

UPMC

Orthopedic Experience Journal

Documenting the process
of the patient going through
orthopedic surgery at UPMC
South Side hospital.

Thank you for your time in filling out this journal.
Before you leave UPMC, place this journal in the box
at the nurse's station and ask one of the nurses for
your compensation.

March 2007
Center for Quality
Improvement and
Innovation at UPMC

Welcome to the study!

WHAT WE ARE DOING

We are a group of students from Carnegie Mellon University working on a project with the Center for Quality Improvement and Innovation at UPMC. Our objective is to make the experience for the orthopedic surgery patients at UPMC better.

In this Journal, we are asking you to help us understand what it is like to be a patient here, and as much as we can about orthopedic patients. We will use your feedback to design a better system, which will be likely to be implemented at this and all UPMC hospitals in the area.

CONFIDENTIAL

We must emphasize that all your responses in this journal will be completely confidential, They will not to be associated with your name and will not be used in any promotional materials or in any way outside of helping make UPMC better. The only information we need about you is to the right, your age, type of surgery, and gender.

If you have any questions, please contact:

Amy Kowinsky, Improvement Specialist
Center for Quality Improvement
phone: (412) 802-8078

We just wanted to thank you for your participation & ask you a few more questions.

QUALITY OF EXPERIENCE

Is there anything about the experience that you would change to feel more in control at such a difficult time (receiving surgery)?

Mood | Circle one (or draw your own):



Description:

Thank you!

Please put this journal in the labeled box at the nurse station before you leave. Ask any of the nurses there and they will give you your compensation. Thanks Again!

Now that you're going home...

Date:

QUALITY OF EXPERIENCE

Describe a great experience you had while you were here.
Why was it great?

Describe a bad experience you had while you were.
Why was it bad?

Short instructions on how to
use and fill out this journal.

HOW TO FILL THIS OUT

The rest of this book is filled with simple questions about your daily life here at UPMC. The questions have been written to be answered easily, but if at any point you don't feel comfortable, you can choose to leave that question blank.

The next two pages are to be filled out before you go into surgery. The two pages after that are for when your resting after your surgery. Each consecutive two pages after that are for each day you are recovering in the hospital. The last two pages are for the last day of your visit.

Once you are finished, There will be boxes set up at the nurse's station for you to put this journal in. Afterwards, you can ask any of the nurses for your compensation for filling it out.

ABOUT YOU

Age:

Type of Surgery:

Gender: Male

Female

While you're resting...

Date:

COMFORT OF RECOVERY

Have you talked to your family or friends today? How?

What are you doing to pass the time (other than filling out this journal)? Do you enjoy that? If you could be doing anything while you were waiting, what would it be? Why?

Is there something that you wish you had brought with you? Why?

Draw a diagram of your room right now (be sure to place yourself in it):

We really want to improve the patient's experience, if there is anything we don't ask that you would like to share, please use the "notes" section in the back to tell us about it!

You should be in Same Day Services or the Orthopedic Recovery Unit.

PROGRESS OF RECOVERY

What will happen the rest of the day?

Who (staff members) was in your room today? Who did you talk to?

Are you hungry or waiting for food?

How much do you feel "in control" of your stay here? (Circle one)

No Control Some Control A Lot of Control Complete Control

Why? (Please reference specific experiences)

Mood | Circle one (or draw your own):



Description:

You're done for now.

You should fill out another page each day of your recovery, skipping to fill out the last page before you go home.

While you're resting...

Date:

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