

ONE PATIENT AT A TIME: IMPROVING THE PATIENT EXPERIENCE IN PREOP

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Background Information: A concern brought forth by several patients who had expressed that when they were escorted onto the preop suite, the process was group oriented and the patients felt that they were “corralled” into a holding area. These patients expressed distaste for this process and felt as if they were not individuals getting prepped for surgery but rather just another nameless individual about to undergo life changing cancer surgery.

Objectives of Project: The objective of this project was to create an environment that would individualize care and convey the message that our patients were individuals and our focal point was to keep each patient at the center of care.

Process of Implementation: The unit formulated a process by utilizing the Iowa model. Nurses, transporters, admitting department and unit clerk discussed the dilemma and collectively decided to implement a process in which each patient was identified by their first name and informed that a specific employee (also by first name) would come out into the preop waiting area and personally escort the patients to the preop bay. This process was simple but effective.

Statement of Successful Practice: Having one patient enter the unit at a time, escorted by a staff member, provides a personable experience for the patient. The patient then truly became the center of care. This process created a calming organized environment for the patients and nurses to experience.

Implications for Advancing the Practice of Perianesthesia Nursing: This process advances the practice of perianesthesia nursing by incorporating a simple act of personable recognition and individualizing a patient’s preop experience thus leading to a positive patient outcome. Individualizing care for patients always places patient at the center of care, escorting a patient onto a periop suite should not be any different. Remember One Patient at a Time.