Implementation of Pre-operative Surgical Instructional Brochure Utilizing ERAS, Research, and Evidenced Based Practice



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INTRODUCTION

Increased number of surgical delays, cancellations, and lowered Press Ganey patient satisfaction scores due to patients receiving conflicting information regarding arrival times, NPO information, medication instructions, directions to the center, and additional pre-operative instructions.

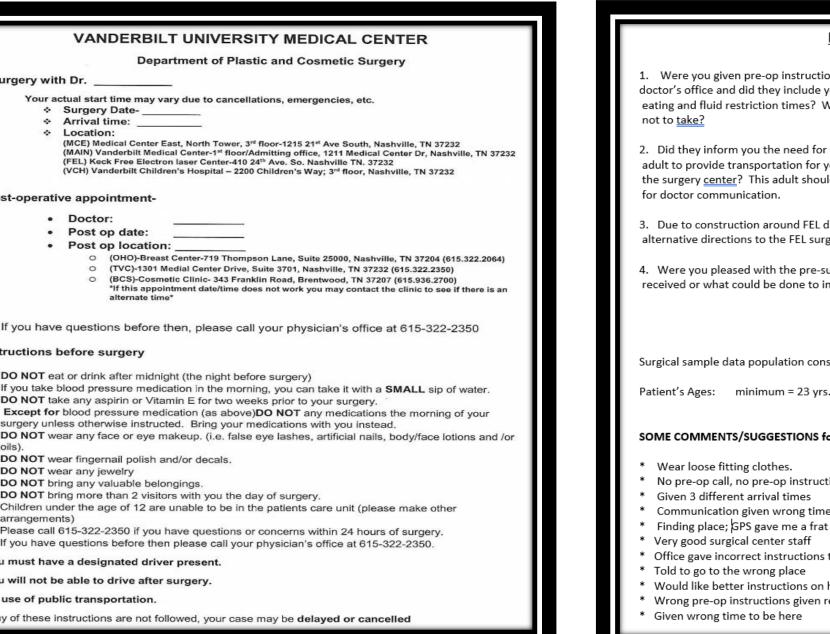
BACKGROUND/STUDY PURPOSE

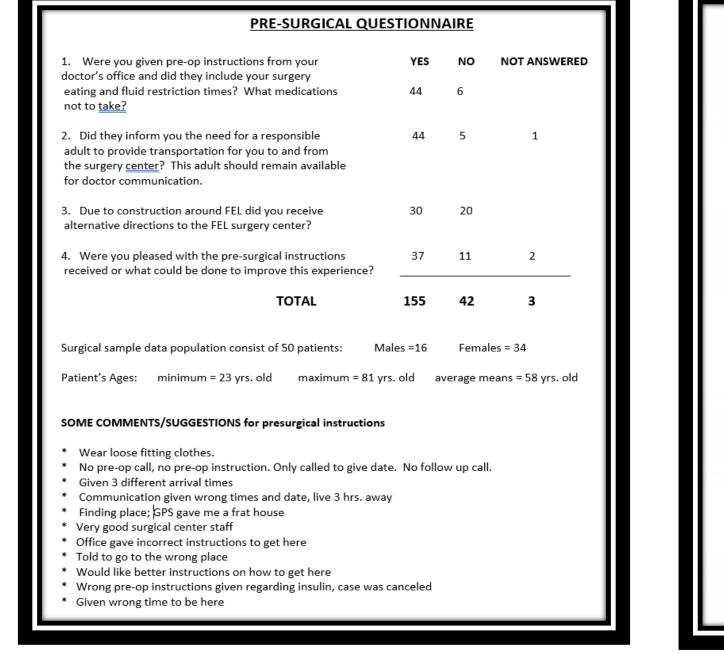
To identify present pre-operative instructions given and formulate a solution to address issues causing cancellations and delays thereby decreasing patient's stress and dissatisfaction day of surgery with end results to improve throughput.

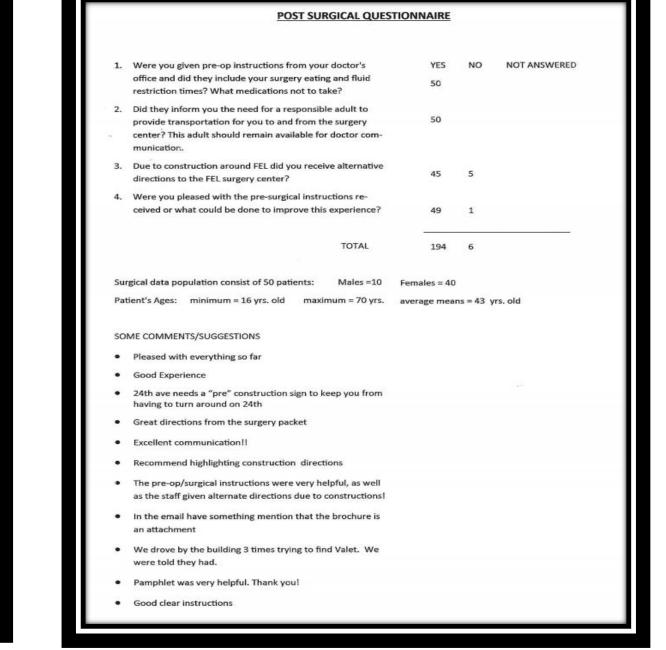
METHODS

Research questionnaire formulated with 50 patients polled. Data tabulated and presented to surgeons, scheduling offices, and administration. Preoperative surgical brochures formulated utilizing ERAS protocol, peri- anesthesia evidenced based practice, and research data information. Brochure included latest NPO and medication protocol, construction directions, pharmacy locations, transportation information, and day of surgery educational plan. This information garnered from patient questionnaire and requests.

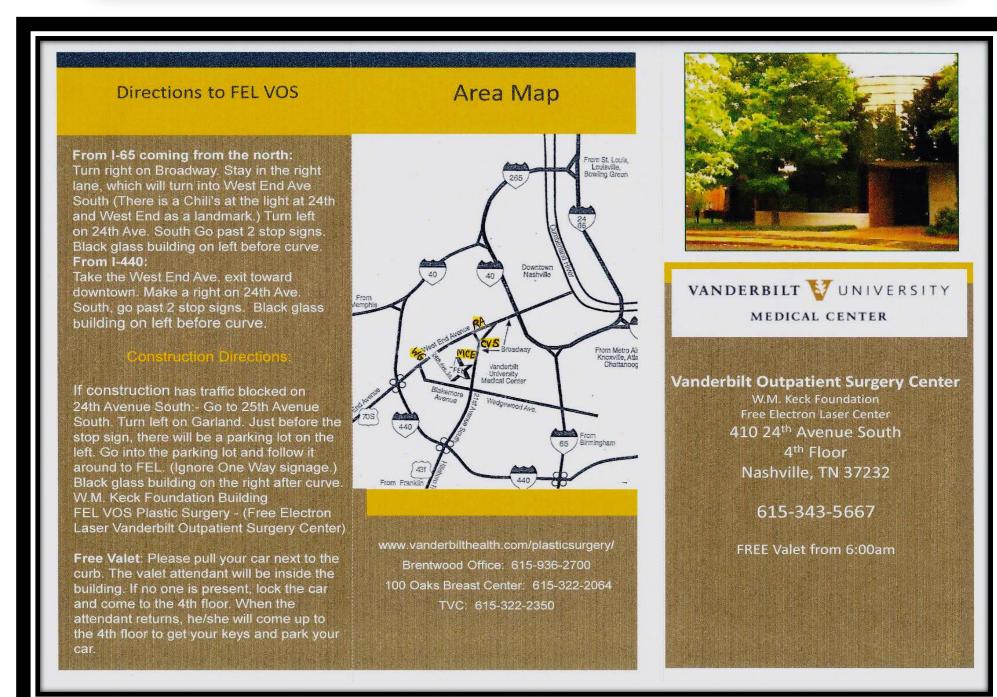
Research and Brochure

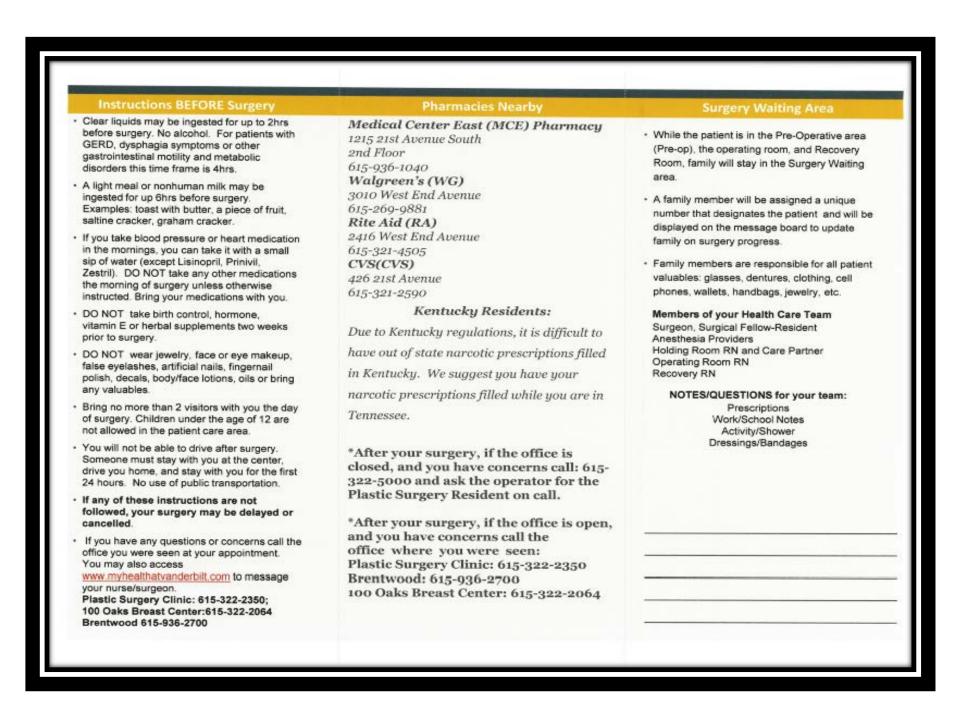


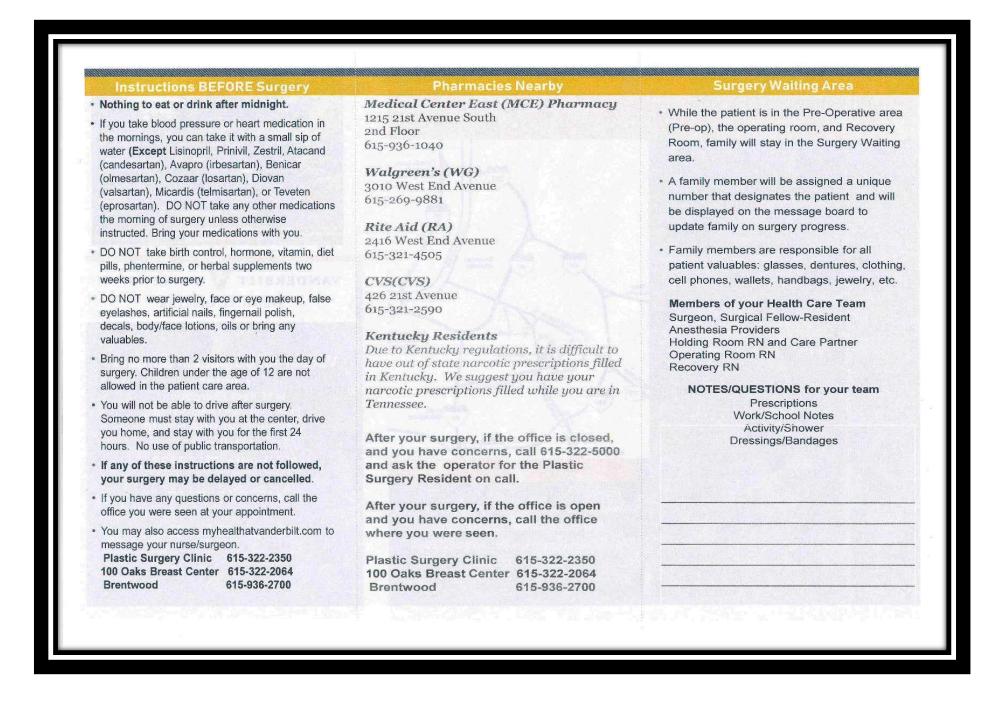












RESULTS

Post brochure implementation research questionnaire revealed 97% improvement in decreased cancellation and delays with throughput improvement noted. Surgeons, patients, scheduling office expressed satisfaction with new pre-operative instructions and brochure.

CONCLUSION

Collaboration of perianesthesia staff, surgeons, and scheduling staff provided a brochure to give patient in the surgeon's office enabling patients to have decrease stress, surgical day education, and complete perioperative instructions. Improvement noted day of surgery with patient intake, less delays, less cancellations, and increase perioperative efficiency and effectiveness.

REFERENCES

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