

# Kelowna General Hospital

## ERAS Learning Session 2

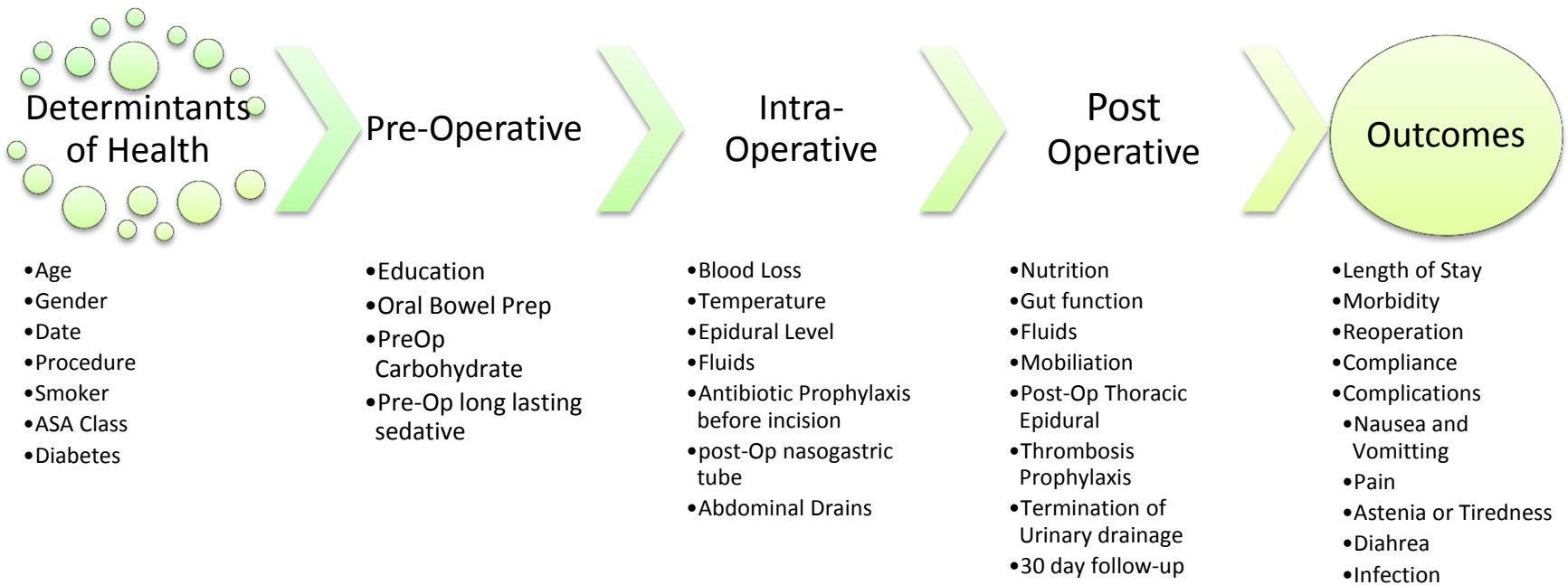


Interior Health  
*Every person matters*



Interior Health  
*Every person matters*

# ERAS Peri-Operative Indicators



# Patient Engagement Process

- Focus on:
  - Information received
  - Patient instructions
  - Ability to address questions
  - Open-ended with opportunities for feedback



## Enhanced Recovery Patient Tracer

The following is a list of questions to consider as a starting point to conversations with patients presenting for Surgery on the Enhanced Recovery Pathway. The intent of engaging with patients is to generate a better understanding of not only the current process but also the experience of those involved with and touched by the process and care delivery related to Enhanced Recovery. These questions are meant to follow an open ended question such as "tell me about your experience".

### Guiding Questions

1. Do you feel you have the information you need about your surgery?
2. Did you receive an information package on Enhanced Recover After Surgery (ERAS)
  - a. Where did you receive your booklet?
3. Are you comfortable what to expect while you are in hospital?
  - a. Did you know what you need to do before coming to the hospital?
    - i. Carbohydrate drink?
    - ii. Medications?
  - b. Did you know where to go when you arrived for your surgery?
  - c. Did you know what you should bring with you?
    - i. Gum?
  - d. Do you know how long you expect to be in the hospital?
4. Has your care team addressed your questions so far?
  - a. Surgeon's Office
  - b. OR Booking
  - c. Pre-Surgical Screening Staff
  - d. Pre-Op Staff
5. What is working well?
6. Where do you see room for improvement?

# The patients Perspective

