

# **Multidisciplinary care of cardiac surgery patients- a key element of a service aiming to optimise the patient experience at Gold Coast University Hospital**

**Katie Williams<sup>1</sup>, Nicole Rampton<sup>1</sup>, Michelle Jeffress<sup>1</sup>, Jennifer Winstanely<sup>1</sup>, Katherine Dunn<sup>1</sup>, Amanda Butler<sup>1</sup>, Penny Schofield<sup>1</sup>**

<sup>1</sup> Gold Coast University Hospital, 1 Hospital Boulevard, Southport, QLD, 4215, [katie.williams@health.qld.gov.au](mailto:katie.williams@health.qld.gov.au)

## **Background**

Multidisciplinary team (MDT) approaches have shown to have a strong effect in preventing poorer outcomes as they provide patients with a better understanding of post-surgery expectations resulting in better preparedness, decision making, compliance, self-efficacy and reduced stress and anxiety. Cardiac surgery services were established at Gold Coast University Hospital (GCUH) in February 2014. Nursing, physiotherapy, occupational therapy, social work and dietetics disciplines were involved in creating a multidisciplinary model of care for patients.

## **Methods**

Benchmarking with other cardiac surgery services and literature reviews were conducted as part of service inception and development. Patients were screened preoperatively to highlight any potential allied health concerns. Patient education resources were created, including a hospital specific information booklet, preadmission clinic MDT education group and post surgery inpatient education group. All patients were referred to a community cardiac rehabilitation program.

To evaluate the model of service delivery and education provided, patients voluntarily completed satisfaction surveys. They were distributed to inpatients undergoing cardiac surgery at GCUH between September 10, 2014 and January 31, 2015. The aim was to determine how helpful the pre-admission clinic was in preparing the patient, using an ordinal rating scale of 1 (poor) to 5 (excellent), and how well-prepared for discharge the patient felt, based on the information provided by the various members of the MDT.

## **Results**

During this period, 86 patients had cardiac surgery at GCUH and 34 of these patients returned a survey (40%). Nearly all of the respondents indicated that the information provided by each discipline was excellent in helping them understand and prepare for the upcoming surgery, hospital admission, recovery and discharge home.

## **Discussion**

This quality activity indicated that providing cardiac surgery patients with health education via a variety of modalities results in high levels of patient preparedness for surgery and satisfaction with services provided.