

Improving the Patient Experience Through a Preoperative Educational Initiative

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Introduction: Preoperative teaching has the ability to increase patient satisfaction, patient knowledge, and minimize anxiety related to the surgical procedure. Preoperative nurses are in a unique position to provide patients with the educational tools needed to better prepare them for surgery. This project addresses the need for improved patient preoperative teaching to ensure a positive patient experience and improved outcomes for our patients, and their families.

Identification of the Problem: During preoperative admission, we encounter patients that are ill prepared regarding their surgical procedure. This lack of knowledge leads to increased uncertainty and anxiety. Furthermore, our Press Ganey (PG) scores related to the 'Information nurses gave you as they helped to prepare you for the procedure', and 'Nurses response to your concerns or questions' indicate that there is room for improvement.

Purpose of the Study: To evaluate the effectiveness of a preoperative educational initiative to better prepare patients for surgery.

Methods: Provided staff in-service emphasizing preoperative nursing interventions, including clear preoperative call instructions, patients' learning needs assessment, and the use of electronic and printed educational resources. Developed a list of suggested questions with commonly asked questions for patients to ask the perioperative team. After implementation, patients completed surveys over a three-month period of time to ascertain patient preparedness for surgery, which yielded 100 responses.

Outcome/Results: Patient preparedness is measured by the patient survey and PG scores on the indicator questions. Survey results show that 100% of patients received all the information needed to prepare them for surgery from the nursing team during the preoperative call and on the day of the surgery. Post-intervention PG scores on both indicator questions were 92.9 and 94.1, respectively, versus 91.7 and 92.7 pre-intervention PG scores.

Discussion: The preoperative educational initiative in this study proves successful to better prepare patients for surgery, as evidenced by survey results and increased patient satisfaction scores.

Conclusion: Quality patient teaching tailored to the patient needs has the ability to positively impact the patient experience, resulting in greater patient satisfaction and successful patient outcomes.

Implications For Perianesthesia Nurses and Future Research: Perianesthesia nurses are well positioned to ensure that patient education expectations regarding any surgical procedures are fulfilled, leading to optimal patient outcomes, and ultimately patient experience.