

'Secret patient' facility assessment

Please check the appropriate column for each area.

	1= Poor	2= Fair	3=Average	4=Good	5=Excellent
Lobby/waiting area					
Cleanliness of area					
Atmosphere					
Heat/cool settings comfortable					
Nourishment/beverage available					
Accommodations/handicap					
Admitting					
Greeted/acknowledged upon arrival					
Prompt service for registration					
Confidentiality					
Individual attention given					
Courtesy					
Preoperative					
Privacy provided					
Procedure explained, questions answered					
Reassurance of quality patient care					
Emotional support for patient and family members					
Operating room					
Greeted by staff and informed of chain of events					
Comfort provided with pillows, warm blankets					
Tranquil induction					
Positive reassurance: "Will see you when you wake up"					
Postanesthesia care unit					
Privacy provided					
Minimal noise level					
Comfort/appropriately medicated					
Reorientation					
Organized transfer to Phase II					
Phase II recovery					
Nourishment offered at appropriate times					
Thorough discharge instructions given					
Assistance provided for preparation for travel home; ie, emesis basins, appropriate dressings					
Recovery time-frame as patient expected					

Source: Dawn McLane-Kinzie, RN, MSA, CASC, CNOR, National Surgical Care. Courtesy of OR Manager, Inc. www.ormanager.com.