

A TIME TO TEACH: WOULD GIVING DISCHARGE INSTRUCTIONS PREOPERATIVELY IMPROVE PATIENT SATISFACTION IN OUTPATIENT SURGERY?

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Identification of the problem – Overview: Patients and their families are usually given discharge instructions immediately before discharge after patients have had anesthesia and narcotic pain medication. Many times patients did not remember being given the instructions. The patient satisfaction scores for discharge instructions after surgery were historically low at this facility.

EBP Question/Purpose: The purpose of this Evidence-Based Practice project was to determine if giving discharge instructions to outpatient surgery patients prior to surgery would improve patient satisfaction scores with their discharge instructions compared to giving patients their instructions immediately prior to discharge.

Methods/Evidence: This project followed the Iowa Model of EBP. A comprehensive literature search was conducted using multiple online databases. Two systematic reviews and a qualitative study were obtained. After critique, analysis and synthesis of articles, key Evidence-Based Practice principles were identified: 1) patients want to have the information about how to care for themselves given before the day of surgery, 2) outpatient surgery patients have improved outcomes from preoperative teaching, and 3) use of brochures and pamphlets along with verbal instruction helps to inform patients and improve knowledge retention. An audit/gap analysis was done to identify current practices and materials provided to patients. Standardized education folders were created to be given to patients prior to surgery, which included brochures and pamphlets regarding the procedure and basic discharge instructions. Pre-Admit nurses were educated regarding the change in process and how to incorporate the folders into the preoperative visit. A start date for using the folders was set as April 1, 2015. Patient satisfaction was measured by Press Ganey patient satisfaction surveys. Four questions regarding information given to patients were considered. Patient satisfaction scores from February and March 2015 were compared to scores from April and May 2015.

Significance of Findings/Outcomes: Significant improvement in patient satisfaction scores was noted in all areas regarding information given to patients. The top box scores for patient satisfaction with discharge instructions increased from 84.4% to 93.8 %. This resulted in a ranking increase from the 88th percentile to the 99th percentile. Overall satisfaction for this same period increased from 82.5% to 86.6%, which also resulted in a ranking increase from the 85th percentile to the 98th percentile.

Implications for perianesthesia nurses and future research: The results from this project support giving discharge instructions prior to surgery for outpatient surgery patients. A large increase in overall patient satisfaction scores was also observed. Further research is needed to determine if there is a correlation between patients being better informed and prepared for their surgery and higher satisfaction levels with the entire surgical experience.