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### Background / Purpose

The increase in ambulatory surgical procedures in developing countries is attributed to advancements in surgical and anesthetic techniques, leading to faster recovery, lower complication rates, and enhanced patient satisfaction.

From a review of several patient survey results, the common theme of patient's stating, they did not review a post operative call prompted the initiative to develop a post operative call process as an effort improve nursing communication and overall patient satisfaction.

Postoperative phone calls are proposed as a strategy to ensure patient safety and quality care by following up on patients' recovery after surgery.

### Methods

We used the Plan-Do-Study-Act (PDSA) methodology for this project. Patients aged 18 and older who underwent ambulatory surgical procedures received structured phone calls within 24 to 48 hours post-discharge. Data on communication scores, readmission rates, and emergency department visits were collected and analyzed.

### Discussion / Conclusion

Our data provide support of the impact of postoperative phone calls on patient outcomes, specifically related to improved patient satisfaction and reduced healthcare utilization.

Our data on Likelihood to Recommend have improved but require continued improvement. Our data may be attributed to the higher surgical volumes during the latter part of a calendar year, which results in quicker throughput. As a result, patients may feel they are receiving less individualized care and attention.

### Problem and Study Purpose

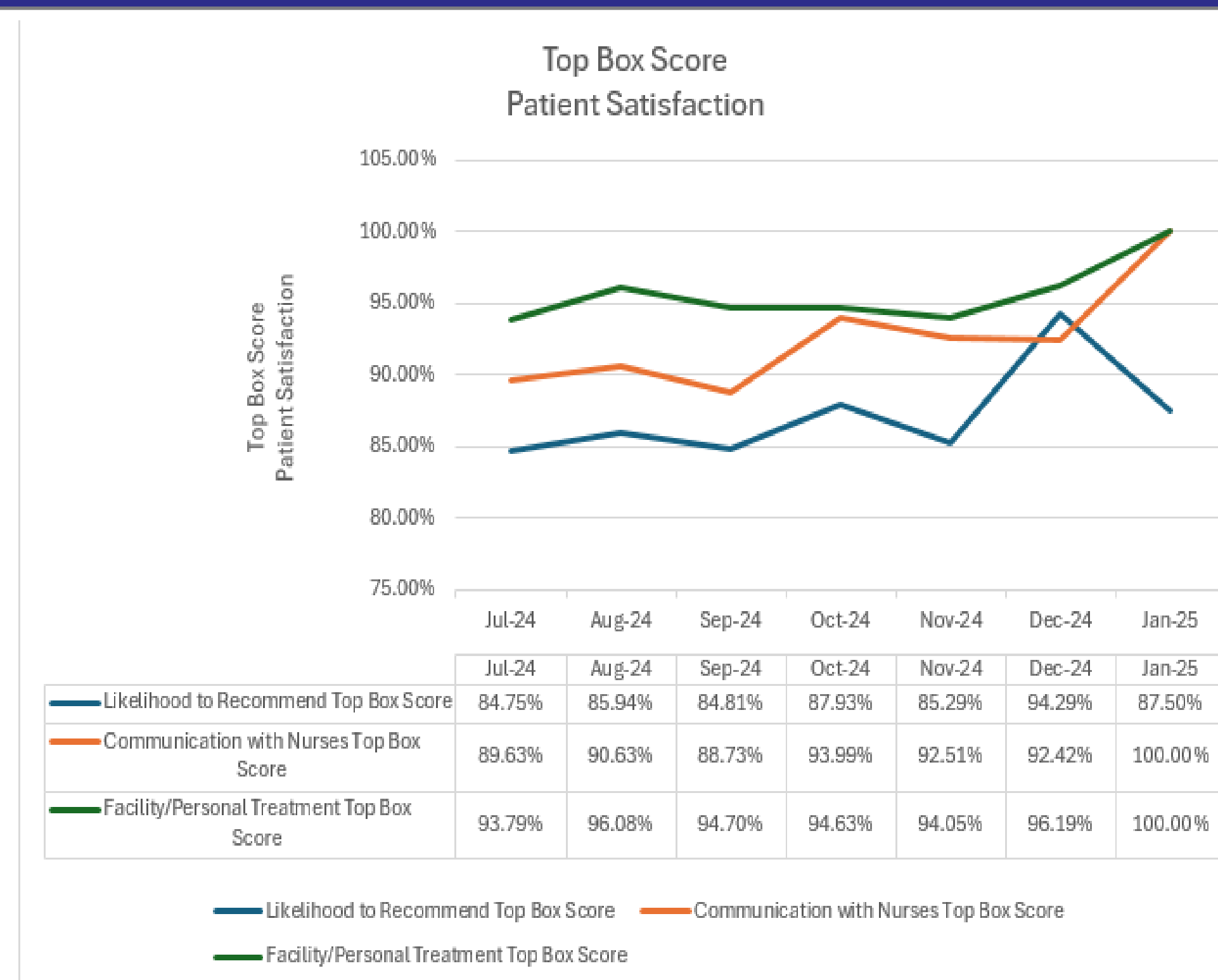
Despite the potential benefits of postoperative phone calls improved patient satisfaction and reduced readmission rates—existing research on their efficacy is inconclusive. Some studies indicate no significant benefits, prompting the need for a comprehensive evaluation of this practice.

The purpose of this project was to determine if the implementation of postoperative phone calls led to increased patient experience scores related to communication with nurses, decreased readmission rates and reduce visits to the emergency department.

### Implications For Practice

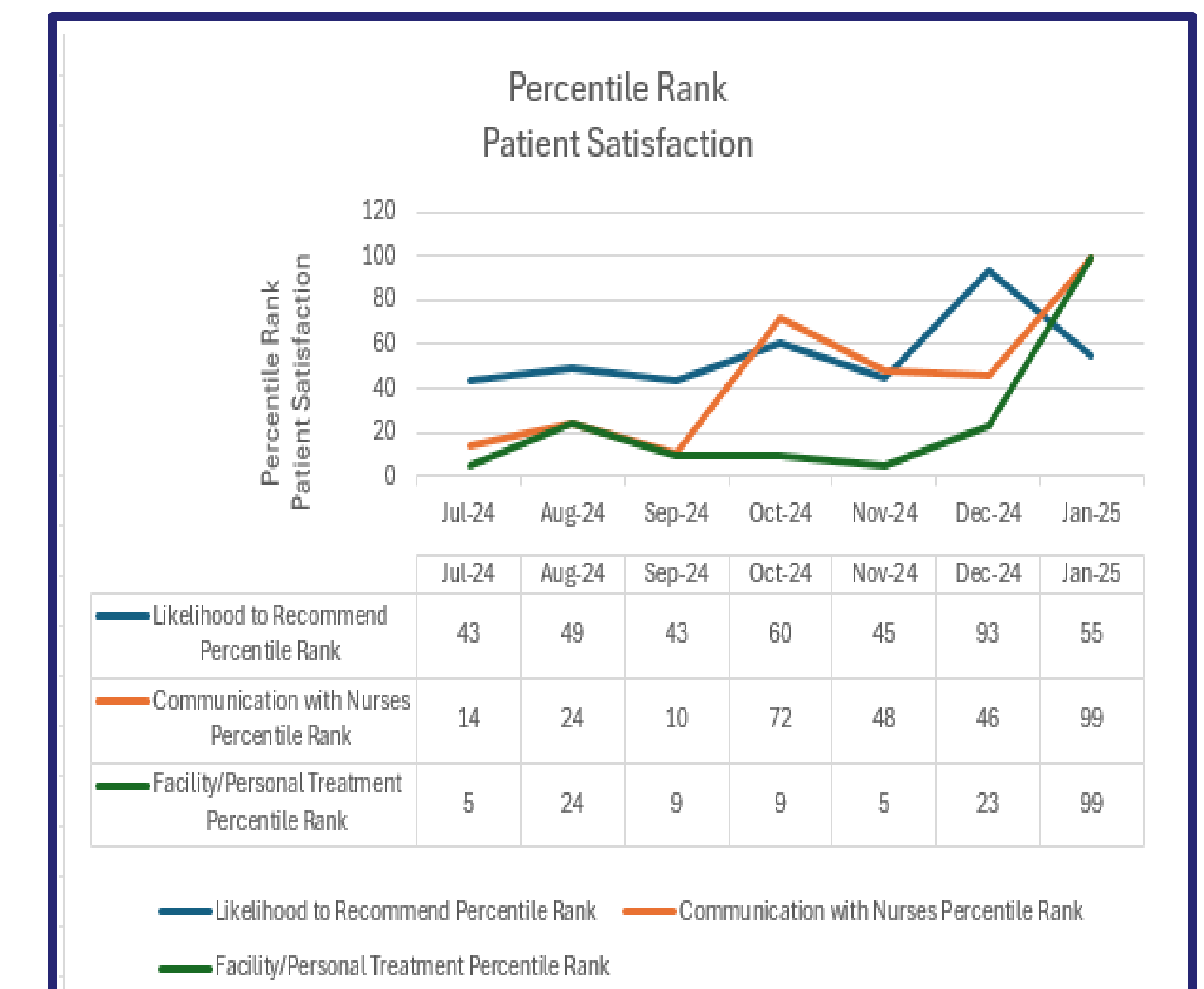
Findings from this project inform best practices for peri-anesthesia nurses, emphasizing the importance of follow-up communication in enhancing patient care. Future research or projects should explore long-term effects of postoperative calls and consider variations in patient demographics to tailor communication strategies effectively.

### Results



### Results (Cont'd)

The project utilized databases such as HCAHPS via Press Ganey for patient satisfaction metrics. Our data revealed an improvement in Likelihood to Recommend (Top Box Score 84.75% to 87.50%; percentile rank 43-49 to 55-93), Communication with Nurses Top Box Score increased from 89.63% to 100% (percentile rank 10-24 to 46-99), and Facility/Personal Treatment Top Box Score increased from 93.79% to 100% (percentile rank 5-24 to 5 to 99).



### Acknowledgements

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