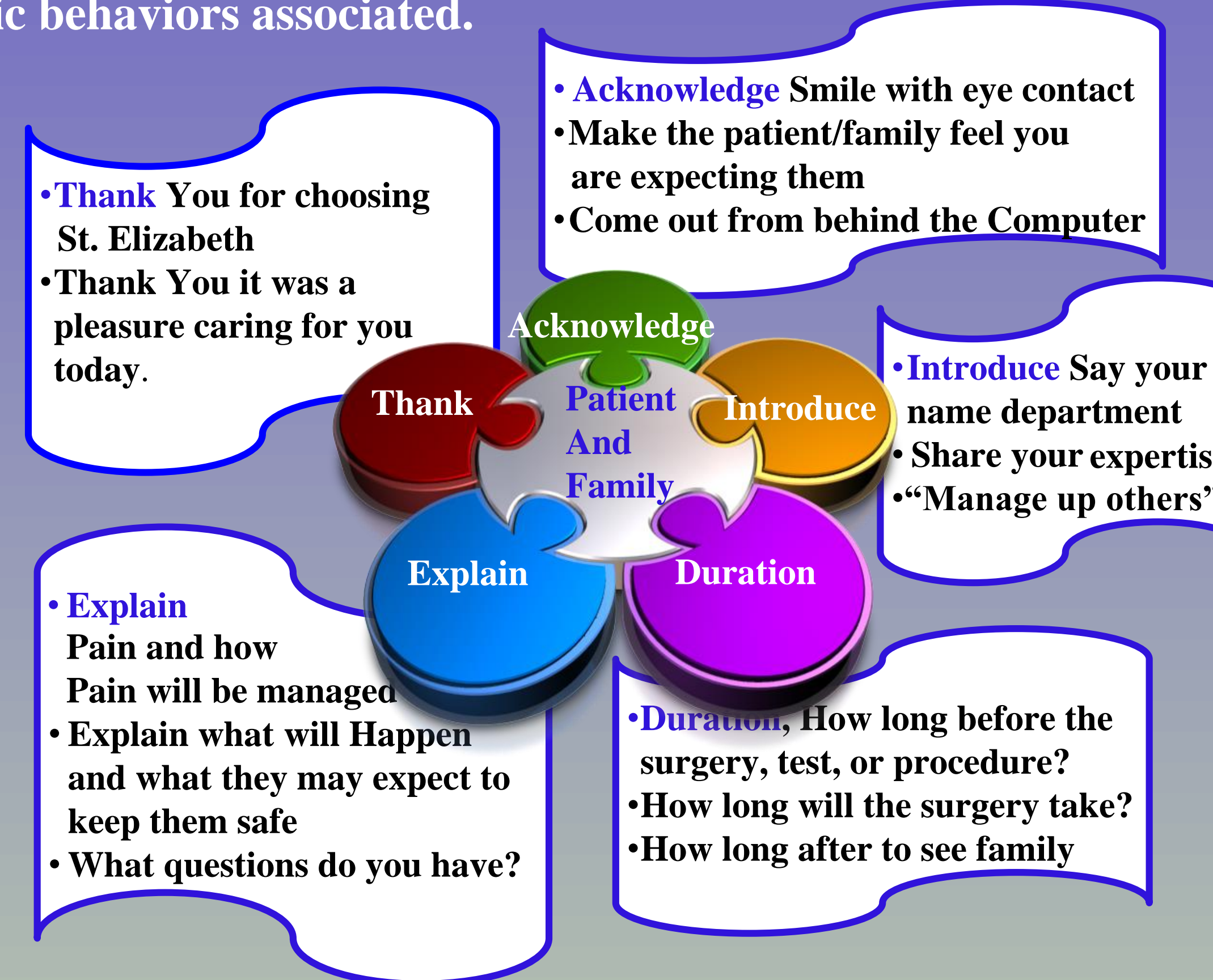
OBJECTIVE

To strengthen communication between the care team, the patient, and the family

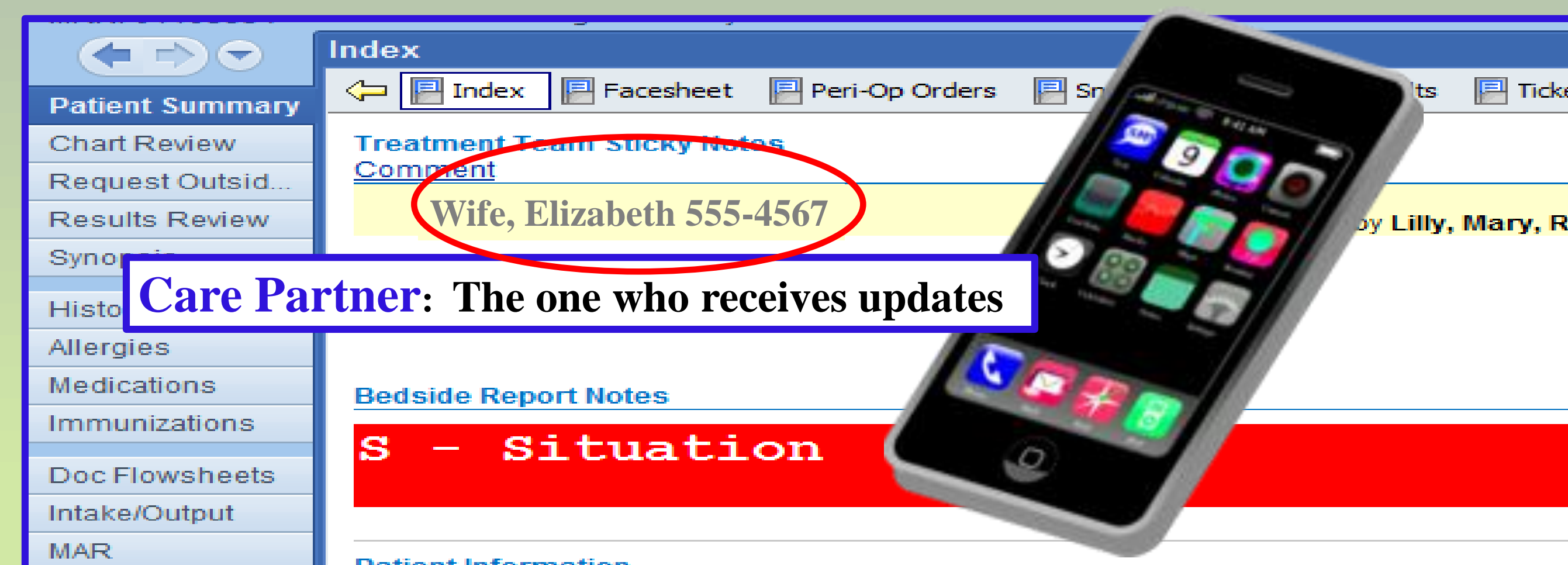
IMPLEMENTATION

1. AIDET® Quality Communication Tool Adopted

Acronym for Acknowledge, Introduce, Duration, Explain, Thank with Specific behaviors associated.



2. CELL PHONE # of Care Partner entered EMR

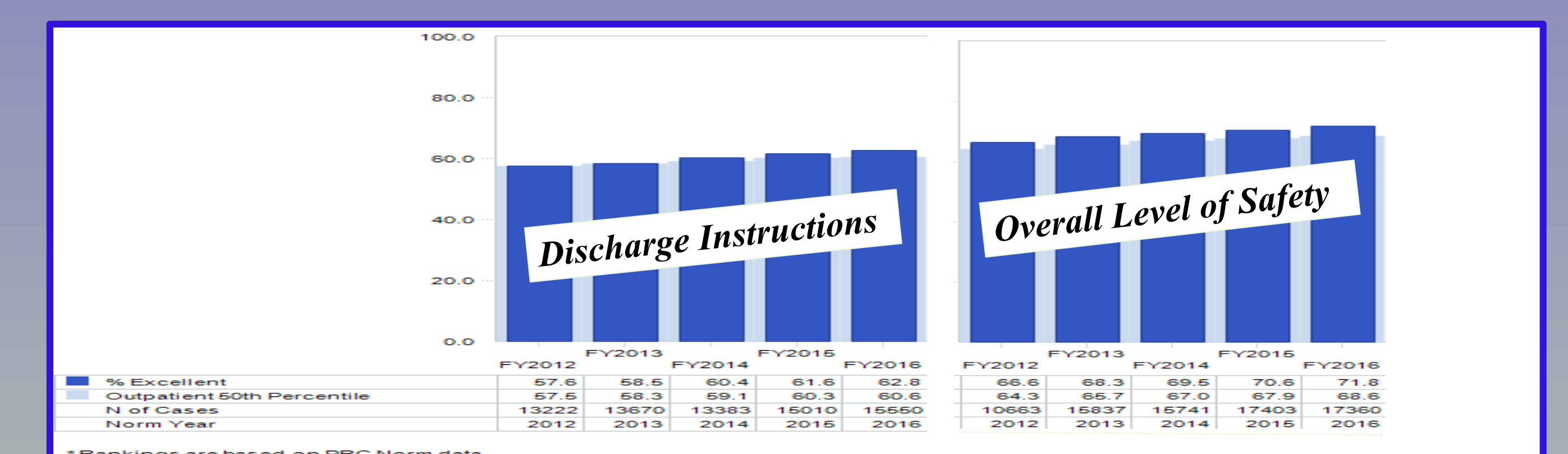
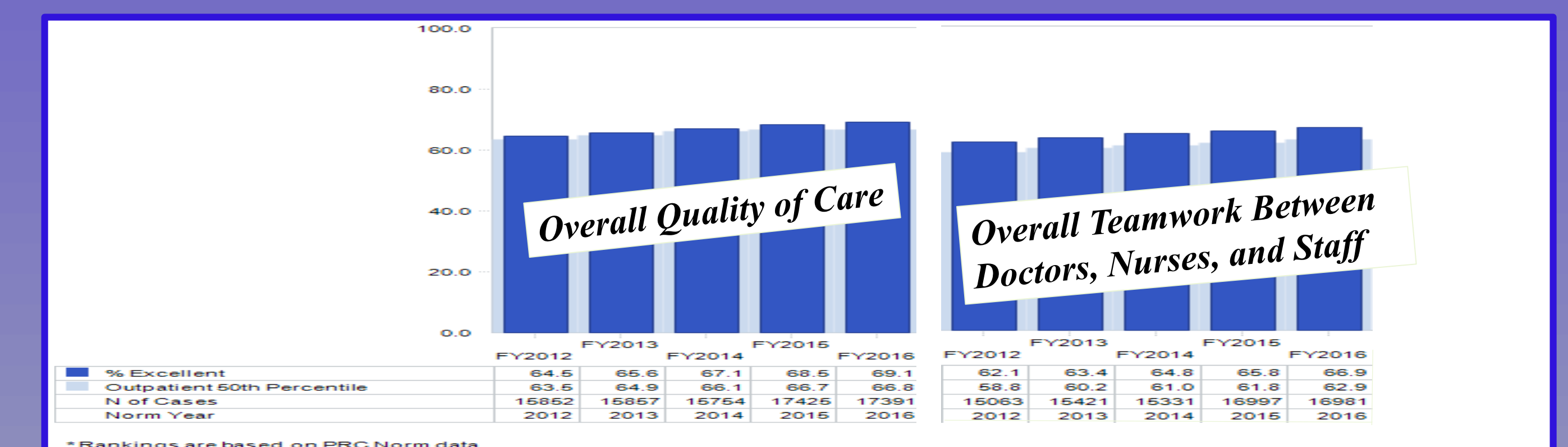


3. TIMELY UPDATES

- SDS or OR Holding area, and/or receptionist enters cell # of **Care Partner** into EMR to facilitate ease of communication
- Pre-op: SDS provides ongoing updates to **Care Partner/family** (especially about delays)
- Intraop: OR Team updates **Care Partner** hourly
- PACU updates **Care Partner** within 30 minutes of arrival using communication tool, AIDET® and facilitates further communication or visit as **CP** desires

RESULTS

Professional Research Consultants Data



SUCCESSFUL PRACTICE

98.8% *2016 Care Partner Survey Cards*
(three question survey given to CP at check in)
Reported Communication as Excellent or Very Good

IMPLICATIONS

- Communication and an open door policy to the PACU presents an opportunity to inform, educate, and relieve anxiety for our patients and families.
- What matters to the patient, matters to perianesthesia nursing.

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