

After Visit Summary: An Experience-Based Co-Design Approach to Improving the Patient Experience Related to Discharge Instructions

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About Pennsylvania Hospital

- 475 Bed Urban Teaching Hospital in Center City Philadelphia
- One of six Magnet® designated acute-care hospitals in the Penn Medicine system
- Nation's first hospital founded by Benjamin Franklin and Dr. Thomas Bond
- Over 29,000 inpatient admissions and 115,000 outpatient visits each year, including over 5,300 births



Process of Implementation

Focus groups were conducted with Perianesthesia nursing staff first, followed by focus groups with former patients. Similar questions were asked in each session related to the quality of the AVS. The feedback received from the nursing staff, followed by patients (independent of one another) had similar themes throughout. The AVS were described as confusing, overwhelming, inadequate, generic, inconsistent and insufficient. Once the focus groups were completed, the nursing staff and patients were brought together to begin their work on improving the AVS.

Statement of Successful Practice

Monthly AVS workgroup meetings began in May 2022. To date, the AVS workgroup has collaborated with four service lines to improve the AVS. Press Ganey data for FY24 reveals a notable increase for the Urology service line in the domain of written discharge instructions since utilizing the updated AVS. This data emphasizes the tangible impact of the project on patient care and highlights the effectiveness of our efforts in enhancing the quality of AVS within these specific service lines.

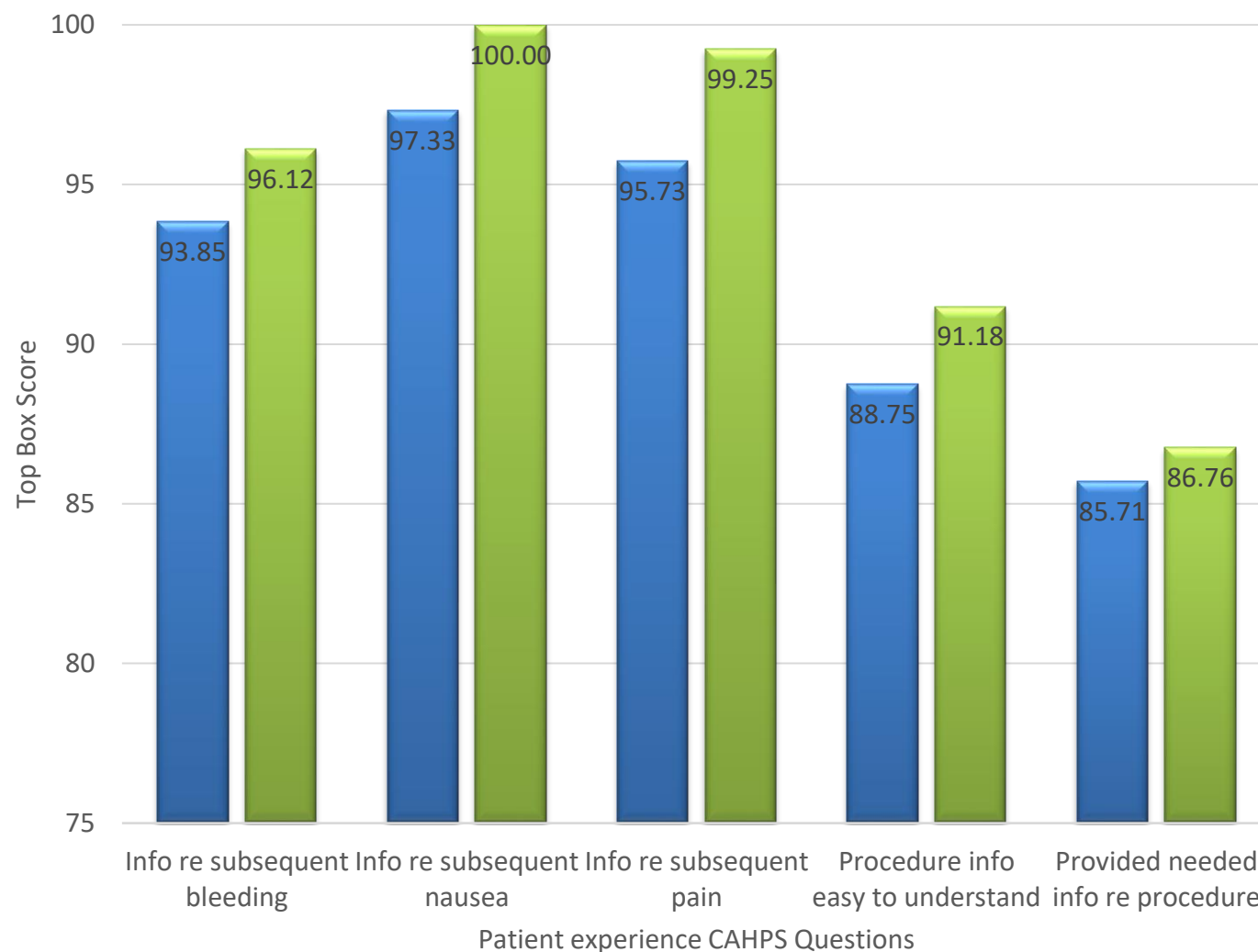
Background

In February 2022, nurses within the Perianesthesia department communicated their concerns to the Perianesthesia leadership team pertaining to the quality of the After Visit Summary (AVS) or discharge instructions provided to patients undergoing same-day surgeries. This internal assessment aligns with feedback collected from surgical patients via Press Ganey comments, indicating a recurring pattern of suboptimal content on the AVS.

Objective of Project

The goal of this project is to improve the AVS for same-day surgical patients utilizing an experience-based co-design approach. This multidisciplinary approach enables patients, families and care professionals to co-design improvement initiatives together, in partnership. The project team is comprised of Perianesthesia nurses, former surgical patients, Surgeons, Advanced Practice Providers, Clinical Nurse Education Specialists, and Patient and Guest Relations team members.

Urology Service Line: Before/After Implementation



Implications for Advancing the Practice of Perianesthesia Nursing

This project has empowered our Perianesthesia nurses to assume a proactive role in shaping the AVS process and can be utilized in Perianesthesia departments nationally. Their invaluable contributions have not only elevated our project's outcomes but have also left a lasting, positive impression on our patients, reflecting a collaborative commitment to enhancing the patient experience.

References

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