The Patient Experience Through the Cardiac Catheterization Lab
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Abstract

OHSU’s cardiac catheterization lab completes approximately 2300 procedures per year. Patient satisfaction is measured through Press-Ganey but the total number of respondents is generally small. The importance of patient satisfaction through this fast-paced environment is paramount for positive patient outcomes and return for care (1). Students at OHSU followed patients through the admission, procedure, and discharge process from IRU to cath lab and then back to IRU or 11K respectively. During this process they were able to observe patient interactions with staff and after the procedure ask them about their experience. The students were able to provide an objective understanding of how a patient anticipates and responds to their experience through the cath lab.

Purpose:
Assess the experience and satisfaction of patients undergoing cardiac catheterization procedures.

Study Design:
Observational study using a likert-type scale survey to assess patient satisfaction.

Sample:
Randomly selected patients (based on schedule availability) undergoing cardiac catheterization procedure between April 14 to May 20, 2009.

Results:
All patient satisfaction questions received scores of 4-5. One exception was a score of 0-1 which was related to the admission process.

Conclusions:
The survey indicated a very positive patient experience throughout the OHSU cardiac catheterization lab. However, the project also highlighted areas of possible improvement; which include hospital admission process, IRU wait times, departmental and provider/patient communication.

Recommendations:
- Nurse phone call day prior/after procedure to answer questions and concerns.
- Improve the admitting process to include a “trip ticket” from admitting to IRU.
- Wait Time Activities such as book exchange, movies, magazines, games, etc.
- Real time communication between CCL and IRU.
- Acknowledge value of patient and family time during delays.
- Continue yearly assessment of patient experience through cath lab to compare to baseline.

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<tr>
<th>Type of Procedure</th>
<th>Total Interviewed</th>
<th>April 14th - May 20th, 2009</th>
</tr>
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<tbody>
<tr>
<td>Angio</td>
<td>44</td>
<td>4.91</td>
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<tr>
<td>Other</td>
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<td>Stent</td>
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<tr>
<td>Ablation</td>
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