

Examining Nurse Satisfaction Using the Digital Patient Summary: A FastTrack Method of Handover Report

Primary Investigator: Imelda C. Principe DNP RN MSN CPAN CCRN ASLNC-C
NYU Langone Orthopedic Hospital, New York, New York

Introduction: In today's patient care setting, the adoption of technology and digital format is inevitable. The literature indicated that digital patient summary improves the quality, safety and efficiency of patient care. Digital patient summary serves as a tool for PACU nurses to use during handover report before patient's transfer to another nursing unit, service and facility.

Identification of the problem: Providing a comprehensive handover report is crucial to patient safety. In the electronic medical record (EMR), data were posted in several sections that resulted nurse's failure to find important data before patient's transfer. The emergence of digital documentation brought challenges to PACU nurses who are not savvy navigating the system.

QI question/Purpose of the study: The purpose of this study was to explore whether the use of a digital patient summary, a fast track method of handover, impacts PACU nurse's satisfaction.

Methods: Digital patient summary was created and designed by staff nurses. Patient's data flow through the patient summary section once the documentation is updated in the EMR. The pilot study of implementing the digital patient summary for handover was done in PACU of the facility. All participants completed the survey at 1 month and 2 months post implementation of the digital patient summary to examine the impact of its use during handover report related to nurse's satisfaction.

Outcomes/Results: Matched pair t tests revealed significant differences between the first and second month survey result after the digital patient summary was implemented. The survey results found that PACU RNs were more satisfied with the use of digital patient summary during the second month.

Discussion: The use of digital patient summary during handover report prevents communication gaps between nurses. Patient safety is at risk when there are breakdowns in communicating the relevant information for patient care.

Conclusion: The integration of a patient summary section assisted PACU nurses to find pertinent patient information easily in the EMR. It promotes an effective and comprehensive reporting process from PACU and beyond.

Implications for perianesthesia nurses and future research: The changes in health care industry affect every nursing practice. Health care is becoming complex and nursing practice has to face the challenge to provide safe and excellent care. Implications for future research may replicate the use of the digital patient summary in every patient services beyond PACU setting.