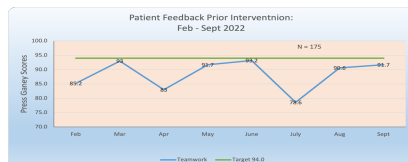
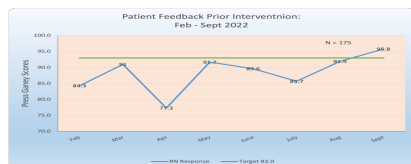


## Background

- Located in New York Presbyterian Hospital Weill Cornell Medical Center, In Vitro Fertilization (IVF) Surgical Unit has 2 operating rooms. On average, there are over 4000 surgeries performed annually, and the center is open seven days per week. The oocyte retrievals performed are timed surgeries, with patient procedures scheduled every twenty minutes. Press Ganey results as well as patient feedback identified areas for improvement.
- According to Chen et al. (2022), healthcare today is very competitive, and it is not only about excellent technical skills or healthy outcomes, but also patient loyalty. Patient loyalty is apparent when customers re-select the service provider and/or recommend to family and friends (Chen et al., 2022).
- Frontline staff who are experienced in and have a solid understanding of all phases of IVF care were recruited by perioperative management to plan and execute this quality improvement project. The Iowa model was implemented to identify problem areas that affected Patient Experience.
  - P - Patient Experience
  - I - Information pamphlet for patients, nursing staff workflow modification, nursing staff education on communication, culturally competent care, and creating a therapeutic and healing environment.
  - C - No process control
  - O - Improve Press Ganey nurse sensitive indicators: 1. Nurses' response to your concerns or questions - target score 93; 2. How well staff at the surgery center worked together to care for you - target score 94
  - T - Within a 6-month period: October 2022 – March 2023



## Methods

- IVF management and front-line staff reviewed existing unit specific feedback from patients to gain a better understanding of what areas needed to be improved in patient care.
- Based on these findings, the staff conducting this project brainstormed for ideas on how to address those gaps in care.
- Pre-op patient education pamphlet was created and given the day before surgery to better prepare the patients for the day of the procedure, which included introduction to teams, workflow, care timeline, expectations, and helpful contact phone numbers. Additionally, workflow and patient care in all 3 phases: pre-op, intra-op, and post-op, were modified and standardized to better accommodate patients' needs. Staff were given in-service on the updated methods of care.
- Surveyed population was comprised of patients undergoing oocyte retrieval for cryopreservation and/or in vitro fertilization. Post implementation Press Ganey data was collected over a 5-months period from October 2022 through February 2023. Patients' Press Ganey responses from the study period were compared to pre-intervention responses from the period of February 2022 through September 2022.

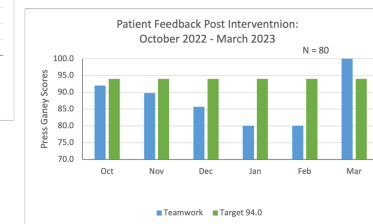
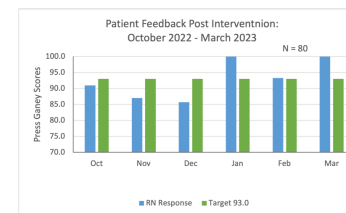


## References

References  
Chen, X., Zhao, W., Yuan, J., Qin, W., Zhang, Y., & Zhang, Y. (2022). The Relationships Between Patient Experience with Nursing Care, Patient Satisfaction and Patient Loyalty: A Structural Equation Modeling. *Patient Preference & Adherence*, 16, 3173–3183. <https://doi.org/10.1177/PPA.S386294>

## Results

- Between October 2022 and March 2023 of the 1930 procedures performed, 80 survey responses were received indicating a gradual improvement as well as highlighting areas that still need more work.



## Discussion

- While the response data received has been limited, there can be some improvements noted.
- Workflow modification and staff education were some of the biggest factors in improving our satisfaction scores.
- Project strengths: IVF unit is a small (1 operating room running at a time and less than 10 staff working per shift) which makes it easy to test and trial different methods, including staff education, to achieve the desired outcome.
- The biggest study limitation is the low response rate from Press Ganey surveys.
- Workflow standardization and comprehensive patient education are main contributors to improving overall patient experience. More data needs to be collected in order to have a better understanding of the implications of these improvements on patient experience and overall nursing practice. Patient education is pivotal to nursing practice. Patient feedback is also just as instrumental in influencing nursing practice and areas of improvement for future research.