

Beyond the Scope: Revamping Endoscopy Discharge Instructions for Patient Peace of Mind

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Abstract Background Information: The Post Anesthesia Care Unit (PACU) and Same Day Surgery (SDS) unit have had an increase in advanced GI Endoscopic procedure patients within the last year. These include Bravo, Stretta, and Barrx/Halo 360 procedures. Lack of standardized discharge instructions for the patients were noted by the discharging nurses. Gastroenterologists were not placing procedure specific discharge instructions into the Electronic Health Record. This does not meet Joint Commission requirements for transition of care, reduces adherence to discharge instructions, and decreases patient satisfaction scores. This decrease was noted from data collected from the NRC Health Patient Satisfaction Survey for Marlton Endo including patient discharge which occurs in PACU/SDS.

Objectives of Project:

Develop a project to increase patient discharge readiness including:

- Prepare for Recovery
- Signs and symptoms of a complication
- Follow up with Gastroenterologist
- When to restart GERD/Acid reducing medications

Expected symptoms

- Interdisciplinary collaboration between Endoscopy, PACU, and SDS departments to enhance relationship-based care.
- Increase patient satisfaction NRC scores by providing thorough standardized discharge instructions

Process of Implementation:

1. Collaboration between Endoscopy, PACU, Same Day Surgery, and Gastroenterologist developing procedure specific discharge instructions
2. Discharge instructions were approved by head of Gastroenterology
3. Discharge instructions were sent to Informatics and built into the Electronic Health System with procedure specific titles. D/C instructions were manually entered into EHR prior to build
4. On-going educational in-services are provided to staff regarding new procedures.

Statement of Successful Practice:

NRC patient satisfaction results

- Pre-standardization Jan 1- May 31, 2024
 - Post-standardization June 1-August 1, 2024
- Pre and post discharge instruction standardization scores were examined
- “Get Discharge Instructions” Pre: 97.6, Post; 100
 - “Did Nurses Listen Carefully” Pre:95.3 Post: 100 “Easily Explain Procedure” Pre: 97.6 Post 100
 - “ Would Recommend Facility” Pre: 93.6 Post: 100

Implications for Advancing the Practice of Perianesthesia Nursing: As Marlton Endoscopy and Surgical Services expand their service lines and start to perform more specialized procedures, we hope to implement more standardized procedure specific discharge instructions. Plan to

integrate more procedure specific discharge instructions into the EHR. Develop new and integrative ways to provide discharge instructions to support our patient's recovery.