

Putting Patients First: Patient Experience in the Perioperative Setting

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Background Information

- One of our hospital's mottos: "We Put Patients First".
- Being a "patient-forward" hospital, we try to anticipate patient's needs and wants, as well as correct the inevitable road bumps that can occur during their time with us. While we maintain that this is part of our everyday practice, one way to prove it is through patient surveys.
- Dilemma: Continuing to provide high quality care during a global pandemic has left many feeling overwhelmed and underappreciated. Hospital led attempts at morale boosting displays and exercises fall short.

NYP Patient Experience Definition

At NewYork-Presbyterian,
we work together as a team and
partner with our patients and their families
to provide compassionate, consistent, safe
and high quality care that instills confidence
by creating connections and meeting our
diverse patients' individual needs

- As staff members, we are aware that patient experience is linked to staff morale. Therefore, the objective of this project is to boost patient experience in the perioperative setting while also boosting staff morale. Oftentimes, staff is encouraged to put so much focus on patients and family, and their hospital experience, that it feels more scripted, as opposed to genuine.
- This project aims to keep the care staff has for patients intrinsic.

<u>Implementation</u>

- Prior to any implementation, group discussions were held to identify factors that affect patients. Common patient questions and concerns were acknowledged to be sources of dissatisfaction. A three month plan was put into effect.
- All perioperative staff initiated interventions to set patient and family expectations, including reinforcement of visitation policies and regular updates of patient progress. Extensive procedural education was also provided in the preoperative unit.
- A Press Ganey (PG) eSurvey flyer was placed in every preoperative patient bay to encourage patients to provide feedback, if said survey was emailed to them.
- A "Thank an Employee" signage was also predominantly displayed in both pre- and post-operative units, as well as placed in postop discharge instruction envelopes.

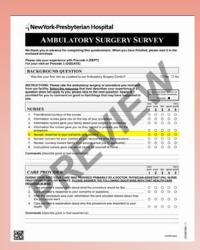
Statement of Successful Practice

- Two PG data points are the focus of this project:
 - "Nurses' Response to Concerns/Questions"
 - "How Well the Staff Work Together to Care for You"
- Over a three month period, post implementation, there are noted changes. Feedback shows that they feel that nurses are more responsive (4.8 point increase).
- Unfortunately, they feel that staff doesn't work well together (1.6 point decrease). This can be attributed to continuing staff shortages.
- The number of glowing emails are also on the rise. These emails are disseminated during weekly huddles.

Implications for Advancing the Practice of Perianesthesia Nursing

Working in a hospital setting requires staff to have a combination of empathy, sympathy, and compassion. By allowing staff to be proactive and alleviate common known patient issues, these innate virtues are allowed to shine.

By giving the patients a forum to freely express themselves, their appreciation can be reflected back to the staff, improving the experience of all involved.





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