

# PERFORMANCE IMPROVEMENT: INCREASE OUTPATIENT SURGERY DISCHARGE CAHPS SCORES

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## AIM STATEMENT

- Improve ambulatory surgery discharge CAHPS scores to a mean of 70% or higher in 15 weeks by introducing discharge instructions on admission. The discharge CAHPS survey scores contain the following subcategories:
  - Comfort
  - Discharge Instructions
  - Written Instructions
  - Recovery Instructions
  - Pain
  - Nausea/vomiting
  - Bleeding
  - Infection

## BACKGROUND

- The CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey is a random sample of all discharges
- The CAHPS survey is considered to be the standard measure of patient satisfaction
- The CAHPS survey represents the first national, publicly reported information that allows the consumer to make valid comparisons across hospitals
- CAHPS utilizes 'top box score' meaning that only a 'yes, definitely' response is counted-'yes, somewhat and no' are not counted

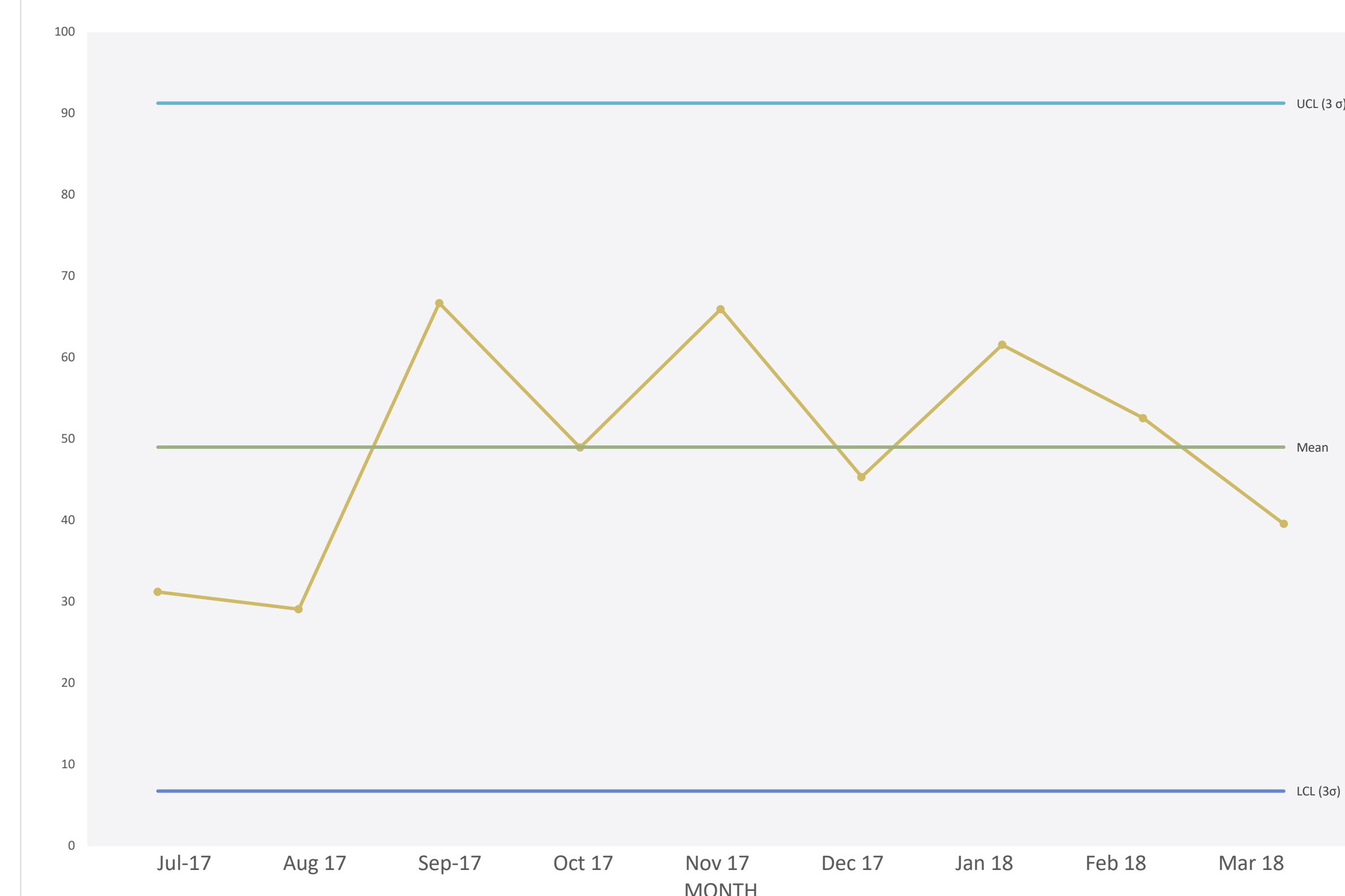
## PLAN

- The project will begin on December 18, 2017 in the Anderson Surgical Center and the Specialty Pavilion. The first two weeks will consist of educating the nurses on how to present discharge instructions on admission
- Beginning on Tuesday of week 3, each new admission will receive verbal information on discharge instructions in the pre-operative area, prior to surgery. The nurses will be given a general written list that covers the topics present in the CAHPS survey
- The purpose of the intervention is to communicate the instructions with patients before they undergo anesthesia

## DO/METHODS

- Nurses give discharge instructions in the pre-operative area.
- Other interventions are utilized to support the project's aim.
  - February 21<sup>st</sup>, an email reminder was sent to all of the nurses on the unit reminding/encouraging them to continue with the project
  - February 22<sup>nd</sup>, a 'discharge stamp' was provided. All of the written instructions now receive a stamp that reads 'DISCHARGE'
  - February 23<sup>rd</sup>, general discharge instructions are laminated and disseminated to the unit. They are taped to the bedside table. Nurses are still verbally discussing the instructions, however, patients are able to read them while they are waiting

CONTROL CHART OF MEAN CAHPS % BY MONTH



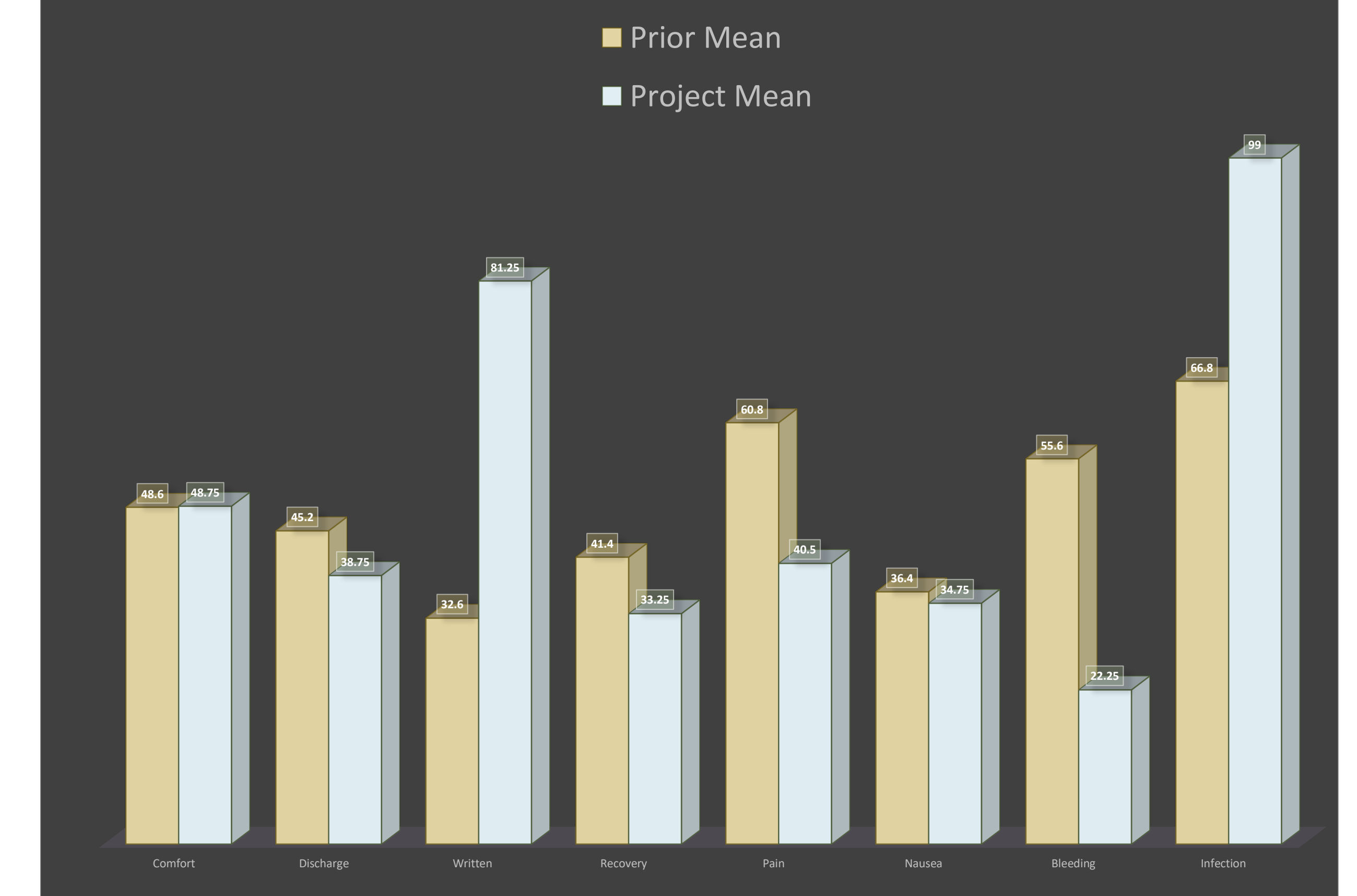
## CHECK/RESULTS

- Data from July 2017 through November 2017 showed an average score of 48.4% for survey results related to discharge instructions
- Data from December 2017 through March 2018 showed an average of 56.4% for survey results related to discharge instructions
- The aim was 70% or higher mean in CAHPS survey scores. Despite not reaching the goal, there was still an improvement of 16.7%

## ACT

- The project has merit and should be adapted to include additional interventions.
- Higher scores are expected to be linked to pay-for-performance models. They can also be used to entice consumers to choose one hospital over another.
- Beginning in April, a bright yellow folder with a discharge checklist was given to all post-operative out-patients
- A future idea is the use of discharge video clips that can be presented to patients pre-operatively and post-operatively via a tablet

COMPARISON OF PRIOR DATA (%) AND PROJECT DATA (%) BY QUESTION



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