

Keys to a Successful Recovery

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Abstract Background Information: Preparing patients to care for themselves at home after a same day surgery can be very complex. Our team researched many EBP articles regarding patient experience and best practices for discharge education. Staff surveys showed inconsistencies in teaching practices and our Press Ganey satisfaction scores were consistently low.

Objectives of Project: The primary objective of this project was to enhance patient satisfaction and outcomes by improving the discharge education process. The project aimed to simplify and standardize discharge instructions to make them more understandable and actionable for patients and families. Additionally, it sought to strengthen nurse-patient communication through the "Commit to sit" approach.

Process of Implementation: A new "simplified" discharge education sheet was created. This sheet was reviewed by many non-medical people from the age of 12-85 to help to make it understandable by all. We also implemented the "commit to sit" initiative which focused on sitting down with every patient and providing uninterrupted teaching.

Statement of Successful Practice: The combination of developing easy to understand education and the initiative of taking the time to sit and educate our patients has increased our patient experience and thus increased our patient satisfaction scores.

Pre-implementation our Press Ganey satisfaction scores for the question "instructions regarding recovery" were consistently low ranging from the 2nd - 20th percentile.

Post-initiative our scores for the question "instructions regarding recovery" have consistently increased and remained improved over 12 + months, ranging from the 21st - 83rd percentile.

Our overall Top Box scores have also increased.

- Pre-intervention:
 - Q423 - 26th percentile
 - Q124 - 25th percentile.
- Post -initiative Top Box scores:
 - Q224 - 30th percentile
 - Q324 - 68th percentile
 - Q424 - 63rd percentile
 - Q125 - 62nd percentile
 - Q225- 43rd percentile

Implications for Advancing the Practice of Perianesthesia Nursing: This project highlights how clear communication and patient-centered education can significantly

improve the quality of caring during a critical transition period. Simplifying discharge instructions and incorporating "commit to sit" in perianesthesia nursing ultimately enhances patient satisfaction, safety, and outcomes.