

Executive Summary

Increasing Patient Satisfaction

This project is about improving patient education delivered by staff nurses.

Patient education on 5D and all of the Med-Surg units, at the VA Portland Health Care System, has been consistently below average on patient satisfaction scores regarding the efforts of nurses to educate our patients. Research shows that patients want to learn more about their conditions to help meet their personal goals and that when they have this information they are less likely to re-admit to the hospital. It also helps to lower their mortality and morbidity from chronic disease. Patient satisfaction scores are compiled through the Press Ganey Inpatient Survey, a 3rd party service which measures patient satisfaction in hospitals throughout the country. Our goal for success will be to exceed the average score instead of continuing to fall below. Increasing our patient satisfaction scores is also important for the hospital to maintain Magnet recognition.

To accomplish this, RNs on 5D will complete a short in-service on the Teach-Back Method of providing education to patients, a method which has been shown in published literature to increase the effectiveness of patient education. Teach-Back requires the same amount of time we already spend on educating our patients, but it allows us to verify that they actually understand what we are teaching them. In addition to instructing staff on the use of Teach-Back, the in-service will also re-orient staff to printed educational handouts on the floor and to a Kindle which we will be piloting at the same time to deliver educational videos to patients at their bedside.

The use of Teach-Back as well as future patient satisfaction scores will be monitored in the following fiscal quarters to determine the effectiveness of this project. This project will require the following support to ensure success:

- Time allotted for project managers to collect and manage data.
- Funds to allow for time to work on this project and to provide follow-up education to staff.
- Informing VAs throughout the VISN of the successes of this project to promote information sharing.

Thank you,

Michael E. Turowski BSN, RN (Staff RN unit 5D, VAPORHCS)