Background

Main Recovery Room acquired Interventional Pulmonary procedures within the last year. Lack of standardized discharge instructions for patients were noted by the PACU nurses. Physicians did not place additional discharge instructions related to the procedure, which did not meet JCAHO requirements for transition of care. This was reflected in the low patient satisfaction scores obtained from the NRC Health Patient Satisfaction Survey.

Objectives

1. Initiate a project to increase patient preparedness for discharge including:
   • Prepare for Recovery
   • What to do for Bleeding
   • What to do for Infection
   • What to do for Pain
2. Collaborate with interdisciplinary departments to enhance relationship-based care.
3. Increase patient satisfaction score obtained by NRC Health Survey by ensuring that patients knew when to seek immediate medical attention.

Methods

1. Collaborated with Endoscopy Procedure Nurse to develop specific procedure discharge instructions.

2. Instructions were presented and approved by head of Interventional Pulmonology.

Methods (Continued)

3. Discharge instructions were sent to EPIC to be downloaded into system under specific heading of Navigational Bronchoscopy, Endo Bronchial Ultrasound, and OR Bronchoscopy.

4. Worked with EPIC principal trainer to develop tip sheets for physicians and nurses to access discharge instructions and enter into the After Visit Summary.

5. Educational in-service provided to PACU staff regarding unfamiliar procedures.

Results

As a result, patient satisfaction scores increased in every category. Two categories, “Prepare for Recovery” and “What to do for Pain” increased to 100% from the NRC Health Survey. Also, less issues were noted during post-op phone calls. Nurse satisfaction increased because nurses felt more equipped to provide better discharge instructions.