

CLOSING THE LOOP

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Background Information: The patient satisfaction survey does not include a section dedicated to the PACU. PACU nurses wanted to collect feedback from patients and their families to identify the level of satisfaction related to their postoperative care and experience. Since 2015, this was accomplished through a survey administered by PACU nurses verbally with results recorded on paper. The Close the Loop Committee made practice changes based on the results, but the number of patients being interviewed was less than twenty per month and the data was cumbersome to analyze. The committee proposed to purchase an iPad to conduct these surveys hoping more patients could participate and data could be more easily extracted and analyzed.

Objectives of Project: The goal of this Close the Loop Committee project is to identify opportunities for improvement of patient and family satisfaction in the PACU setting using a fast and efficient method to conduct as many surveys as possible. Reaching as many people as possible helps create rich data and helps identify areas where improvement may be necessary and offering the opportunity for improvement.

Process of Implementation: An iPad was purchased and a survey was developed. PACU nurses conducted the surveys on five post-surgical nursing floors. The iPads were easy for the patients to use and the survey could be completed more quickly. The stakeholders include leadership, the organization, patients, families and nursing. This project was initiated to help improve patient satisfaction, putting our patients first. This helps us identify issues and to improve process as needed.

Statement of Successful Practice: Prior to implementing use of the iPad for the PACU survey, patients were interviewed by staff members. The data was recorded by hand and manually entered into the computer for trending purposes. On average, 20 surveys were completed monthly in 2016.

After the iPad surveys were implemented, an average of 75 surveys were completed on a monthly basis. This process is much more efficient. Data collected is readily available and much easier to view and analyze resulting in richer, more reliable results.

Implications for Advancing the Practice of Perianesthesia Nursing: The ease of use with an iPad allowed the PACU Close the Loop Committee to collect data from a much larger patient pool in order to capture more robust data and feedback in a fast, efficient, and user-friendly manner. Opportunities to improve patient's PACU experiences are more easily identifiable.