



Introduction

Many patients admitted to intensive care units (ICU) are later transferred to general hospital units prior to discharge. These patients may not remember the nursing care received during the critical phase of their illness.

ICU nurses suspected patients may combine the experience of the care they received from ICU nurses with care received on the medical surgical unit on the after discharge patient satisfaction surveys. Lack of recognition can be discouraging for nurses who work in the often stressful environment of the ICU.

Considering the evaluation of services through patient satisfaction surveys can be beneficial in the delivery of quality healthcare, the combination of care makes it difficult for the nurses to determine what they need to address for quality improvement.

PURPOSE

The purpose of this study was to determine if a focused visit from an ICU nurse to patients who had been transferred to general medical units will increase patient and nurse employee satisfaction.

Methods

Prior to project initiation, anonymous staff surveys were conducted related to staff perception of satisfaction with follow up. The survey consisted of five questions that were developed by the ICU shared governance members. A link to the survey was emailed to staff through the hospital's intranet. The survey was closed after two weeks and the survey was repeated at the end of the project.

Education for the follow up visits related to the purpose and process were presented for all ICU staff during shift huddles. A timeline for the project was set for 12 weeks. The criteria for patients to be visited included those who were admitted greater than 24 hours and the discharged to the medical unit for greater than 12 hours. At the time of transfer, a survey with the patient's name, new room number and time of transfer was placed near the nursing shift assignment log.

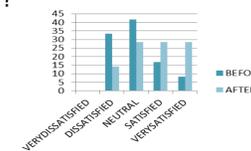
Shared governance members had agreed on utilizing the validated survey tool "Critical Care Family Satisfaction Survey" during the visits. The visiting nurse would review the survey with the patient and/or family members. This method provided immediate feedback that could be shared with the staff on any improvements that could be made for future patients. This also provided an opportunity to answer any questions on the care they had received while in the ICU.

Results

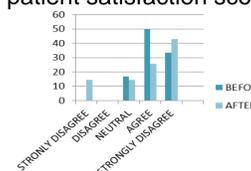
A comparison of the Press Ganey scores from the previous three quarters demonstrated an improvement in the mean patient satisfaction scores. The employee surveys revealed an increased positive attitude toward the patient visits. The one question directly related to job satisfaction did show an improved score in the positive response from 41.67% to 57.14%.

Employee Survey Responses

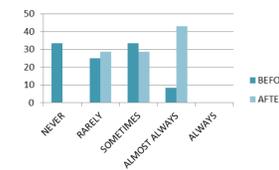
1. How satisfied are you with the current follow-up of patients you care for after discharge to the medical surgical unit?



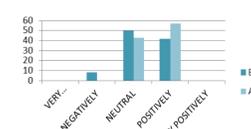
2. An in person follow up after patients are discharged to medical surgical unit will positively impact ICU patient satisfaction scores.



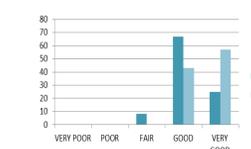
3. I routinely follow up in person on the status of my patients after discharge from ICU.



4. Will a formalized process for patient follow up affect job satisfaction?

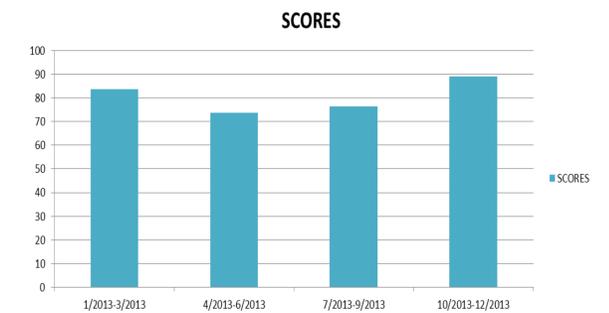


5. How would you rate patient satisfaction in the department based on our current practices?



Results

Mean Patient Satisfaction



Discussion

Limitations include:

- Construction of a new ICU and patients placed in temporary unit
- Of 81 patients that should have been visited according to criteria, 31 were seen equaling 38%
- Staffing turnover resulting in a decrease of respondents to the post employee survey
- Survey tool used required a considerable amount of time to complete

Because of the increase in patient satisfaction, the completion of construction and the unit being fully staffed, the ICU shared governance has decided to repeat this project to further endorse the effectiveness of the follow up visits.

Acknowledgements

The success of this project was due to the hard work of the following: Jessica Childress, RN, BSN, Michelle Toler, RN, BSN, Nicole Kinney, RN, BSN, Cindy Phillips, RN, Thresa Isley, DNP, RN, ACNS-BC, and Tora Simpson, RN, BSN, MHA