

## **Patient Experience Quality Improvement Project at WKBH Surgical Department**

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**Introduction:** The patient experience team at West Kendall Baptist Hospital's surgical department includes the perioperative and anesthesia staff. That surgical team meets monthly to examine results from the Press Ganey survey—a tool that helps healthcare organizations improve patient care safety, quality, and experience. Therefore, the surgical team decided to work profound on the survey results to accomplish the best care experience for surgical patients.

**Identification of the problem:** Before implementing the surgical team quality improvement (QI) project, Perioperative nurses scores on the Press Ganey Ambulatory Surgery Survey were 80%--well below the perioperative nurse's goal score of 90%.

**QI question:** Does the implementation of innovative strategies based on Press Ganey survey input help to improve surgical patient's satisfaction and experience of care?

**Methods:** The surgical team analyzed patient feedback from the Press Ganey surveys and identified strategies to improve surgical patients' experiences. The patient experience team revised the communication sheet, created scripting, and utilized Cerner for a more comprehensive patient list, which allowed the inclusion of more clinical information for staff to review. The surgical team also made staffing changes, including having unit leaders rounding on patients prior to discharge and assigned additional support staff during high-volume periods.

**Outcomes/Results:** Surgical patient satisfaction significantly improved, exceeding the target goal of 90%.

**Discussion:** The results indicate that surgical teams can use Press Ganey results to implement practice changes that improve patient satisfaction. Coordinated participation and teamwork in implementing various strategies to improve performance, communication, and education were crucial for improving surgical patient satisfaction.

### **Conclusion:**

The Press Ganey survey is an excellent tool for healthcare organizations to drive innovation and deliver continuous, sustainable improvements to safety, quality, and patient satisfaction.

**Implications for perianesthesia nurses and future research:** This project, built using the results of the survey, serves as a reference for future QI projects. The surgical team QI project highlights how patient input can be used to implement practice changes that improve patient satisfaction in a healthcare field that is continuously evolving.