Improving Nursing Care to Promote Patient Satisfaction

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Press Ganey Scores

- Quarterly Score 01/01/2009-03/31/2012
- Bendann Surgical Pavilion
Standard Nursing Care

- Friendliness of Nurses
- Skills of Nurse starting IV
- Information day of surgery
- Nurses concern for comfort
- Nurses courtesy towards family
- Information given to family
- Instruction regarding Home Care
- Confidence in skill of Nurses
Standard Nursing Care
(Needing Collaboration)

- Waiting time before procedure
- Information about delays
### Average Mean Scores for Nursing Care

<table>
<thead>
<tr>
<th>Category</th>
<th>1/1/09-9/30/09</th>
<th>1/10-9/30/10</th>
<th>1/11-8/30/11</th>
<th>1/01/12-3/31/12</th>
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<td>Starting IV</td>
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<td>Concern for comfort</td>
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<td>Discharge instructions</td>
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<td>Waiting Time</td>
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<td>Delays</td>
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- **Starting IV**
  - 1/1/09-9/30/09: 90
  - 1/10-9/30/10: 95
  - 1/11-8/30/11: 90
  - 1/01/12-3/31/12: 60

- **Concern for comfort**
  - 1/1/09-9/30/09: 95
  - 1/10-9/30/10: 90
  - 1/11-8/30/11: 90
  - 1/01/12-3/31/12: 60

- **Discharge instructions**
  - 1/1/09-9/30/09: 95
  - 1/10-9/30/10: 90
  - 1/11-8/30/11: 90
  - 1/01/12-3/31/12: 60

- **Waiting Time**
  - 1/1/09-9/30/09: 85
  - 1/10-9/30/10: 80
  - 1/11-8/30/11: 75
  - 1/01/12-3/31/12: 60

- **Delays**
  - 1/1/09-9/30/09: 90
  - 1/10-9/30/10: 95
  - 1/11-8/30/11: 90
  - 1/01/12-3/31/12: 60
Areas for Improvement

- Monitor monthly patient negative comments.
- Explore possible solutions.
- Ensure nursing team commitment.
Areas for Improvement

- Skill of nurse starting the IV
- Nurses concern for comfort
- Instructions regarding home care
- Courtesy towards Family
- Waiting time/Delays before procedure
They spoke and we heard......
Interventions

* Skill of Nurse starting IV

* In service by VAT Team

* After 2 failed attempts, seek anesthesiologist’s help

* Offer ice packs to failed attempt site.

* Listen to Patient

* Certified Nurse Tech
Interventions

* Concern for Comfort

1. Make frequent checks/rounds after pre-op interview

2. Ask “Is there anything I can do to make you comfortable?”

3. Offer warm blankets and extra pillows
Instruction regarding Home Care

1. Make instructions uniform.
2. Involve the family.
3. Post-operative calls
5. “Light it up!”
Interventions

* Courtesy given to Family
  - Family involvement

1. Incorporate Patient Family Centered Care Model
2. Family present for discharge instructions
3. Family given opportunity to ask questions
4. Bendann pamphlet
Interventions

* Waiting time before procedure

* Make patient aware of reason for early arrival.

* Make every effort to inform patient of surgery time changes before day of surgery.
Interventions

- Information about delays
- Inform patients of any delays in surgery
- Have surgeon/fellow report delays to patient directly
Friendliness Of Nurses ……..
Yeah
96.5!!!