



**Service Priorities and Programmes**  
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**Patient' Satisfaction on New Pilot Program: Nurse-led Review for Post-op Cardiac Surgical Patients**

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**Introduction**

Coronary artery bypass graft (CABG) is a surgical intervention for treating patients with coronary artery disease. In 2013, over 120 cases of CABG were performed in Prince of Wales Hospital. In order to provide comprehensive caring to patients after CABG operation, a pilot nurse-led review program was introduced and it aimed at providing client-centered interventions and promoting secondary prevention.

**Objectives**

To find out the acceptance and satisfaction of patients toward nurse-led review program.

**Methodology**

From Feb, 2013, patients after CABG operation were referred to the nurse-led review program which was held in general cardiothoracic unit once of every week. During the consultation session, responsible nurse collected health information, performed physical assessment, implemented interventions and provided health education to patients. Questionnaires consisted of 11 themes including care provided, information given, nurse attitude, time spending, etc. were distributed and collected after each consultation session. The retrieved questionnaires were then analyzed.

**Result**

From Feb, 2013 to Aug, 2013, total 36 questionnaires were distributed and collected. 4 of them were invalid due to improper filling and 32 were analyzed finally. There were 11 items where all of them scored over 8 out of 10. The highest score was "Attended nurse attitude" with 9.78 score, the lowest score belonged to "waiting time" and "opportunities in participate in future care plan" which were scored 8.84 and 8.81 respectively. Patients accepted and were highly satisfied with the nurse-led post-op review program. There was still room for improvement in terms of patient waiting time and opportunities for patient to participate in their health care plan.