

How to Stick It: Increase Patient Satisfaction Around IV Insertion

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BIDMC, Digestive Disease Center

Introduction/Problem

Press Ganey surveys conveyed patient dissatisfaction in IV insertions for outpatient GI procedures. Chief complaints were in relation to pain associated with insertion, multiple attempts and bruising. Deficiencies were noted in patient education and nursing competency/comfort level among the Digestive Disease Center. Nurses took to improve practice and provide nursing in-service to improve Patient Centeredness.

Aim/Goal

Goal of the project was to develop a more standard process of IV insertion and patient education to increase patient satisfaction (measured through 100 patient surveys) and nursing competence (measured through Survey Monkey completed by nurses) by March 31, 2017.

The Team

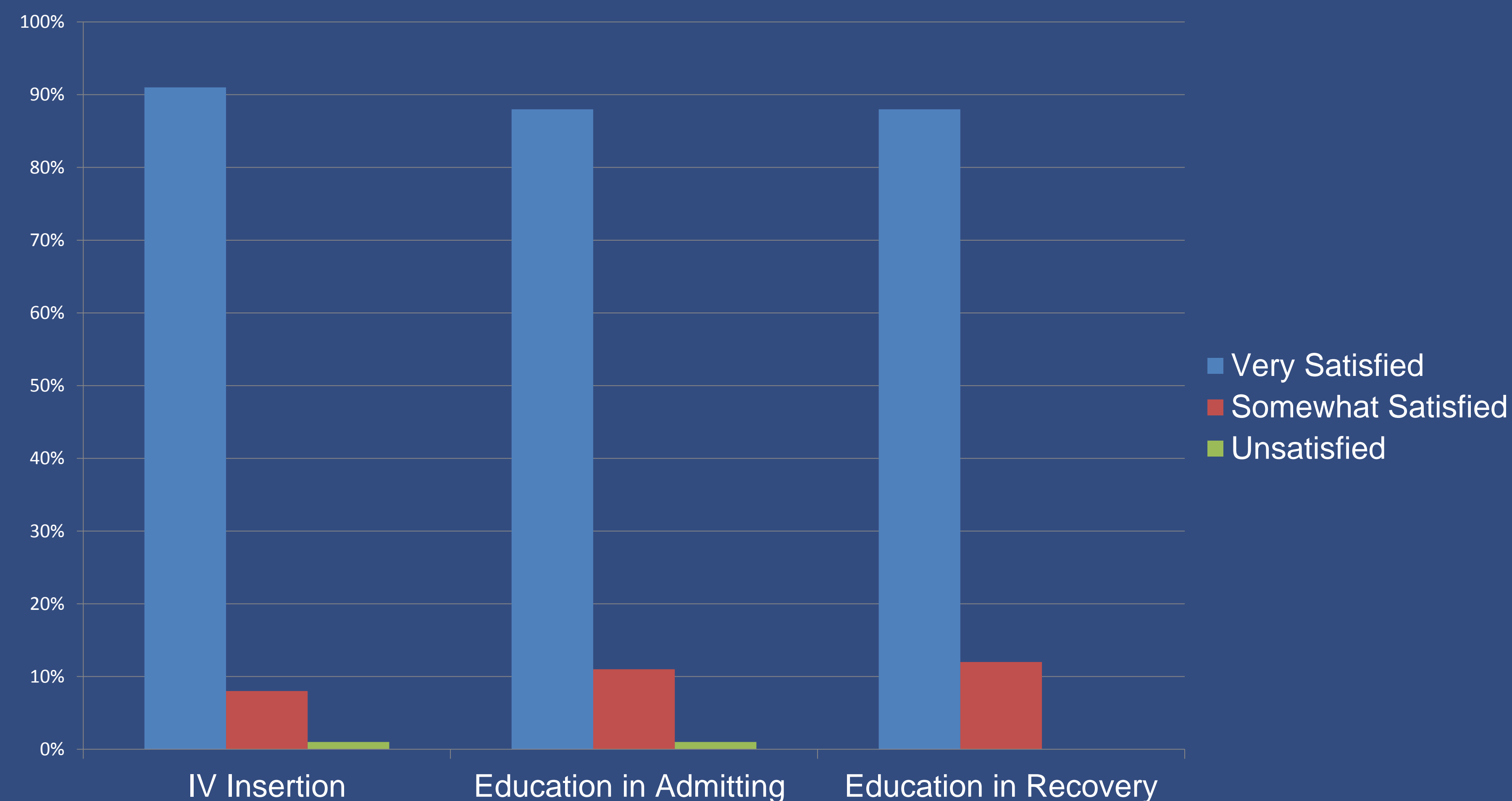
- Lesley Warhurst, RN
- Heather Talley, RN
- Michelle Sheppard, RN, MSN, DNPc
- GI Staff Nurses
- Digestive Disease Center

The Interventions

- Patient survey of satisfaction
- Nursing survey of self-reported competence in IV insertion, and reports of providing patient education
- Development of a standard process of IV insertion (ie. no more than two attempts made per nurse for one patient, if one patient stuck three times the IV team needs to be called, etc.)
- Encouraging and allowing learning opportunities for nurses
- Development of standard education to be provided to patients
- Nursing in-service on IV insertion
- Follow-up survey of patient satisfaction and nursing self-reports

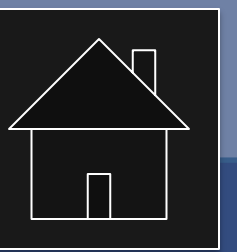
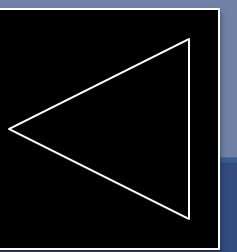
Results/Progress to Date

Patient Satisfaction Survey Results



This chart reveals the degree of patient satisfaction for 100 different GI patients in regards to their overall experience, and educational experiences prior to IV insertion and what to expect after IV discontinuation. This data was collected prior to any intervention.

For more information, contact:
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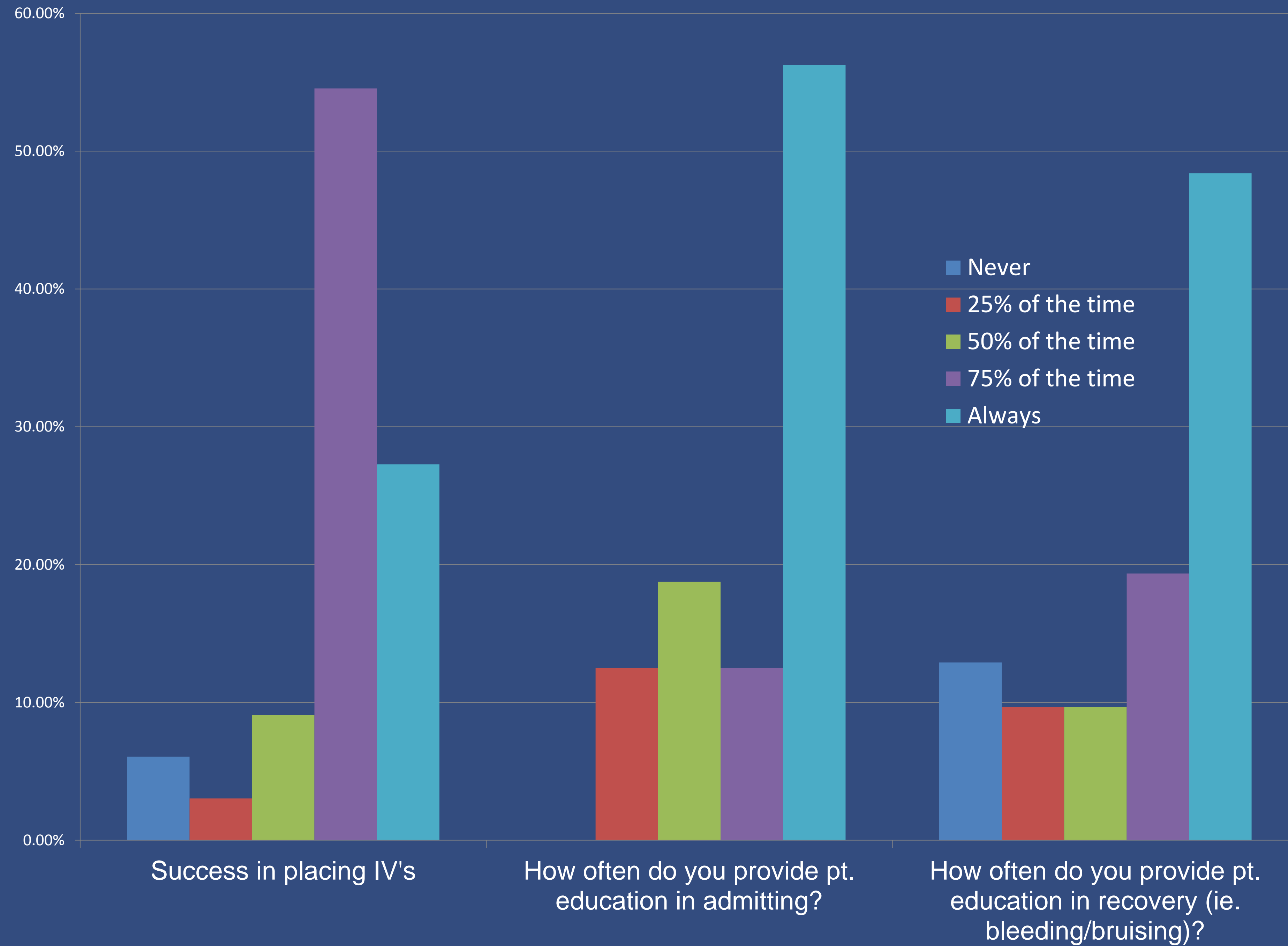


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Nursing Survey Results



➤ This chart reveals nurses self-rating via a Survey Monkey. This data was collected prior to any intervention.

Lessons Learned

- Strong correlation noted between nursing competence in IV insertion and patient satisfaction
- Incorporating patient's expectations and past experiences to provide education to improve patient satisfaction
- Patient satisfaction rating better than anticipated, but nursing self-report rating of skill level lower than anticipated

Next Steps

- Further intervention is necessary to improve IV insertion practice within the unit
- A member from the IV team will be conducting an in-service with nurses regarding "tips and tricks" for IV insertion to improve nursing competence
- Reevaluation in the form of patient and nursing survey's necessary to evaluate efficacy of interventions

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