



Streamlining the Discharge Process to Enhance Patient Satisfaction in the Perioperative Setting

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Background

Patient education and discharge processes are critical factors influencing patient satisfaction. Recent CAHPS[®] survey revealed an opportunity for improvement. To address this, a collaboration between ambulatory and inpatient PACU teams was initiated to streamline the 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.

Objective

The project aimed 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 sought 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:

- Integrated patient education (PE) into the electronic health record and the discharge summary to allow patients to easily access the PE from their patient portal after discharge.
- Highlighted the PRINTED aftercare handout to patients.
- Educated staff on the streamlined discharge process and teach-back method to ensure patients and caregivers fully understand discharge instructions.
- Delivered in-person training to all RNs, with monthly audits for follow-up.
- Created a patient tip sheet “Finding Patient Education Resources in MyChart.”

Statement of Successful Practice

Survey data on discharge-related patient satisfaction was analyzed before and after implementation. Overall, patient satisfaction on communication and discharge readiness improved.

- Ambulatory and inpatient 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%.

Survey results - FY 2024 Q1 to Q4

Combined Ambulatory and Inpatient PACU



Ambulatory PACU



Inpatient PACU



Implications for Practice

- Achieves advancement in positive patient outcomes through collaboration to streamline the discharge process
- Enhances communication among all stakeholders
- Workflow serves as a model for best practices in perianesthesia care
- Demonstrates a lasting commitment to improving the patient experience and satisfaction

Team Members

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