Background/Significance

- Patient satisfaction (PS) is an important and commonly used indicator for measuring health care quality.
- The surgical department (SD) saw an opportunity to improve its PS scores by improving the patients’ experience (PX), thereby improving patient care, safety and quality.

Project Goal/Objectives

- The goal of this quality improvement (QI) project was to improve the patient experience in the SD as measured by the Press Ganey patient satisfaction scores.

Methods

1) Analyzed patients’ feedback
2) Identified strategies to improve surgical PX
3) Created a communication sheet
4) Utilized Cerner for a more comprehensive patient list, which allowed inclusion of more clinical information for staff to review; improving communication

Collaboration among the team made staffing changes, including having unit leaders rounding on patients prior to discharge and assigned additional support staff during high-volume periods.

Implications/Discussion

- Surgical patient satisfaction improved above target goal of 90%.
- This project highlights how patient feedback can be used to implement practice changes that improve patient satisfaction in a healthcare field that is continuously evolving.
- Coordinated participation and teamwork in implementing various strategies to improve performance, communication, and education were crucial for improving surgical patient satisfaction.

Results/Outcomes

Patient Satisfaction Data
PY22 Q3 to PY23 Q3

Conclusion

- This project serves as a reference for future QI projects.
- Results indicate that surgical teams can use Press Ganey results to implement practice changes that improve patient satisfaction.

References

AHRQ 2010