



Reducing Cancellations in Outpatient Spinal Cord Stimulator (SCS) Trials through Patient Education

PROBLEM: Over 3 months, 100% of SCS trial procedures (n=5) had been cancelled due to a lack of patient knowledge | TEAM: regarding pre and post SCS trial process. Cancellations resulted in decreased patient satisfaction and loss of revenue.

AIM: Reduce the number of outpatient cancellations for patients scheduled for a SCS trial through patient education.

INTERVENTION:

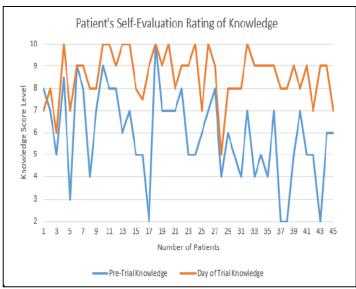
Nurses developed a patient self-report questionnaire to evaluate knowledge level regarding SCS trial process. Patients were scheduled for a pre-procedure appointment. During this appointment:

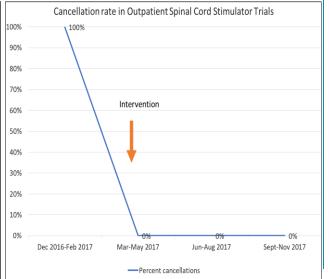
- Patient completes the questionnaire to establish baseline knowledge about the SCS trial
- Nurse educates patient, including review of pre-procedure instructions, frequently asked questions, how to complete a pain diary, how to access device educational video website
- Vendor and physician meet with patient to support any further education.

On the day of trial, patient completes the self-report questionnaire prior to the SCS trial to evaluate knowledge level

- Mohammed Issa, MD, Medical Director
- Michelle Dixon, BSN, RN, Clinical Nurse
- Laurie Flahive, BSN, RN, Clinical Nurse
- Kathy Merrigan, MSN, RN, **Ambulatory Nurse Director**

RESULTS: Results demonstrate that patient education prior to the SCS trial was successful in improving knowledge regarding the SCS trial process resulting in zero procedural cancellations.





IMPACT

 Zero SCS Trial patient cancellations March 2017-July 2020 (n=75)

IMPLICATIONS FOR NURSING **PRACTICE**

- Standardized pre-procedure education is effective in increasing patient knowledge thereby decreasing procedural cancellations.
- Nurses in all ambulatory practice settings have a responsibility to ensure that patients receive appropriate, evidence-based, preprocedure education.
- Pre-procedure education for patients undergoing SCS trial is now an established practice and component of the SCS Trial Protocol