Calm, Cool, and Collected:
Reducing Patient Anxiety in the PeriAnesthesia Setting

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Learning Objectives
During this session, we will:
• Describe the importance of a high quality patient experience
• Discover techniques for identifying opportunities to improve the patient experience
• Explore effective communication techniques to address issues of anxiety and control
• Identify other barriers to a high quality patient experience

Why the Patient’s Perception Matters

![Patient's Perception of Their Experience Chart]

Why the Patient’s Perception Matters

Identifying Opportunities

Mine the Data
• Use several sources – surveys, discharge calls, focus groups
• Focus on what is driving the patient's overall perception of care
• Listen to your patients – both positive and constructive comments

Identifying Opportunities

Map the Experience
• Patient experience mapping helps healthcare professionals:
  – Understand what a patient faces during countless “moments of truth” during his/her experience.
  – View the patient experience as a continuum of encounters, rather than a series of silos.
  – See where patients encounter obstacles in their care.
  – Begin bridging the chasm between patient expectations and actual experiences.
• Different from “process mapping”

Identifying Opportunities

Map the Experience
• “Moment of Truth”: When the patient decides if you are who you say you are
• Each healthcare experience can be mapped in four components:
  – Action/Need
  – Expectation
  – Encounter
  – Outcomes
• Get staff involved in walking in the patient’s shoes
The Role of Control

Addressing Issues of Anxiety and Control

- Evaluating the patient’s state of mind
- Asking about previous surgical experiences
- Actively listening
- Demonstrating empathy
- Legitimizing feelings
- Providing information on flow and timing
- Support and trust
- Special implications for patients with regional anesthesia

Other Considerations

- What message does our appearance and demeanor send?
- Are preferences/policies consistent for all patients?
- Does the physical environment make it harder to create an ideal patient experience?
- Are we adequately training our attendants/transporters to interact with patients?

Contact Information & Resources

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- The Patient Experience Toolkit: The Advisory Board Nursing Executive Center (2010).
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