Movie and a Smoothie - Implementing an Evidence-Based Practice Approach to Improve Discharge Instruction Knowledge in the Gynecological Surgical Patient Population

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A new and improved discharge instruction process was implemented successfully in July, 2016 resulting in a process change on how the patient receives discharge instruction for their specific health condition and surgical procedure(s).

Additionally, the EBP team sought the input of a patient advisor for the EBP project and included in the discharge process.

The EBP team developed these handouts, in English and Spanish. The EBP team developed these for the project and included them in the discharge process. These handouts were provided in addition to a discharge instruction video shown to patients before leaving the hospital.

"Communication with Nurse” domains in HCAHPS had been as low as 21st and 56th percentile, identifying an opportunity for improvement.

In the gynecological surgical patient population, will evidence-based handouts and a video instruction tool, compared to the after-visit summary handout alone, improve discharge instruction knowledge as measured by increased scores in the HCAHPS discharge information and care transition domain?

**Results**

2016 GYN HCAHPS DATA

<table>
<thead>
<tr>
<th>Month</th>
<th>D/C Instruction</th>
<th>Care Transition</th>
<th>Communication with Nurse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>70</td>
<td>60</td>
<td>50</td>
</tr>
<tr>
<td>Feb</td>
<td>80</td>
<td>70</td>
<td>60</td>
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<tr>
<td>Mar</td>
<td>90</td>
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<tr>
<td>Apr</td>
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<td>80</td>
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<tr>
<td>May</td>
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<td>Aug</td>
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</tr>
<tr>
<td>Sep</td>
<td>50</td>
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<td>30</td>
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</tbody>
</table>

1. Improvement in HCAHPS for Discharge Information (D/C) and Care Transition domains was noted in July and August post-implementation of EBP Project.
2. Additionally an increase was noted in Communication with Nurses domain: Q1 -53 percentile, Q2-29 percentile and post-implementation EBP project Q3-75 percentile.
3. September results indicated an increase in Care Transition scores. The D/C domain decrease may be reflective of change in patient population not part of the GYN demographic.

**Conclusions & Implications for Practice**

1. After EBP project implementation, the unit achieved benchmark goal for “Care Transition” and “Communication with Nurse” domains in HCAHPS.
2. Other physicians have requested similar videos and enhanced materials be created for additional patient populations.
3. The institution of a consistent, EBP-standardized education program for unit nurses helped ensure the same content was delivered to each patient.

**References**


