

Scan Me: Know Before You Go Using QR Codes to Improve Patient Satisfaction and Preparedness for Surgery

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Abstract Background Information: Patient experience scores are an important tool for assessing patients' perceptions of care they receive and for identifying opportunities for improvement. In Q4 of 2021, the perioperative unit identified that, although patient experience scores in the category of patient education were above benchmark (96%), patient comments revealed that they did not feel adequately prepared for what to expect during their surgical stay. Additional investigation revealed that patients were not accessing available online education tools.

Objectives of Project: The purpose of this project was to explore the impact of using QR codes to facilitate access to online education materials to improve surgical patient education experiences and preparedness for surgery.

Process of Implementation: In December 2021, a team of shared governance clinical nurses and a continuous improvement specialist came together to identify factors contributing to the patient experience scores and comments. The nurses conducted a Gemba walk and explored the utilization of existing online education materials. A review of the literature revealed that QR codes are a low effort, high impact way to improve access and utilization of online education materials. In January 2022, a QR code link to an existing surgery guide was created. In April 2022, education on the use of the QR code was provided to all nurses and surgeons. In May and June 2022, the QR code was made available in preoperative teaching materials, surgeons' offices, pre-anesthesia consultation clinics, preoperative rooms, and the surgery waiting area.

Statement of Successful Practice: In July 2022, patient experience scores in the category of patient education increased to 97% and patient comments improved. Through Q4 of 2023, the scores have continued to remain above 96% and comments have remained positive.

Implications for Advancing the Practice of Perianesthesia Nursing: QR codes linked to online education materials are a low effort, high impact way to facilitate patient access to education materials and improve patient satisfaction and preparedness for surgery.