



Improving Patient Satisfaction by Decreasing Preoperative Wait Time

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PURPOSE

- Address the potential causes of preoperative wait time delays
- Recommend best practices to increase patient satisfaction in a Midwestern ambulatory surgery center
- Educate patient and/or family on necessary preoperative process and expectations
- Increase effective communication between staff and patient on scheduling changes and important updates throughout the preoperative wait time

BACKGROUND

- The first ambulatory surgery center (ASC) was opened in Phoenix, Arizona, in 1970 by two physicians to provide high-quality, cost-effective care for surgical procedures (ASCA, 2020)
- ASCs are best suited for patients that are generally healthy and are undergoing minor or intermediate procedures
- ASCs offer the convenience of recovering at home, reduction in healthcare costs and hospital admission rates, and less invasive techniques yielding less post-operative pain
- Delays in preoperative wait times can cause stress, agitation, and confusion for patients and family members
- Negative perception is formed leading to a potential of decrease patient satisfaction scores, lower future patient census, and reduction in reimbursement (Hill et al, 2018)

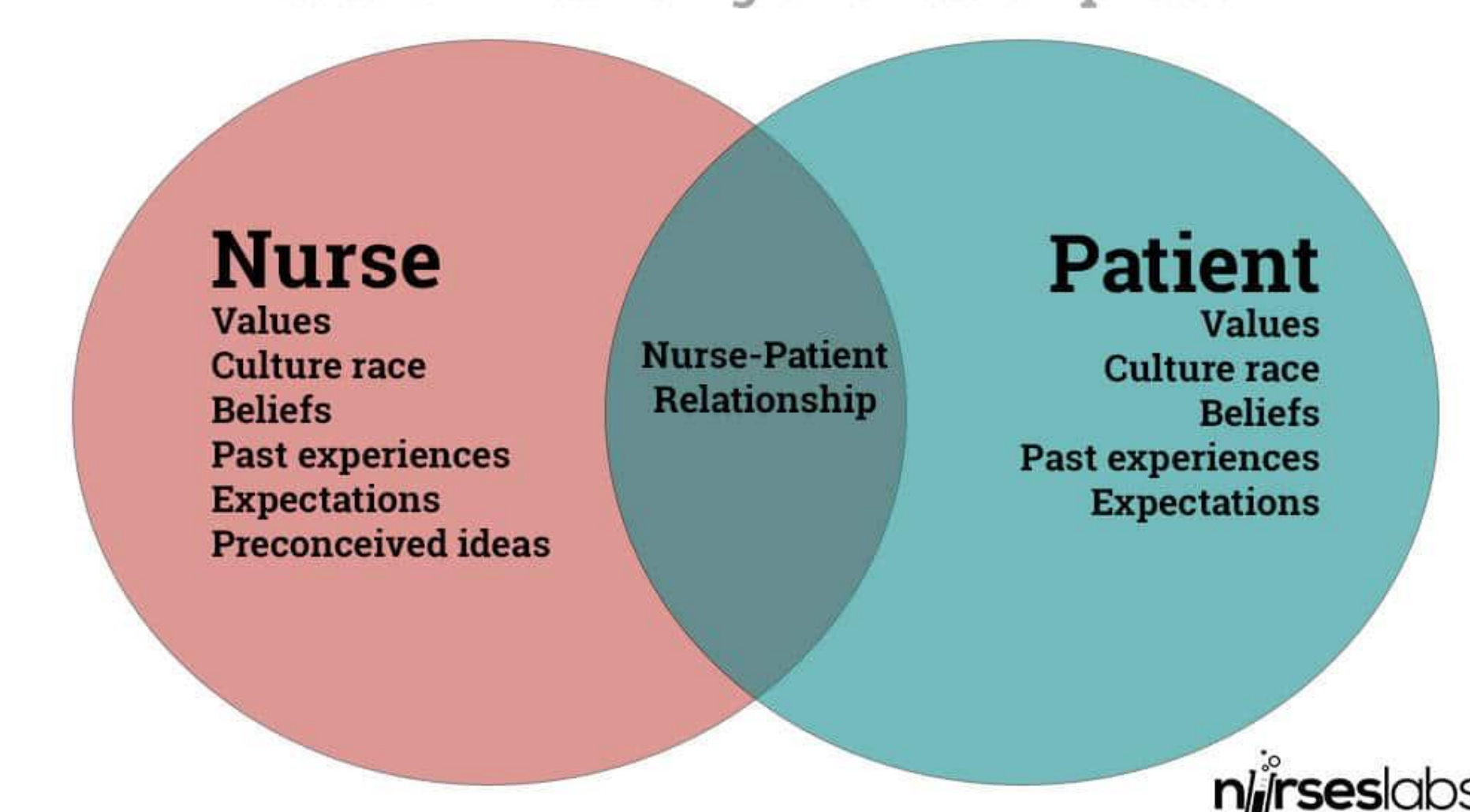
METHODS

- **Utilization of all eight operating rooms (OR) to promote efficiency in the physician's schedules:**
 - Communicate prompt turnover time amongst the staff
 - Allocate more than one operating room for the surgeon, if the schedule allows
 - Suggest surgeons to release room blocks in advance
- **Increase patient satisfaction scores:**
 - Communication between staff and patient on scheduling time changes
 - Offer toileting, warm blanket, magazine/TV
- **Increase patient feedback**
 - Implementing personal questionnaires and surveys distributed upon discharge

THEORETICAL FRAMEWORK

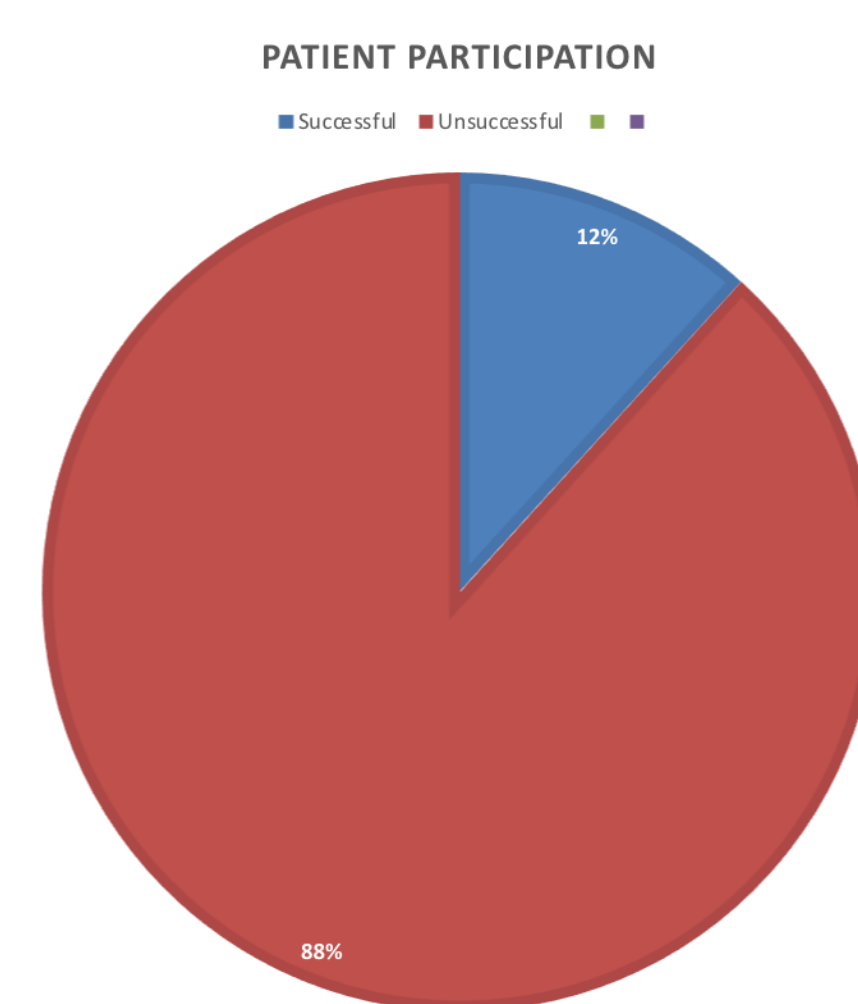
- Nurse's duty is to be involved in every activity that may affect patient care
- Mutual nurse-patient relationship is strengthened with trust and communication

Peplau's Theory of Interpersonal Relationships Factors influencing orientation phase

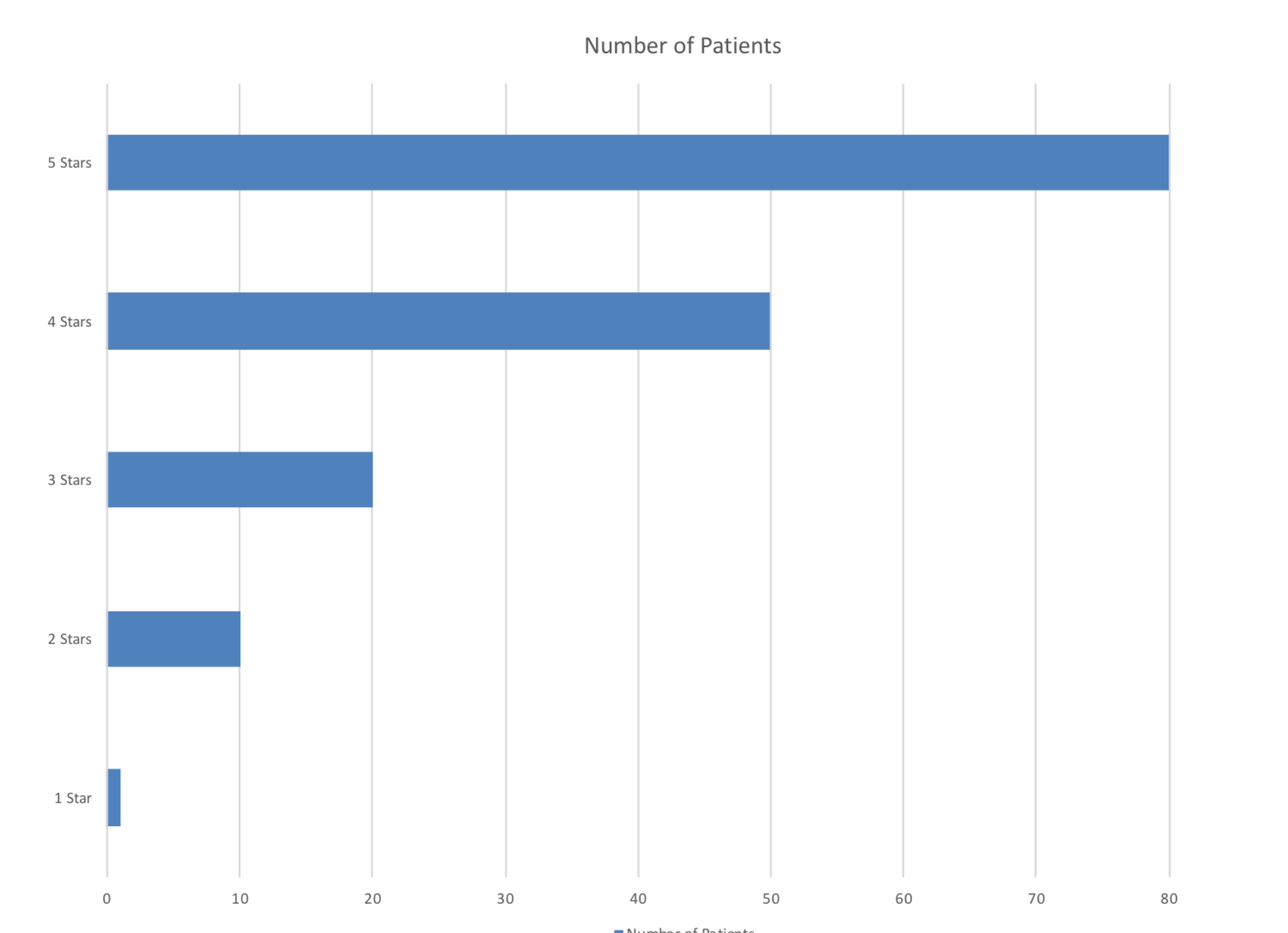


OUTCOMES

- Patient participation: During the months of February and March, 161 of the 1,370 questionnaires and surveys were completed



- Patient participation: Survey rating responses. 1-5 star rating score, with 5 being the best.



CONCLUSION

- Potential causes of preoperative wait time delays include scheduling gaps, increase in operating room turnover time
- By communicating with the patient during preoperative wait time, the patient is included in their care and aware of any scheduling conflicts/changes
- Of the total number of returned personal questionnaires and surveys, no negative feedback, pertaining to an increase in preoperative wait time, was identified
- Further recommendation of patient surveys/questionnaires to be used for future feedback

RELEVANCE TO NURSING

- Quality of care and quality of time is relevant to overall patient satisfaction
- Timeliness in all aspects of healthcare, and specifically surgical areas, plays an imperative role in meeting patient's standards of care
- Education and effective communication between healthcare professionals and patients is key
- ASCs, and many areas of nursing, can utilize patient questionnaires and surveys to improve on potential weaknesses or necessary changes