Background/Introduction

Background:
- No Reference for Standardized Care in the Preoperative Department
- Nursing staff not performing uniform care in the AOD/OR area
- Preoperative preparation times take longer than anticipated by doctors, staff and patients
- Patient satisfaction scores below threshold
- Nursing and Doctors satisfaction not positive

Introduction:
- As nurses it is our responsibility to provide an exemplary uniform standard of care to our patients. This quality improvement project represents the positive outcomes that not only effects the patients but the staff and doctors as well. The Preoperative Preference Cards provide a visual and written reference card that have been approved by surgeons, doctors and fellow nurse leaders to provide unparalleled service to our patients.

Objectives/Hypothesis

Objectives:
- Pre-intervention: audit pre-operative times according to specialty
- Create a communication tool (preference card) to use in the AOD/OR area
- Intervention: implement preference cards beginning August 2021
- Post-intervention: audit pre-operative times according to specialty
- Trend patient satisfaction scores pre and post intervention

Hypothesis:
- A visual and written communication tool (preference card) will decrease the preparation time, increase efficiency and increase doctor, nurse and patient satisfaction by creating standardized care for nursing.

Preoperative Care Time

- As hospitals have grown more reliant on perioperative departments to bring revenue, perioperative staff have come under greater pressure to work faster and more efficiently so more procedures can fit into the surgical schedule. But as departments work to increase speed and efficiency, there is an increased risk of making mistakes and cutting corners that could jeopardize safety and quality.* - AORN, 2018

- Fast efficient service is one demand all customers make, whether the service is a hamburger purchased through a drive-through window or a surgical procedure scheduled through an ambulatory surgery program.* - Relias, 1999

- Using Lean methodology, the team was able to shorten the preoperative cycle time as well as integrate a new approach to improving accuracy of care, patient privacy and decreasing patient motion. Lean methodology can effectively be applied to improve patient care, efficiency, and privacy in an academic Magnet accredited specialty hospital ambulatory surgery setting.* - Yale Scholar, 2015

Preference Cards

- AOD/OR area
- Patient Outcome Experience:
- Pre-op Care Duration:
- Decreased by overall average of 22 minutes
- Increased satisfaction average from 85% in July to almost 94% in August and remained above the 90th percentile through December 2021

Results

Conclusion

- Preoperative Preference Cards are showing positive results for both patient satisfaction and efficiency in the preoperative setting.
- Future growth for educating throughout hospital for the year of 2022.
- As we grow and innovate here at Houston Methodist The Woodlands, the preference cards will do the same.

References