

START EARLY - IMPROVING QUALITY OF CARE WITH STANDARDIZED DISCHARGE EDUCATION PRIOR TO AMBULATORY SURGERY

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Background Information: The United States performs 75% of all surgeries in outpatient settings. Patients are discharged within hours of surgery and rely on post-operative education for guidance of safe home care. However, most discharge education is delivered after administration of amnesic drugs and quality/retention of education varies based on teaching/learning style.

Objectives of Project: The goal of this project was to create a standardized post-operative education tool to be delivered pre-operatively to all Sibley Ambulatory Surgery Center (SASC) patients to ensure improved retention and patient perceptions of quality of care as compared to those who received non-standardized education post-operatively only.

Learners who attend this session at the 2018 ASPAN National Conference will be able to:

1. Explain the importance of post-operative education being initiated prior to surgery; and,
2. Describe the impact of standardized post-operative education on ambulatory surgery patients' quality of care.

Process of Implementation: Over three months, SASC ranked below the fiftieth percentile on 10 of 17 Press Ganey quality indicators, six of which related to education. Literature suggests that videos around post-operative care provide higher levels of discharge satisfaction, compliance, and knowledge retention than oral or written education. Thus, a standardized post-operative education video was created and delivered pre-operatively to all SASC patients to improve patient retention and perceptions of quality of care.

Statement of Successful Practice: One month of Press Ganey data were analyzed. Quality indicators were divided into three categories, all of which showed consistently increasing scores post-intervention as compared to variability pre-intervention. Four targeted quality indicators showed notable improvement, as well as four non-targeted quality indicators. The intervention was not statistically significant ($p=0.089$), which may result from limited available data for analysis. Three months of Press Ganey data will be collected and analyzed to develop a more complete picture of the intervention's impact on quality of care.

Implications for Advancing the Practice of Perianesthesia Nursing: The practice of beginning post-operative education before surgery using a standardized education video may contribute to more consistent and improved Press Ganey quality indicator scores. Optimizing educational methods around post-operative information is important to safe, effective, and efficient care as well as to patient satisfaction.