Nurse Initiative Driven Project Results in Increased Patient Satisfaction Scores

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Introduction: Since acquiring Interventional Pulmonary procedures within the last year, patient satisfaction scores showed consistent opportunities for improvement in discharge preparedness.

Identification of the problem: During Shared Governance discussions, it was determined that electronic medical record discharge instructions did not include procedure specific information. This lead to frustration amongst the staff due to being unable to answer the patient's questions.

QI question/Purpose of the study: The purpose of the study was to increase patient preparedness for discharge, including questions specific to what to do for bleeding, infection, pain, and patient perception of being prepared for recovery/discharge.

Methods: The Post Anesthesia Care Unit nurses collaborated with Endoscopy procedure nurse to develop specific procedure discharge instructions. The discharge instructions were then given to the head of the Interventional Pulmonology department for approval. Once approved, the discharge instructions were uploaded into the EPIC EMR system. A tip sheet was developed on how to attach the new discharge instructions to the patient After Visit Summary as a reference. Additionally, the Endoscopy procedure nurse developed and provided education to the PACU staff to increase understanding of the Interventional Pulmonary procedures.

Outcomes/Results: Patient satisfaction scores in the below categories increased within the three month implementation period:
- Prepare for Recovery: 75 percent to 100 percent
- Bleeding: 75 percent to 84.2 percent
- Pain 58: percent to 100 percent
- Infection: 58.3 percent to 88.9 percent

Additionally, our post- procedure phone calls and surveys reported less concerns.

Implications for perianesthesia nurses and future research: Our Shared Governance reviews patient satisfaction scores and reports on a regular basis, thus leading to this idea for interdisciplinary collaboration. We are looking to further review other specialties that would benefit from enhanced discharge education for patients.