

Collaboration with Advanced Practice Registered Nurse to Improve Patient Satisfaction Scores in Outpatient Setting

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Objectives:

A vascular surgery department in a large academic medical center found that patient volumes were increasing and the surgeons were struggling to care for this higher volume with their current staffing model most specifically in the outpatient clinic setting.

- APRN: Advanced Practice Registered Nurse
- Patient satisfaction scores in the outpatient surgical clinic
- Purpose: QI project to assess patient satisfaction before and after utilization of APRNs in the outpatient surgical clinic setting

Patient satisfaction has become a regular indicator for measuring quality. Higher scores in patient satisfaction have been linked to:

- Improve clinical outcomes
- Improved patient retention
- More efficient patient-centered care
- Higher reimbursement

Methods:

A QI project was designed to assess and address low patient satisfaction scores.

- The Press Ganey Survey scores for the first 2 quarters of fiscal year 2020 were compared with the last 2 quarters of fiscal year 2020 when APRN were implemented in the outpatients surgical clinic setting.

Survey:

The Press Ganey scores for. Scores were reviewed for:

- Likelihood to recommend the clinic to someone
- Did the staff worked together/cared for the patient
- Did the patient feel as if their questions were address
- Wait time in the clinic

Results:

Prior to the APRN in the outpatient clinic and after the APRN began working in the outpatient clinic, the general Press Ganey scores for the department were assessed and there were improved scores in all categories:

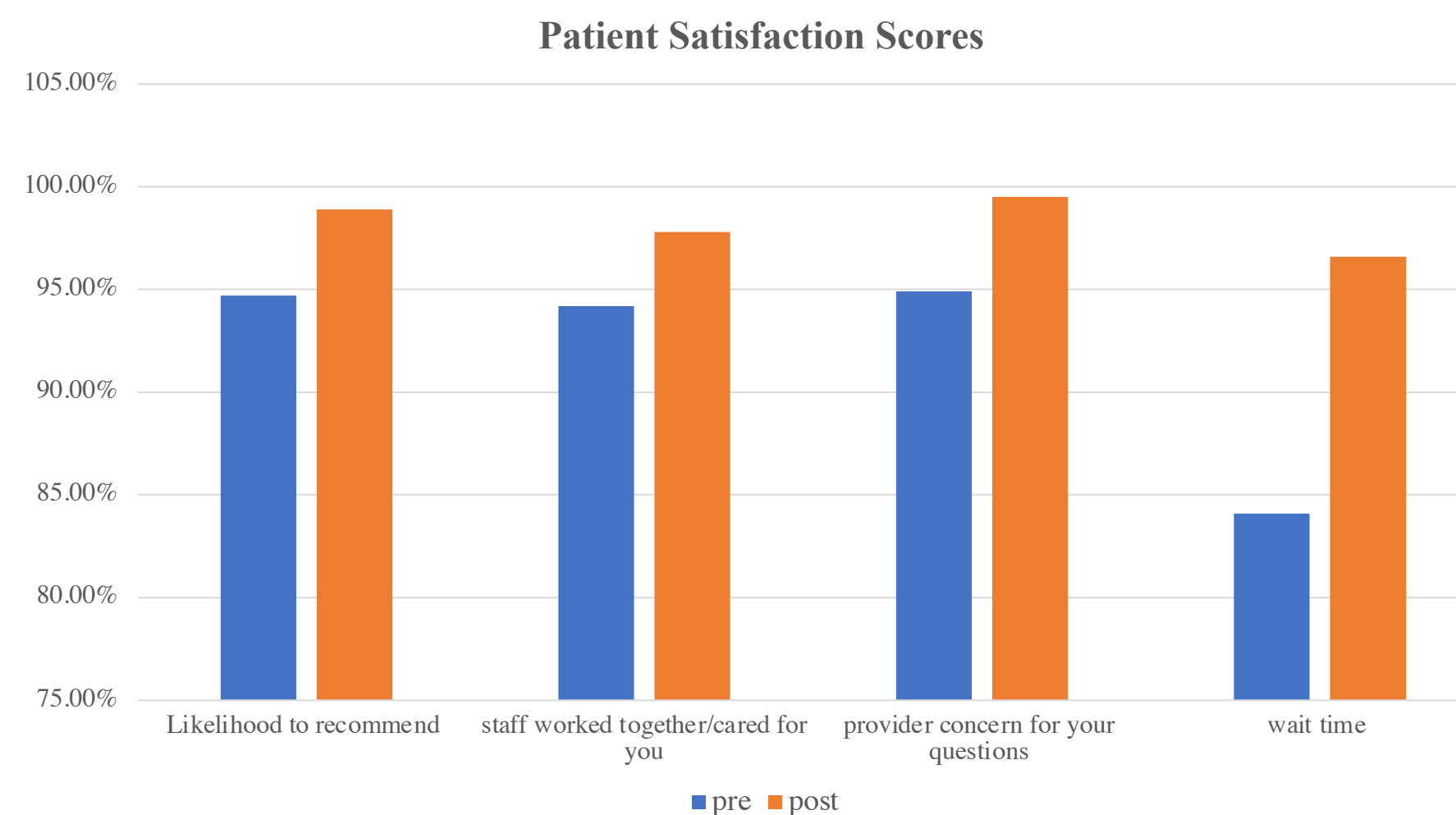


Figure 1: Press Ganey Survey Questions

CARE PROVIDER
DURING YOUR VISIT, YOUR CARE WAS PROVIDED PRIMARILY BY A DOCTOR, PHYSICIAN ASSISTANT (PA), NURSE PRACTITIONER (NP), OR MIDWIFE. PLEASE ANSWER THE FOLLOWING QUESTIONS WITH THAT HEALTH CARE PROVIDER IN MIND.

	very poor	poor	fair	good	very good
1. Friendliness/courtesy of the care provider.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Explanations the care provider gave you about your problem or condition.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Concern the care provider showed for your questions or worries.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Care provider's efforts to include you in decisions about your treatment.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Information the care provider gave you about medications (if any).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Instructions the care provider gave you about follow-up care (if any).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Degree to which care provider talked with you using words you could understand.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Amount of time the care provider spent with you.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Your confidence in this care provider.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Likelihood of your recommending this care provider to others.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments (describe good or bad experience): _____

Implications for Practice:

- Literature supports that APRNs deliver safe, effective, patient centered, efficient, equitable and evidence-based care which can improve patient outcomes.
- Advanced Practice Registered Nurses (APRNs) scope of practice is a blend of nursing, medical assessment, and intervention skills to treat individuals with acute and chronic conditions..
- Utilizing APRNs in the outpatient surgical clinics can lead to improved overall patient satisfaction scores.
- Utilizing APRNs has allowed for an expansion of the care that can be provided to the patients, in this setting specifically with limb salvage and chronic wound management.
- Other clinical specialties should consider utilizing APRNs.

Conclusion :

Utilizing APRNs in outpatient surgical clinics can lead to improved overall patient satisfaction scores and can create a patient centered clinic which we hope will improve quality of life and care across the continuum.

References:

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