

Evaluation of a standardized education program on breast cancer surgery patient and clinical nurse satisfaction levels.

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BACKGROUND: The main duties of specialized nurses in South Korea are divided into five clinical areas: education, counseling, consultation and coordination, research, and administrative duties. Nurses dedicate most of their time to education and counseling. This study aims to provide an education program for breast cancer patients scheduled for surgery. Nurses specializing in breast cancer and surgery conducted the program. Subsequently, we examined the program's effect on patient satisfaction, length of hospital stay, and clinical nurse satisfaction.

HYPOTHESIS: If a standardized group education program is provided to patients scheduled for breast cancer surgery, patient satisfaction will increase and length of hospital stay will decrease. Moreover, the education program will also improve satisfaction among clinical nurses.

METHODS: A standardized education program was developed by reviewing the literature on breast cancer patient education and by investigating educational needs. To verify the effects of the program, 27 patients scheduled for breast cancer surgery participated in the standardized group educational program for one month starting September 2015. Patient satisfaction with the program was evaluated by survey. Length of patient hospital stay was recorded from medical records. An additional survey was conducted to investigate the satisfaction of the clinical nurses.

RESULTS: After participation in the standardized group education program, 64% of the patients responded that they were very satisfied, and 25.4% responded that they were mostly satisfied. The mean length of hospital stay also decreased from 4.32 days (no program participation) to 4.06 days (program participation), showing a statistically significant difference ($p=.043$). The clinical nurse satisfaction scores indicated that 38% of clinical nurses responded that they were very satisfied and 56% responded that they were mostly satisfied with the program. In conclusion, the standardized group education program for breast cancer patients was found to improve patient satisfaction and shorten patient hospital stay. In addition, the program increased satisfaction for the clinical nurses. This standardized group education program contributes to patient support, quicker recovery times, and improved patient satisfaction. In addition, hospitals could benefit from this program by improving the overall satisfaction of their specialized nurses and improving satisfaction and reducing recovery times of breast cancer surgery patients.