

# Improving OAS CAHPS Scores in CV PrePost with Patient Education and Scripting

Marijoyce Dimatulac, BSN, RN, PCCN and Tessa Cicchella, BSN, RN, PCCN

## Background

- Positive patient experiences improve clinical and financial metrics
- OAS CAHPS scores track progress and identify improvement areas
- CV PrePost scores are low in pre-op and recovery instructions
- Low scores are due to inconsistent pre-op instructions and poor patient education

## Purpose

- To improve overall patient satisfaction to eventually increase OAS CAHPS score in CV PrePost department.

## Methods

- Design: QI project
- Setting: CV PrePost
- Instrument: script, patient education handout
- OAS CAHPS scores were obtained pre and post intervention

## Results

- 91 surveys post-implementation
- All scores increased except prep instructions
- Significant increase in recovery instructions
- Current scores improved from 2023

## Discussion

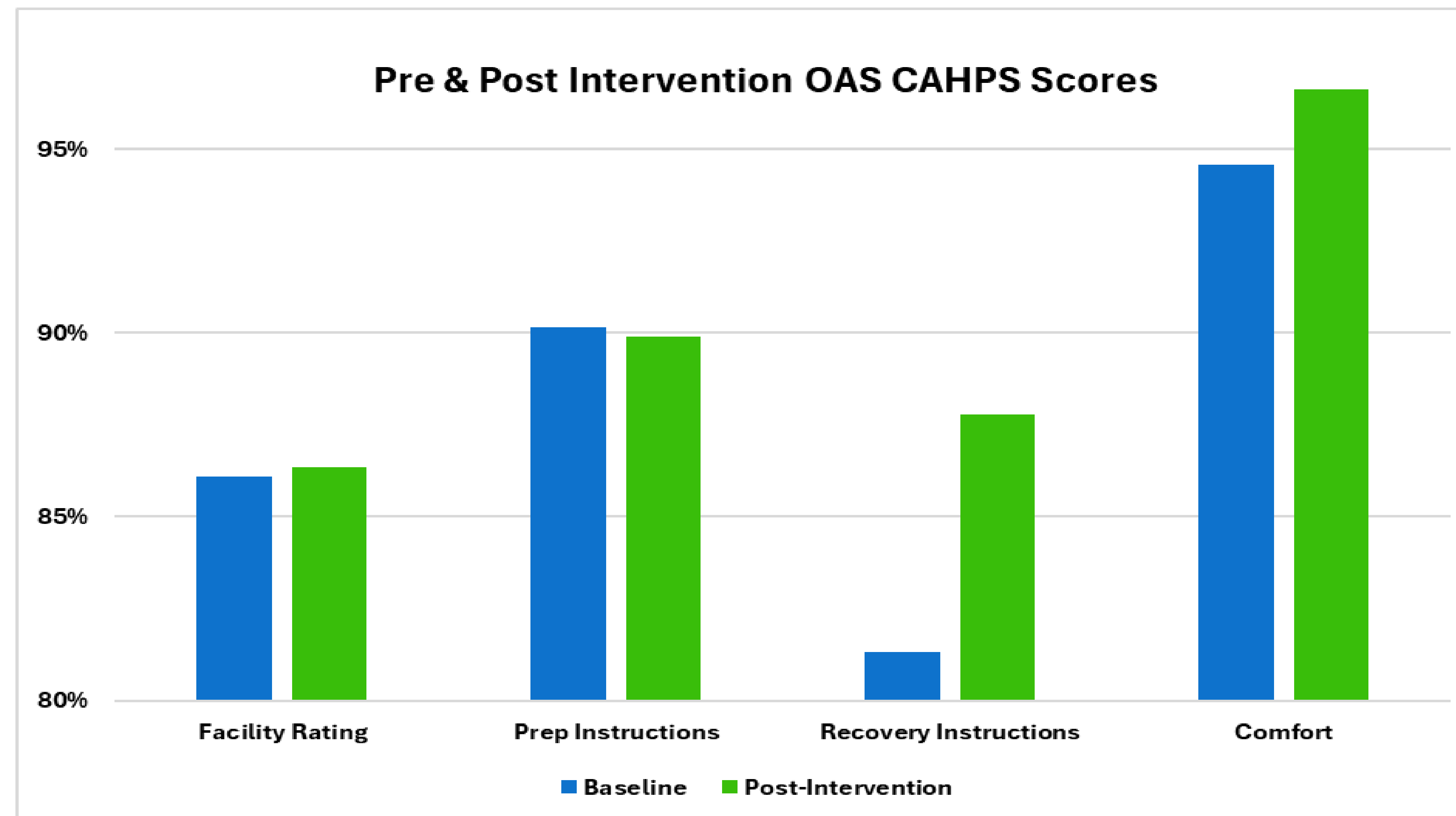
- Scripting and handouts improve scores
- OAS CAHPS scores have increased
- Limitations: survey assignment discrepancies, outliers, and case-to-survey ratio

## Implications for Practice

- Continue to adopt scripting for nurses and providing handouts
- Continue to track data
- Create handouts for other departments

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References available upon request.