

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



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DEPARTMENT OF PERIOPERATIVE SERVICES
 Vanderbilt University Medical Center
 Level I Trauma Center

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.

Research and Brochure

VANDERBILT UNIVERSITY MEDICAL CENTER
Department of Plastic and Cosmetic Surgery

Surgery with Dr. _____

Post-operative appointment:

Instructions before surgery:

- DO NOT eat or drink after midnight (the night before surgery).
- If you take blood pressure medication in the morning, you can take it with a SMALL sip of water.
- DO NOT take any aspirin or vitamin E for two weeks prior to your surgery.
- Expect for blood pressure medication (as above) NOT any medications the morning of your surgery.
- DO NOT wear any form of eye makeup (i.e. false eye lashes, artificial nails, body/lash tints and tics).
- DO NOT wear fragrances, perfumes, or deodorant.
- DO NOT wear jewelry.
- DO NOT use any topical ointments, lotions, or creams.
- Children under the age of 12 are unable to be in the patient care unit (please make other arrangements).
- Please call 615-322-2350 if you have questions or concerns within 24 hours of surgery.
- If you have questions before then please call your physician's office at 615-322-2350.
- You must have a designated driver present.
- You will not be able to drive after surgery.
- No use of public transportation.

PRE-SURGICAL QUESTIONNAIRE

1. Were you given pre-op instructions from your doctor's office and did they include your surgery waiting and full restriction times? What medications not to take?	YES	NO	NOT ANSWERED
	44	6	

2. Did they inform you the need for a responsible adult to provide transportation for you to and from the surgery center? This adult should remain available for doctor communication.

	44	5	1
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3. Can a responsible adult (not you) provide alternative directions to the surgery center?

	30	20	
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4. Were you pleased with the pre-surgical instructions received or what could be done to improve this experience?

	37	11	2
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TOTAL: 155 42 3

Surgical sample data population consist of 50 patients: Males=16 Females=34
 Patient's Ages: minimum = 23 yrs. old maximum = 81 yrs. old average mean = 56 yrs. old

SOME COMMENTS/SUGGESTIONS for pre-surgical instructions:

- Wear loose fitting clothes.
- No pre-op call, no pre-op instruction. Only called to give date. No follow up call.
- Given 3 different arrival times.
- Communication given wrong times and date, see 3 give date.
- Handing place, DR gave me a free house.
- Very helpful and good center staff.
- Handing given thorough instructions to get here.
- Staff call the morning of surgery.
- Would like better instructions on how to get here.
- Wrong pre-op instructions regarding health, case was cancelled.
- Given wrong time to be here.

POST-SURGICAL QUESTIONNAIRE

1. Were you given pre-op instructions from your doctor's office and did they include your surgery waiting and full restriction times? What medications not to take?	YES	NO	NOT ANSWERED
	100	0	

2. Did they inform you the need for a responsible adult to provide transportation for you to and from the surgery center? This adult should remain available for doctor communication.

	100	0	
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3. Can a responsible adult (not you) provide alternative directions to the surgery center?

	100	0	
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4. Were you pleased with the pre-surgical instructions received or what could be done to improve this experience?

	100	0	
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TOTAL: 100 0 0

Surgical data population consist of 50 patients: Males=100 Females=0
 Patient's Ages: minimum = 18 yrs. old maximum = 70 yrs. old average mean = 61 yrs. old

SOME COMMENTS/SUGGESTIONS:

- Resulted in everything we do.
- Good experience.
- 24hr care really a "wow" instruction open to keep you from being in your room on 24hr.
- Best directions from the surgeon's pocket.
- Excellent communication.
- Recommened highlighting construction directions.
- The pre-surgical instructions were very helpful, as well as the staff given directions were helpful to communication.
- At the end of the building I was given a free house, it was very helpful.
- We chose to be in the building I was given to that house, we were very happy.
- People were very happy, thank you!
- Good staff members.

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.

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. Pre-operative 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.



Directions to FEL VOS

From I-65 coming from the north: Turn right on Broadway. Stay in the right lane, which will turn right toward East South (There is a Chik's at the light at 24th and West End as a backdrop). Turn left on 24th Ave. South Go past 2 stop signs. Black glass building on left before curve.

From I-440: Take the West End Ave. exit toward downtown. Make a right on 24th Ave. South, go past 2 stop signs. Black glass building on left before curve.

Construction Notices:

If construction has traffic blocked on 24th Avenue (between 24th and 25th Avenue South), turn left on Garland. Just before the intersection, there will be a parking lot and follow it. Go into the parking lot and follow the black glass building on the right, other than FEL VOS Plastic Surgery (the other corner). FEL VOS Plastic Surgery (the Electron Laser Vanderbilt Outpatient Surgery Center).

Free Valet: Please pull your car into the curb. The valet attendant will be outside the building. If not one is present, look for car and come to the floor. When the valet attendant returns, he/she will come up to the 4th floor to get your keys and park your car.

Area Map

Vanderbilt Outpatient Surgery Center
 410 24th Avenue South
 4th Floor
 Nashville, TN 37232
 615-343-5667
 FREE Valet from 6:00am

Instructions BEFORE Surgery

- Nothing to eat or drink after midnight.
- Do NOT take any aspirin or blood thinners in the morning. Do NOT take any aspirin or blood thinners (including Plavix, Coumadin, Xarelto, Eliquis, etc.) for two weeks prior to surgery.
- DO NOT take any herbal supplements, vitamins, or supplements in the morning of surgery.
- DO NOT wear jewelry, face or eye makeup, nail polish, artificial nails, fingernail polish, or deodorant.
- DO NOT wear any form of eye makeup (i.e. false eye lashes, artificial nails, body/lash tints and tics).
- DO NOT wear fragrances, perfumes, or deodorant.
- DO NOT wear jewelry.
- DO NOT use any topical ointments, lotions, or creams.
- Children under the age of 12 are unable to be in the patient care unit (please make other arrangements).
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Pharmacy Notice

Medical Center East (MCE) Pharmacy
 2102 21st Avenue South
 2nd Floor
 Nashville, TN 37203
 615-322-2350

Walgreen's (WAG)
 2410 West End Avenue
 2nd Floor
 Nashville, TN 37203
 615-322-2350

Rite Aid (RA)
 2410 West End Avenue
 2nd Floor
 Nashville, TN 37203
 615-322-2350

Members of your Health Care Team

Plastic Surgery Clinic
 100 Oaks Breast Center
 615-322-2350
 100 Oaks Breast Center
 615-322-2350

Surgery Waiting Area

A family member will be assigned a unique number that designates the patient, and will be displayed on the message board to update family on surgery progress.

Family members are responsible for all patient questions, glasses, dentures, clothing, cell phones, wallets, handbags, jewelry, etc.

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