

Implementation of Surgical Informational Brochure Utilizing ERAS, Research, and Evidenced Based Perianesthesia Practice

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Background Information: Opening of New Freestanding Ambulatory Surgery Center with need for education of patients and family members in regarding surgical stay throughput and flow in pre-operative area, operating area, and post anesthesia care unit to increase Press Ganey patient satisfaction scores, prevent discharge delays due to transportation, prescription and pharmacy, work/school notes, and surgeon related issues. To improve communication after surgical stay with website my health and surgeon communication.

Objectives of Project: To identify patient and family needs thereby formulating a solution to address issues causing cancellations, delays, and miscommunication further decreasing patients stress and dissatisfaction day of surgery with end results to improve throughput flow and education.

Process of Implementation: Research questionnaire formulated. Questions included family and patient needs, requirements, understanding of process. The sample population consisted of 50 patients. Data tabulated and presented to surgeons, scheduling offices, and administration. Surgical brochures formulated utilizing ERAS protocol, EBP (Evidence Based Practice), and research data information. The brochure included throughput, flow, and instructional information regarding the waiting room, preoperative holding area, operating room, and pacu. Surgical questions, discharge teaching, and post stay communication addressed.

Statement of Successful Practice: Post implementation survey revealed improvement, decreased cancellation and delays, throughput improved with patients, families, surgeons, and staff expressing satisfaction with instructions and brochure.

Implications for Advancing the Practice of Perianesthesia Nursing: A template for other perianesthesia areas to utilize in the startup process of ambulatory surgery centers regarding patient and family education and instructions regarding their surgical stay.