

## **Surgical Service Pamphlet for Same Day Surgery Patients: A Helpful Tool to Diminish Anxiety for Patients and Their Families**

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**Background Information:** Patients arriving for surgery experience anxiety related to their impending procedure and the lack of understanding in navigating their surgical pathway. Expectations of patients and their families were found to be very different from the reality of the routine flow for Same Day Surgery (SDS). Staff noted that patient and family anxiety increased when expected timeframes were misunderstood or there was a lack of knowledge in navigating the day of surgery. Press Ganey results also revealed patient dissatisfaction regarding information provided. A patient education tool in the form of a Surgical Service Pamphlet was developed to explain to patients what to expect during their experience in surgical services. This pamphlet was provided for all SDS patients during their pre-admission testing visit or on admission to SDS.

**Objectives of Project:** With a strong desire to enhance patient satisfaction, a tool was created that describes the navigation of the SDS experience and explains what the patient can expect during each phase of the surgical experience. This tool was created in the form of a pamphlet to be given to all SDS patients.

**Process of Implementation:** Input was sought from within surgical services to describe the patient journey through individual phases of care such as preoperative, intra-operative, post-anesthesia care unit (PACU), and Phase 2 recovery. After the final revision, the pamphlet was implemented. Random audits of patients were conducted post operatively to analyze the usefulness of the pamphlet.

**Statement of Successful Practice:** As a result of our intervention, our patient satisfaction scores related to information given to patient and family improved from 94.3 to 97.4 over four months.

**Implications for Advancing the Practice of Perianesthesia Nursing:** Having a communication tool to dispense to pre-operative patients enhanced their understanding and expectations of their surgical journey, thus diminishing some of their anxiety.