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Science for Nursing Internship Program
“Improved Discharge Instructions Will Increase Patient Satisfaction”

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Background

- Discharge instructions are essential to the care of post-operative patients. These instructions should be formed for a range of patients to comprehend.
- Proper instructions need to meet a certain criteria.
- Inadequate instructions can lead to incomprehension, confusion, and other preventable complications.
Hypothesis

• The use of an explanatory survey will prove that improved discharge instructions improves the satisfaction of a post-operative patient or the satisfaction of their caregiver.
Abstract

• Nurses’ first priorities are to the patients; making sure they’re cared for. In order to insure this, they must have the appropriate tools, such as discharge instructions.
• The purpose of this study is to determine the effect of improved instructions on patient satisfaction.
• The results show that improved discharge instructions significantly improves patient satisfaction.
Introduction

- Complete instructions should contain the following:
  - A - Activity
  - D - Diet
  - P - Pain/Medication(s)
  - W - Wound care
  - S - Specific Instructions
  - R - Reasons to call the doctor
  - A - Appointment (include phone number)
Introduction (Cont.)

- In addition to the acronym (A.D.P.W.S.R.A.) instructions should:
  - Be 12 font and no more than two pages long
  - Meet health literacy standards (5\textsuperscript{th} grade reading level)
  - Have bolded titles
Methodology

• This study was executed with the distribution of an explanatory survey. This survey contained one yes or no question along with two numerically rated questions.

• Approximately twenty patients were given the improved instructions and survey. Twelve responded.

• The patients’ responses were recorded and graphed.
When patients were called, only 12 responded saying they had in fact received their instructions. 4 phones were disconnected. 4 phones were not answered.
Patients were asked “how easy were the instructions to read” (0-10, 0 hardest, 10 easiest). 1 patient rated the instructions a 7, while the rest (11) rated them a perfect 10
Patients were asked “how well do you understand you discharge instructions?”  0-10, 0 hardest, 10 easiest). 100 percent of the patients that response rated their comprehension of the instructions with a rate of ten.
Conclusions

• We can conclude that due to the improvement of discharge instructions, patients and/or their caregivers are much more satisfied because of the ease of comprehension.
Recommendations

• I recommend that this study be continued.
• Improved instructions should be standard for each patient to receive post-operation.
• The survey should also be made more in-depth with additional questions.

References (Cont.)


Special Thanks

• Thank you to my mentor Libby Hawk and co-mentors Mary Carey and Nancy Olitsky
• The Nurses in the Fairview Hospital PACU
• The Office of Civic Education Initiatives