

## **Discharge Instructions/Post-Op Phone Calls: Working SMARTer**

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**Background Information:** PI studies for Discharge Instructions showed patients had instructions and stated they understood them through our post-op phone calls. However, patient satisfaction scores had us barely meeting our benchmark at 65. A chart review was done of 100 patients to review AVS/Discharge Instructions to see if they were complete. If not, was there a pattern to any missing information. We found a substantial number did not have patient specific instructions and the next doses of new medications including those for pain were not documented. Our next step was a literature review which discussed four major themes: Quality of instructions directly impacts the post-op experience and patient outcomes, Negative influences on the delivery of the instructions, Patients must actively participate in their care, and Patient preference in delivery of discharge instructions.

**Objectives of Project:** Improve patient outcomes and satisfaction through: Personalized and detailed instructions, designating time to educate allowing time for “teach back”, design post-op phone calls to support and encourage patients in their recovery plan of care.

**Process of Implementation:** Work began with surgeons to standardize instructions. “Commit to Sit” was developed to encourage staff to set aside time with the patient and family to focus on instructions and education. This allows time for questions and to use the teach back technique to ensure understanding of the instructions. Post-Op phone calls were redesigned to incorporate the use of the SMART process. This process has questions focused on the primary needs and concerns of the patients and their families: **S**ymptoms, **M**edications, **A**ppointments, **R**esults, **T**alk. A uniformed PI study was developed for discharge instructions.

**Statement of Successful Practice:** PI study scores show patients receive and understand instructions 100% of the time. Patient satisfaction scores for the last quarter were 100% positive responses.

**Implications for Advancing the Practice of Perianesthesia Nursing:** Perianesthesia nurses will continue to advocate for their patient ensuring best outcomes by educating patients and families on their recovery plan of care. Perianesthesia nurses will be able to apply JACHO and ASPAN best practices in discharge instructions. Perianesthesia nurses will understand and be able to use the seven steps of implementing practice changes.