

**Evidence Based Practice: Measuring and Reporting Patient Satisfaction with Pain Management and Overall Care in the Cardiac Catheterization Lab**  
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**PROBLEM:**

Harris HEB Cath Lab previously had no patient satisfaction measurement tool for reporting quality indicators.

**EVIDENCE:**

Even though the facility received quarterly Patient Satisfaction Results, there were no department specific indicators or questions related to invasive and non-invasive procedures in the Cardiac Catheterization Lab. For a specialized unit conducting 1400 – 1700 procedures annually, the nursing staff was interested in obtaining specific patient feedback in order to improve care delivery and measure patient satisfaction.

Following a literature review of Patient Satisfaction Measurement Tools, our staff obtained the Consumer Assessment of Healthcare Providers and Systems (CAHPS) from the Agency for Healthcare Research and Quality. This survey tool has been adopted by the Center for Medicare Services as a voluntary reporting tool for hospitals.

**STRATEGY:**

Two patient quality indicators were chosen to measure and report patient satisfaction with; Pain Management and Overall Care

A literature Review was conducted to discover a valid method for collection, evaluation, and reporting of patient quality data.

The CAHPS hospital patient satisfaction survey was customized to apply to patients in the Harris Methodist HEB Cath Lab.

The survey was implemented in May 2007 and distributed to patients receiving moderate sedation.

Patients were instructed regarding the satisfaction survey and returning the completed survey. Survey results were tabulated and compared to national benchmarks for patient satisfaction found on the CAHPS Website (<http://www.cahps.ahrq.gov>).

Departmental benchmarks were established based on recommended national results from CAHPS.

**PRACTICE CHANGE:**

Health care personnel were encouraged to ensure all measures are being taken into account so patients are satisfied with the level of pain management attained, and with the overall level of care received while in the cath lab.

Prompts were put into place to remind the physicians to debrief and converse with the patient and also the patient's family after the procedure.

**EVALUATION:**

A patient satisfaction survey has been proven to be a reliable means of measuring and reporting on patient quality indicators, and also in reforming nursing practice.

## **RESULTS:**

These patients consistently reported higher satisfaction than the national benchmarks for pain management and overall care.

Some patients (less than 1%) seemed confused with the survey instructions.

Less than 1% reported inadequate pain management for the first two quarters measured (4 in 1378 patients surveyed).

Several positive comments were made regarding care delivery and staff in the cath lab and were shared with the nursing staff. Not all those reporting positive or negative remarks stated why in the additional comments section.

Less than 1% for the first two quarters stated the physician did not communicate the procedure results.

\*\*\* To date (February 2008) our department continues to exceed the national benchmarks for patient satisfaction with pain management and overall care.

## **RECOMMENDATIONS:**

Add more space at end of survey to encourage additional patient feedback.

Add sentence at the end of survey to encourage more additional comments.

Bold the instructions on some questions to ensure understanding.

Add reminder to post-procedure charting template to ensure post instructions are given, physician talks to patient and family, and that is instructed on survey completion.

Provide additional instructions to the cath lab nurses on the goals of moderate sedation, including patient assessment and re-assessment criteria.

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