

SAME DAY SURGERY FOLLOW-UP PHONE CALLS

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Introduction: Research supports same day surgery (SDS) follow-up phone calls to reduce post-operative complications, readmissions, and adverse events.

Identification of the problem: Theory is post-discharge follow-up phone calls by registered nurses (RN) to SDS patients will decrease post-operative complications and improve patients' confidence in understanding home-going instructions.

Purpose of the Study: Purpose was to analyze the differences of SDS patients' increased confidence levels in their discharge instructions if received a follow-up phone call from a RN within 72 hours of discharge as opposed to instruction at discharge only.

Methodology: Study used mixed method, comparative, descriptive design to answer the research questions.

Results: Hypothesis was null and void. Both groups were highly confident in implementing discharge instructions. One-tailed t-test revealed similar confidence levels. The intervention group, mean 9.05 (t(19), SD=1.545). The control group, mean 9.00 (t(29), SD=2.268). RN follow-up phone calls to SDS patients proved insignificant. Verbatim comments revealed excellent care and instructions from the phase II nurses, as well as the surgeon's following up once patients discharged home. Attending post-operative appointments revealed equal variance assumed 2-tailed significance of 0.04 (t(48), p=.036). Seeking additional care was insignificant. Those who received a follow-up phone call were more likely to attend their post-operative surgical appointment. No relation between demographic information and confidence level, nor problems post-operatively between groups. Correlate-bivariate of demographic and confidence level relationships were insignificant.

Discussion: This study has revealed beneficial information about surgeon behaviors, avenues for collaboration, and cost savings, by decreasing duplicity of work.

Conclusion: Post-operative follow-up phone calls assist patients in managing their illness and provide an opportunity to ask questions. Competence, patience, and kindness of perioperative nurses allows patients time to focus, absorb, and understand what constitutes safe, and uneventful recovery. Healthcare collaboration and team approach to patient care can strengthen outcomes, satisfaction, and confidence for patients and providers.

Implications for perianesthesia nurses and future research: Recommendations are to expand the study across the enterprise to determine if a standardized process can be successfully created and sustained. Developing an interprofessional process where nurses and surgeons team together is an opportunity to positively impact patient satisfaction and outcomes.