

IMPROVING PATIENT FAMILY SATISFACTION AND REDUCE PREOPERATIVE ANXIETY BY USING PRIVATE DESIGNATED CHECK-IN AREAS

Primary Investigators: Tissy Abraham, BSN, RN, CCRN, Joyace Ussin, BSN/BSBM, RN, CPAN
The University of Texas MD Anderson Cancer Center, Houston, Texas

Identification of the problem

Perioperative anxiety is a frequent and challenging occurrence for patients in the pre-operative setting. The wait times from arrival to transition into the operating room (OR) may exacerbate this anxiety. Streamlining processes for patient may be critical in reducing wait times, patient anxiety, and enhancing the overall patient and caregiver pre-operative experience.

EP Question/Purpose: The purpose of this project was to evaluate whether a privately designated check in area for adult patients over 18 years old will decrease patient and/or family anxiety and increase patient satisfaction compared to a public check in area. The goal was to reduce wait times and improve patient and caregiver satisfaction.

Method/Evidence

An electronic review of the literature of articles published after 2007 and written in English was conducted in databases including CINAHL, PubMed, COCHRANE, Scopus and Ovid. Keywords used were perioperative assessment, perioperative anxiety and stress management, and Perioperative patient satisfaction. Out of 200 articles, five were selected that provided evidence for process improvement. Based on findings of the literature review, a private-designated check-in area was implemented in the peri-operative setting. To evaluate the effectiveness of the program baseline patient satisfaction data obtained from Press Ganey Surveys was compared with information obtained from a survey distributed to evaluate patient satisfaction with this new privately designated area designed for check-in, as well as its impact on pre-procedural anxiety. It was administered to 150 patients and family members.

Outcomes:

Out of the 150 patient/caregiver surveyed, 139 were 100% completed. Of those completed, 85% of patients/caregivers perceived the check in area helpful in reducing anxiety. 83% perceived it helped in reducing overall wait time and improved satisfaction. 60% of patients/caregivers rated the location to be very comfortable.

Implications for Perianesthesia Nurses and Future Research:

This evidence based project initiative suggests that a designated check-in area in the preoperative unit can reduce both patient and caregiver anxiety and increase patient comfort and satisfaction. Additional comfort considerations were implemented such as private rooms, designated private restrooms, and allowing family member to stay with patients until surgery. Research is needed to examine patient satisfaction with new comfort measures.