Streamlining the Discharge Process to Enhance Patent's Satisfaction in the Perioperative Setting

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Abstract Background Information: Patient education and discharge processes are critical factors influencing patient satisfaction. Recent HCAHPS survey indicate improvement is needed. To address this, a collaboration between Ambulatory and Inpatient PACU teams was initiated to streamline discharge process and implement a teach-back method for patient discharge education. This approach is intended to assess patient understanding, identify educational needs and enhance the discharge process, ultimately enhancing patient satisfaction.

Objectives of Project: The project aims to improve the patient experience by delivering multi-modal discharge instructions and standardize the discharge process. By engaging patients, families, and healthcare professionals in co-designing these improvements, the project also seeks to achieve 95 % staff compliance with the teach-back audit as well as 95% education coverage, and to enhance patient satisfaction in communication and discharge readiness by 10%.

Process of Implementation: PACU team implemented several strategies with key stakeholders:
1. Integrating Patient Education (PE) into EPIC and the After-Visit Summary to allow patients to easily access the PE from MyChart after discharge.
2. Highlight the PRINTED aftercare handout to patients.
3. Educated staff on the Streamlined Discharge Process and Teach-Back Method to ensure patients and caregivers fully understand discharge instructions, leading to improved outcomes. Delivered in-person training to all RNs, with monthly audits for follow-up.
4. Created patient Tip Sheet "Finding Patient Education Resources in MyChart."

Statement of Successful Practice: HCAHPS data on discharge-related patient satisfaction was analyzed before and the after implemented. Overall, Patient satisfaction on communication and discharge readiness has improved after the process implementation.
- Main & Mays PACU area: 33 % improvement in Communication and 22 % improvement in Discharge readiness.
- Staff Education on Streamlined Discharge Process: 100% completion.
- Teach-Back Audit Compliance Rate: 100%.

Implications for Advancing the Practice of Perianesthesia Nursing: The collaboration to streamline the discharge process represents a significant advancement in achieving positive patient outcomes and enhancing communication among stakeholders. This workflow serves as a model for best practices in Perianesthesia care, demonstrating a lasting commitment to improving the patient experience and satisfaction.