

## **DESTRESS WITH DISCHARGE EDUCATION**

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**Background Information:** The perioperative staff at the Ambulatory Surgery Center became aware of the need for changing our current practices when it came to patient discharge education. Preoperative education, in a quieter environment, helps to minimize anxiety and promote learning retention for patients and families.

**Objectives of Project:** Provide a relaxed environment where patients and families had more time to think about care at home and express fears and concerns. Provide information in both the preoperative and PACU areas to decrease anxiety, therefore, decreasing the amount of questions asked on postoperative phone calls.

**Process of Implementation:** Upon arrival, patients/families were provided with a welcome letter to explain the flow of the day. They were encouraged to ask questions if they needed clarification at any point during their stay. A multidisciplinary approach was taken in the preoperative area: physicians provided prescriptions for families to fill while waiting; orthopedic representative provided teaching on how to use slings, braces, and cooling devices. This helped patients practice with their devices while still cognizant. The nursing staff listened to patient/family concerns about what to expect when going home and were able to provide detailed explanations in a calmer environment. Prior to visitation in the PACU, families were given written discharge instructions to read. The quiet lobby gave them time to focus on the material and formulate any questions for the staff.

**Statement of Successful Practice:** With limited time spent recovering in the PACU, our patients, families and staff found it less stressful when discharge planning was begun in the preoperative area. They did not feel rushed and were able to reinforce what had been discussed in the preoperative area, and patient/families retained information due to the calmer approach. Less questions were asked on post-operative phone calls.

**Implications for Advancing the Practice of Perianesthesia Nursing:** Utilizing an interdisciplinary approach provides collaboration amongst staff and puts our patients' needs first. It also helps us strive towards patient/family centered care. Providing time for teaching and education enables our patients to have successful outcomes, a more positive surgical experience, and gives staff a more efficient use of time with our patients.