

Implementation of a Process to Reduce Patient Surgical Wait Time and Improve Patient Satisfaction in an Oncology Perioperative Setting

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Background and Significance

Surgical interventions are considered curative surgery for some patients; for others, it is a palliative approach. Patients undergoing oncologic surgical interventions are life-altering; therefore, ensuring patients and family members receive patient-centered information about their surgical journey requires clear and concise instructions.

The Patient Surgical Path Card provides:

- Source of communication
- Quick reference
- Physical reminder
- Navigation to ensure the patient and family members arrive at their surgical destination without impediments that may interrupt their throughput

Purpose

This quality improvement project aimed to develop an efficient plan that ensures each patient receives patient-specific care and instructions. Surgical patients expressed frustration and confusion when a surgical intervention was delayed, negatively impacting their overall satisfaction. Other factors included scheduling mix-ups and incorrect arrival instructions, causing lagging patient surgical wait times.

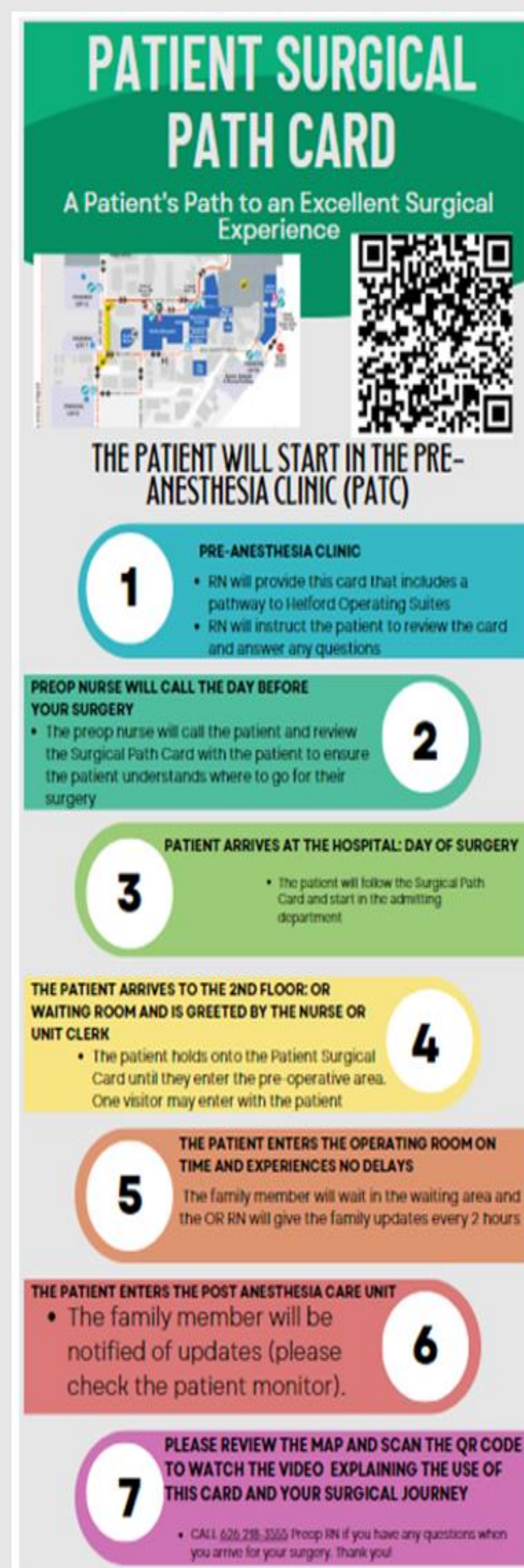
Interventions

By streamlining patient throughput with an information card called the Patient Surgical Path Card, surgical wait times are decreased, arrival times and patient satisfaction improved, thereby providing patients with a positive experience.

The nurse-led intervention included the development of the Surgical Path Card, which includes:

- Written explanation of their route
- Map of the campus
- Quick response (QR) code to watch a short video to mirror the written information.

Providing a multimodality approach for patient inclusivity

PATIENT SURGICAL PATH CARD
A Patient's Path to an Excellent Surgical Experience

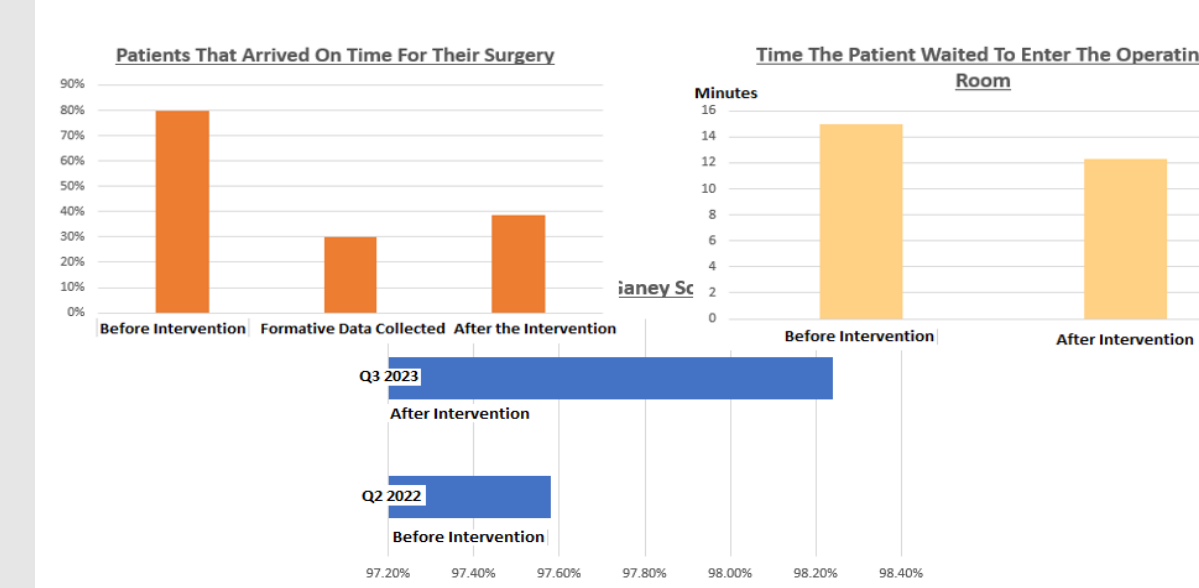
THE PATIENT WILL START IN THE PRE-ANESTHESIA CLINIC (PATC)

- 1 PRE-ANESTHESIA CLINIC**
 - RN will provide this card that includes a pathway to Helford Operating Suites
 - RN will instruct the patient to review the card and answer any questions.
- 2 PREOP NURSE WILL CALL THE DAY BEFORE YOUR SURGERY**
 - The preop nurse will call the patient and review the Surgical Path Card with the patient to ensure the patient understands where to go for their surgery.
- 3 PATIENT ARRIVES AT THE HOSPITAL: DAY OF SURGERY**
 - The patient will follow the Surgical Path Card and start in the admitting department.
- 4 THE PATIENT ARRIVES TO THE 2ND FLOOR: OR WAITING ROOM AND IS GREETED BY THE NURSE OR UNIT CLERK**
 - The patient holds onto the Patient Surgical Card until they enter the pre-operative area. One visitor may enter with the patient.
- 5 THE PATIENT ENTERS THE OPERATING ROOM ON TIME AND EXPERIENCES NO DELAYS**
 - The family member will wait in the waiting area and the OR RN will give the family updates every 2 hours.
- 6 THE PATIENT ENTERS THE POST ANESTHESIA CARE UNIT**
 - The family member will be notified of updates (please check the patient monitor).
- 7 PLEASE REVIEW THE MAP AND SCAN THE QR CODE TO WATCH THE VIDEO EXPLAINING THE USE OF THIS CARD AND YOUR SURGICAL JOURNEY**
 - CALL 626.298.3555 Preop RN if you have any questions when you arrive for your surgery. Thank you!

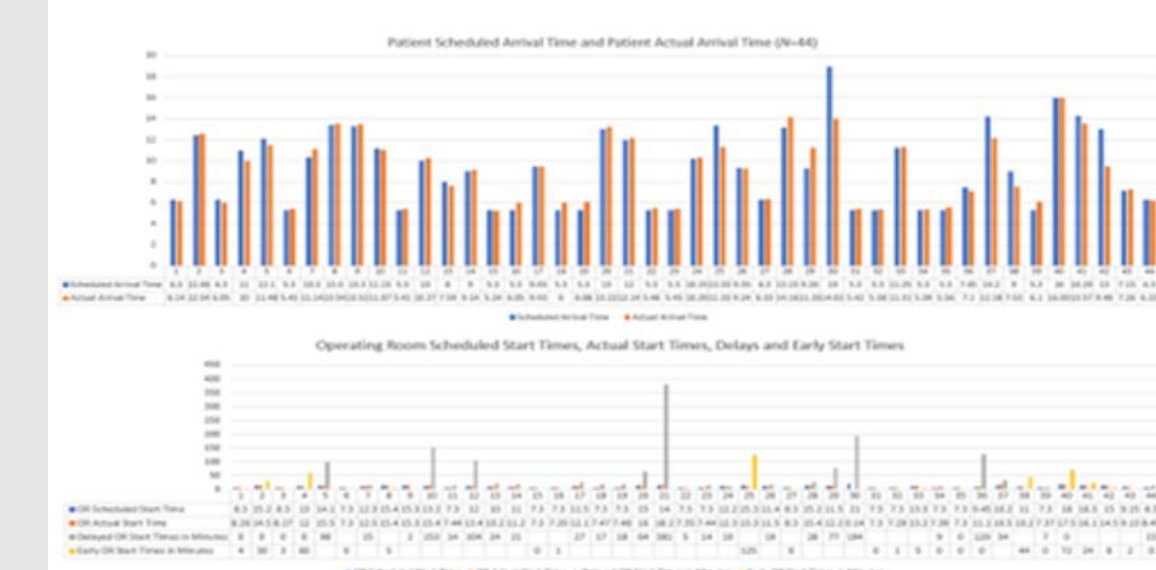
Evaluation

The number of participants included 50 adults scheduled for surgery. The data revealed that patients arrived for their surgeries on time only 30% of the time (formative data). The patients waiting to enter the operating rooms wait an average of 15 minutes. The data collected showed improvements in all areas after the implementation of the Patient Surgical Path Card.

Data Analysis



Data Analysis



- Patient arrival time improved from 30% to 38.65%
- Reduced patient wait times from 15 minutes to 12.3 minutes
- Improved patient satisfaction 97.58% (Press Ganey Q2 2022) to 98.24 (Press Ganey Q3 2023)

Discussion

The project was accepted and appreciated, and the patients, family members, and frontline staff supported the Surgical Path Card project's sustainability. The patients expressed constructive input and gratitude for the information card, which they can refer to as they anticipate their day of surgery.

Open communication among the project manager and stakeholders developed a culture of change, collegiality, innovation, and engagement, empowering the multidisciplinary team to reflect on their practice and patient outcomes, question the status quo, and build a platform for change.

Above all, to foster the **spirit of inquiry** through a **culture of innovation** and advancing nursing science through patient-centered care improvement projects.

Acknowledgement:

Special thank you to the various stakeholders who assisted with this project, which included the PreAnesthesia Testing Clinic staff members, Preoperative nurses, PeriAnesthesia leadership team, and the oncology patients and their family members who showed eagerness to use the surgical path card and appreciation for the care that they receive.