

## **Patient Comfort Menu**

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**Background Info:** NewYork-Presbyterian Hospital opened an outpatient ambulatory facility built with patient experience at the core. Opening the unit provided the opportunity to implement tailored patient care. Our main focus is to ensure patients feel comforted, welcomed and in control of their care. A patient comfort menu was designed and created by clinical nurses (RN) in the Pre/PACU at DHK Endoscopy. Research shows that patients can sense they are in good and competent hands if their care is effectively coordinated and there is attention to individual needs. (Delbanco, T).

**Objectives of Project:** Provide patients with a personalized experience by providing a menu with choices of their post-procedure comfort in the pre-procedure setting. The intention is to assist patient's recovery by helping them feel welcomed and cared for thus improving their experience.

**Process of Implementation:** The menu includes the available nourishments and amenities for patients to choose during their stay. The laminated menus are placed at the bedside in each private room. Patients are asked to review and circle nourishment choices prior to their procedure. PPA's prepare the choices and bring them to the bedside upon patient return. The menu also highlights the facility's available amenities, which allows visitors to utilize while waiting for patients in the procedure room.

Prior to implementation, a pre-survey was conducted during post-procedure phone calls. Using a Likert scale, questions were asked regarding patients' comfort level and needs during their stay. This will be followed by a post-survey collection using the same questions to determine the impact of comfort menu on patient's experience.

**Statement of Successful Practice:** The menu has been implemented on the unit, and post-procedure data is currently being collected. Preliminary results of post survey suggest that patients feel a higher level comfort when they receive care that is individualized to their needs.

**Implications for Advancing the Practice of Perianesthesia Nursing:** Research supports that feeling comfortable in a healthcare setting is associated with having received coordinated quality care. Our preliminary data indicates a correlation between patient comfort and perception of overall care. With a surplus of options for patients to receive care, there is increased pressure on healthcare facilities and providers to deliver quality care while maintaining an exceptional patient experience.