



# Use of a Discharge Information Sheet to Improve the Patient Experience Leading to Increased OAS CAHPS Scores in an Ambulatory Surgery Center

Center for Advanced Medicine (CFAM) Ambulatory Surgery Center

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## Background

Outpatient and Ambulatory Surgery Consumer Assessment of Healthcare Providers and System (OAS CAHPS) measures patient experience with surgery performed at a hospital-based out patient surgery department or a free standing ambulatory surgery center.

The finalized OAS CAHPS survey contains 37 questions, within the domains of

- Facilities and staff
- Communication about procedure
- Preparations for discharge and recovery
- Overall rating of surgery center
- Willingness to recommend

CFAM partnered with Patient & Family Centered Care. The OAS task force was created where focus was placed on “Your Recovery” after monitoring patient experience scores and comments.

## Implementation

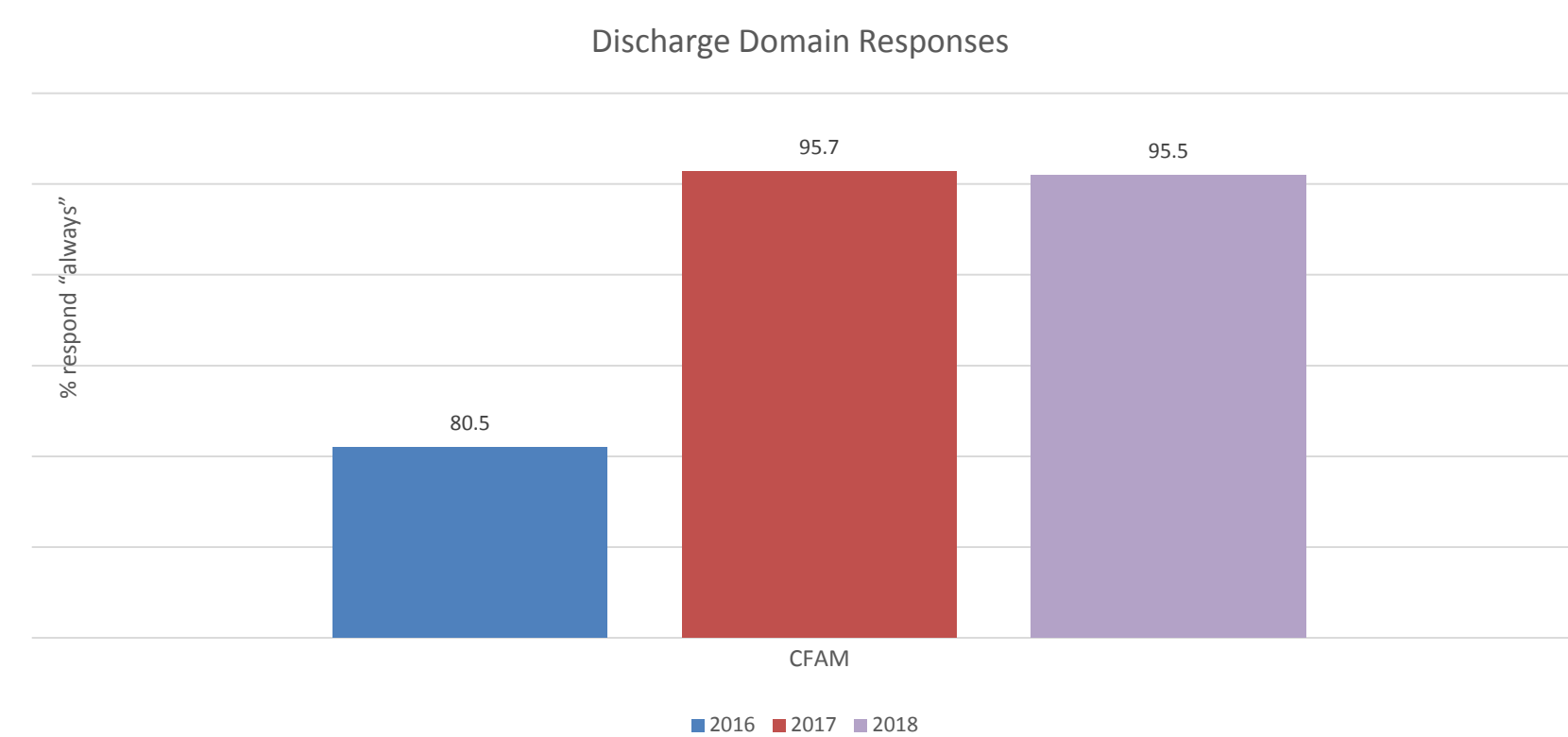
The newly created task force met and a one page information handout was formulated to address education to help with recovery for

- Pain
- Nausea
- Bleeding
- Infection

Upon completing in-service and acquiring feedback from the frontline staff including physicians, the discharge flyer was implemented in Oct 2017.

The information handout is reviewed with each surgery patient at time of discharge and included within a discharge folder for the patient to have as a resource

## Results



In 2016, when the OAS CAHPS survey was launched, our scores were 80.5. With the implementation of this improvement project, our scores went up to 95.7 in 2017 and have sustained in 2018

### Information to help with your recovery

#### Pain

- You may have some pain after your surgery or procedure
- Take pain medicine as directed by your doctor
- Call your doctor if your pain is not getting better or if it gets worse
- Prescription pain medication should be taken with food, and can cause constipation; an over-the-counter stool softener may be helpful

#### Nausea

- Anesthesia can upset your stomach
- Eat bland foods (jello, crackers, toast)
- Avoid spicy foods
- Drink plenty of fluids, such as water or ginger ale
- If you are nauseous, try eating crackers, sipping ginger ale or suck on ice chips
- If you have nausea or vomiting the day after your surgery or procedure, call your doctor

#### Bleeding

- You may have a small amount of drainage from your surgical or procedural site
- If you have bright red blood in large amounts, apply pressure and call your doctor immediately

#### Infection

If you have any of the following signs of infection, call your doctor:

- Redness
- Swelling
- Fever over 101 degrees
- Thick yellow/white drainage

## Conclusions

Staff recognized a common area that needed improvement and was empowered to work as a team and became more engaged as they saw the successes of their collaboration.

Our sustainability plan including ongoing measures to track and trend the OAS Scorecard and comments with monthly leadership deep dives and weekly pulse checks with front line staff.

We have shared our process with members of other ambulatory procedure departments as we have shown collaboration with our front line staff has aided us in developing our best practice. This form can be used and tailored to fit any department that uses OAS CAHPS Scores.

In consideration of LIJ’s diverse patient populations the flyer is available in 7 languages:

- English, Spanish, Chinese, Hindi
- Russian, Creole, Punjabi

The success of this sheet led to our anesthesia department creating one geared towards the types of anesthesia patients may receive

**Information about your Anesthesia**

**Anesthesia Process**  
If you are having surgery or a procedure, a member of our Anesthesiology team will give you a medicine called an anesthetic, which will help to decrease the pain or discomfort you may feel. You may feel sleepy or even fall asleep during your surgery/procedure.

There are four main types of anesthesia. You may receive one or a combination of these:

- Local: numbs a specific location of the body. You may stay awake and alert, or may additionally receive medicine to make you sleepy.
- Conscious or intravenous (IV) sedation: a mild sedative is given through a vein in your arm to relax you. Again, you may stay awake or you can also become sleepy, and may not remember the procedure afterward.
- Regional anesthesia: blocks pain in an area of the body that requires surgery. Epidural anesthesia, which is sometimes used during childbirth, is a type of regional anesthesia.
- General anesthesia: affects your whole body. You will go to sleep and feel nothing. You have no memory of the procedure afterward.

**Our commitment is to deliver an outstanding overall anesthesia experience.**

**Possible Side Effects**

- Nausea and vomiting is a common side effect that can occur the first few hours or days after a surgery or procedure. Anti-nausea medicine can help, as well as eating bland foods and drinking fluids, such as water or ginger ale, as tolerated.
- Sore throat can occur, and last for a few days, especially if you received general anesthesia and a tube was placed to help you breathe during surgery. Drinking cold fluids, as well as using lozenges, can help.
- Dry mouth is also possible and can be relieved by sipping water.

Long Island Jewish Medical Center  
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