

## Background

- Preoperative teaching, an interactive and collaborative process is vital in promoting a positive patient experience.
- Educating patients and their families is a crucial aspect of nursing care. The preoperative setting is a fast paced environment where the provision of patient teaching is often challenging.
- Tailoring education to patient's needs increases knowledge and preparedness, fosters engagement while minimizing anxiety and improving patient recovery (Ibrahim, Lau, Smirnow et al, 2018)
- After routine review of our patients' experience scores (Press Ganey scores) related to the information-giving process, the preoperative nursing team saw an opportunity to implement a preoperative education initiative that informs and responds to our patient's needs.

## Methods

This quality improvement project used a multimodal approach.

<b>Staff In-service</b> (July-August) <ul style="list-style-type: none"> <li>Emphasized best practice to prepare patients for surgery</li> </ul>	<b>Pre-surgical preparedness of patients and nursing staff:</b> Beginning with a preoperative phone call, and on the day of surgery nurses must support their patients by providing: <ul style="list-style-type: none"> <li>Clear information, and easy-to-follow instructions.</li> <li>Information specific to the patient and procedure.</li> <li>Hospital approved handouts related to their surgical procedure (NYP Formulary/Lexicomp) on the day of the surgery.</li> <li>Nurses to familiarize with patient's clinical history to anticipate patient's needs.</li> </ul>
<b>Helpful Questions to ask before surgery</b> (See Fig. 1) <ul style="list-style-type: none"> <li>To guide patients on questions to ask the perioperative team on the day of the surgery. This questions' list was placed in each patient perioperative cubicle</li> </ul>	
<b>Examined two Press Ganey data points pre &amp; post implementation</b> (June) & (Sept-Dec 2022) respectively <ul style="list-style-type: none"> <li>'Information that nurses gave you as they helped to prepare you for surgery'</li> <li>'Nurses' response to your concerns or questions'</li> </ul>	
<b>Preoperative Survey</b> (Sept-Dec 2022). (See Fig. 2) <ul style="list-style-type: none"> <li>Surveyed One hundred random patients in real-time to ascertain patient preparedness for surgery</li> </ul>	

## Key Findings

- Post intervention Press Ganey results revealed a positive finding in both questions, information given to prepare patients for surgery and the nurse's response to the patient's concerns and questions.
- Findings also revealed the area we need to focus on as evidenced in Press Ganey question 1, suggesting that the intervention should be ongoing as to continue to improve the patient experience and maintain sustainability.
- Separately, preoperative surveys reinforced the successful outcome of our initiative. Survey results indicated that 100% of patients were satisfied that all their information needs were met in a timely manner.

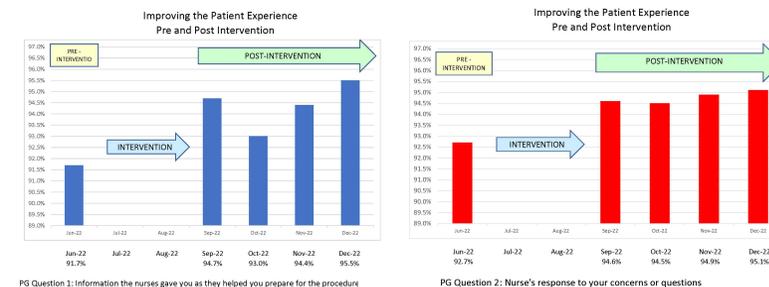


**Fig. 1 – Helpful Questions to ask before surgery**

**Fig. 2. Preoperative Survey Results**

QUESTIONS	Yes	No
Did you receive a Preoperative phone call from the Ambulatory Surgery Center regarding your instructions the day before surgery?	99	1
Did you find the Preoperative Team knowledgeable and provided you with important information to prepare you for your procedure?	100	0
Did the Preoperative Team provide you with information regarding your surgical procedure?	100	0
Did the Preoperative Team answer all of your questions?	99	1

## Results



## Discussion

- Preoperative nurses are well positioned to provide patients with the tools and educational materials they need to take an active role in managing their care when undergoing a surgical procedure.
- Improved Press Ganey scores suggests this educational initiative positively influenced the perioperative patient experience. Proactively providing patients with information about their procedure, tailored to their information needs, will support the best possible patient experience.
- Going forward, we will conduct weekly 'huddles' to review the most recent Press Ganey scores to foster staff engagement to ensure that this improvement is sustained over the long-term.

## References

Ibrahim, M, Lau, G. J, Smirnow, A, et al (2018). A Multidisciplinary Preoperative Teaching Session for Women Awaiting Breast Cancer Surgery: A Quality Improvement Initiative. *Rehabilitation Process and Outcome* 7; 1-7