Press Ganey Ambulatory Surgery Patient Experience Scores related to post-operative discharge instructions for FY2019 were at the 38th percentile, well below the institutional goal of the 50th percentile. We realized a jump in Patient Experience Scores to the 90th percentile in FY2020 attributed to the creation and implementation of the Discharge Liaison Role. These surveys were distributed to patients/parents via both mail and email.

Below goal Patient Experience Scores related to “Instructions your nurses gave you about caring for your child at home.”
- Team dissatisfaction with the inconsistency and unavailability of discharge instructions post-operatively.
- Surgeon frustration with multiple phone calls for discharge orders and clarification of instructions.
- Delays related to filling prescriptions and DME for discharge.

The development of a dedicated Discharge Liaison was essential to the improvement of our patient experience scores from the 38th to the 90th percentile for our post-operative patients. The surgeons responded positively to the new role and the improved workflow. The surgeons who responded being very satisfied with the discharge process went from 14% to 75%. Future research is needed to evaluate the impact on readmission rates, post-operative complications and decreased discharge delays.

The goal of this project was to improve the discharge process and communication of discharge instructions with the parents/caregivers resulting in improved patient experience scores, improved team member and surgeon satisfaction and decreased discharge delays.

The development of a dedicated Discharge Liaison was essential to the improvement of our patient experience scores from the 38th to the 90th percentile for our post-operative patients. The surgeons responded positively to the new role and the improved workflow. The surgeons who responded being very satisfied with the discharge process went from 14% to 75%. Future research is needed to evaluate the impact on readmission rates, post-operative complications and decreased discharge delays.