

Introduction to the Patient Satisfaction Learning Community

Informational Webinar
January 31, 2024




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Improved HCAHPS Scores and Patient Experiences of Care

Many of the HCAHPS survey measures reflect key elements of patient and family engagement:

- patient-provider communication
- patient-nurse communication
- medications
- discharge information



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Improved HCAHPS Scores and Patient Experiences of Care

Hospitals that have implemented strategies to improve patient engagement have seen subsequent improvements in patients' ratings of care.

(AHRQ - Guide to Patient and Family Engagement in Quality and Safety)

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Patient and Family Engagement Can Lead To...

- Improved clinical outcomes
- Better health
- Increased satisfaction and engagement among health care workers
- Enhanced financial performance



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Improved HCAHPS Scores and Patient Experiences of Care

Patient and family engagement offers a promising pathway:

- better quality health care
- more efficient care
- better patient and employee satisfaction
- improved population health

What is the PSLC?

For Hospitals: The Patient Satisfaction Learning Community is an improvement project utilizing patient satisfaction or experience of care and implementation of Patient and Family Engagement

- Preadmission Checklist/Checklist Upon Admission
- Bedside Shift Change Report
- Designated Person Responsible for PFE
- PFAC or a Patient/Family on a Quality or Safety Committee

What is the PSLC?

For Clinics: The Patient Satisfaction Learning Community is an improvement project utilizing patient satisfaction or experience of care and implementation of Patient and Family Engagement

- Discharge Checklist
- Designated Person Responsible for PFE

Patient and Family Engagement

Preadmission Checklist/Discharge Checklist/Checklist Upon Admission

- Set tone for patient and staff partnership
- Planning checklist for patients known to be coming to the hospital
- Expand checklist to all patients to start preparing for dismissal upon admission
- Discharge checklist at end of clinic visit

Patient and Family Engagement

Bedside Shift Change Report

- Staff and faculty include patient and families in the process of rounds
- Rounds to accomplish a variety of purposes within a context of respect and support of patients and families
- Model open communication, using clear and supportive language with patients, families and health professionals from all disciplines
- Choose language that sets the tone for partnership

Patient and Family Engagement

Designated Person Responsible for PFE

- Designation of an accountable leader in the hospital who is responsible for PFE
- Educate staff and patients to bring improvement opportunities to that individual
- Forward-thinking PFE focus

Learning Community Support

Healthworks

- Jennifer Findley, Executive Director
- Susan Runyan, Healthworks Consultant
- Susan Pattie, Program Manager Scholarships

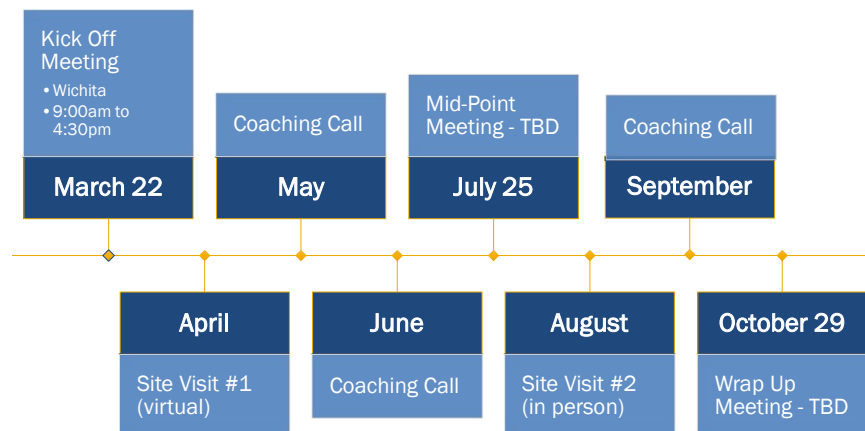
Technical Expertise

- Amy Vanderscheuren, PFE Specialist, Luverne Partners LLC



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Timeline

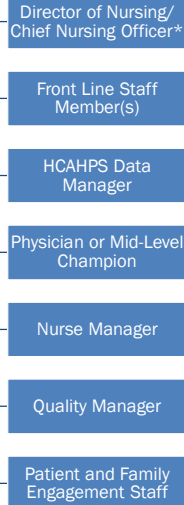


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PSLC Team Composition

Patient Satisfaction Learning Community

Staff to consider for participation on your facility team (2 - 4 members):



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Positive Outcomes

- Positive team communication
- Complicated concepts broken into meaningful bites
- Outside content expert providing onsite visit
- Data and improvement tracking
- Monthly coaching calls for accountability and support
- Realistic timeframes
- Celebration wrap up

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Previous Participants

Vickie Gibbs, Phillips County Health Systems
Cindy Burton, Pawnee Valley Community Hospital

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Welcome Packet



**Pawnee Valley
Community Hospital** A HCAHCA Hospital

Hospital and Patient Information

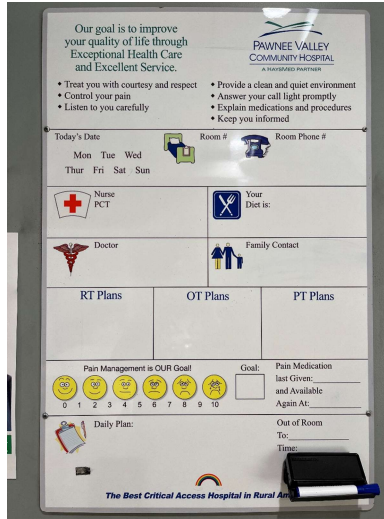
All about your stay



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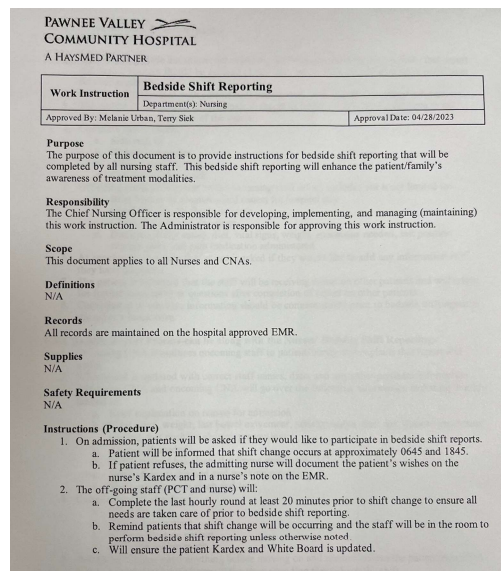
Patient Information Board



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Bedside Shift Reporting Policy



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Bedside Shift Report Checklist

The image shows two versions of a 'Bedside Shift Report Checklist'. The left version is for a 'DAY SHIFT' and the right is for a 'NIGHT SHIFT'. Both forms are structured as follows:

- Header:** 'Bedside Shift Report Checklist' with fields for 'Date:' and 'Shift: DAY SHIFT' (or NIGHT SHIFT).
- Pre-Report Checklist (Off-going RN/CNA):**
 - 20-30 minutes prior to shift change report
 - Confirm patient permission for family to be present (HIPAA)
 - RN obtains pain score/administers pain meds as indicated
 - CNA offers bathroom/toileting, tidy room.
- RN/LPN Bedside Report Guide:**
 - Provide privacy, introductions, update White Board
 - Brief Rte:
 - Dx, Isolation Status, hospital stay
 - any other pertinent information
 - Check IV site, IVF dose/rate, lines.
 - Check O₂ source, rate, etc.
 - Look under the covers:
 - Incisions, dressings, drains, Ostomy, Foley, Wound Vac, etc.
 - Report orders:
 - Limitations
 - WB status
 - Diet
 - Fluid Restrictions
 - Alarms
 - Last Toileting, Last Pain Med, Last Position Change, New Orders
 - Specimens needed, etc
 - Address Patient's Questions/Concerns/Pain Score
- CNA Bedside Report Guide:**
 - Discuss Orders: Diet, Weight, Vitals, Activity (not discussed by Nurse)
 - Sensitive Devices: Walker, Hearing Aids, Glasses, Dentures, etc.
 - Last Toileting, Repositioning, Ambulation
 - Hygiene
 - Needed Specimens (Not discussed by Nurse)
 - Address Patient's Questions/Concerns
- Signatures:** Fields for 'Off-going Nurse Signature' and 'On-coming Nurse Signature'.

Charge Nurse BSR Form

Bedside Shift Reporting for Quality

Month:	Year:		
1st.	Night Chg. RN off= /Days on=	17th.	Night Chg. RN off= /Days on=
	Days Chg. RN off= /Nights on=		Days Chg. RN off= /Nights on=
2nd	Night Chg. RN off= /Days on=	18th.	Night Chg. RN off= /Days on=
	Days Chg. RN off= /Nights on=		Days Chg. RN off= /Nights on=
3rd.	Night Chg. RN off= /Days on=	19th.	Night Chg. RN off= /Days on=
	Days Chg. RN off= /Nights on=		Days Chg. RN off= /Nights on=
4th.	Night Chg. RN off= /Days on=	20th.	Night Chg. RN off= /Days on=
	Days Chg. RN off= /Nights on=		Days Chg. RN off= /Nights on=
5th.	Night Chg. RN off= /Days on=	21st.	Night Chg. RN off= /Days on=
	Days Chg. RN off= /Nights on=		Days Chg. RN off= /Nights on=
6th.	Night Chg. RN off= /Days on=	22nd.	Night Chg. RN off= /Days on=
	Days Chg. RN off= /Nights on=		Days Chg. RN off= /Nights on=
7th.	Night Chg. RN off= /Days on=	23rd.	Night Chg. RN off= /Days on=
	Days Chg. RN off= /Nights on=		Days Chg. RN off= /Nights on=
8th.	Night Chg. RN off= /Days on=	24th.	Night Chg. RN off= /Days on=
	Days Chg. RN off= /Nights on=		Days Chg. RN off= /Nights on=
9th.	Night Chg. RN off= /Days on=	25th.	Night Chg. RN off= /Days on=
	Days Chg. RN off= /Nights on=		Days Chg. RN off= /Nights on=
10th.	Night Chg. RN off= /Days on=	26th.	Night Chg. RN off= /Days on=
	Days Chg. RN off= /Nights on=		Days Chg. RN off= /Nights on=
11th.	Night Chg. RN off= /Days on=	27th.	Night Chg. RN off= /Days on=
	Days Chg. RN off= /Nights on=		Days Chg. RN off= /Nights on=
12th.	Night Chg. RN off= /Days on=	28th.	Night Chg. RN off= /Days on=
	Days Chg. RN off= /Nights on=		Days Chg. RN off= /Nights on=
13th.	Night Chg. RN off= /Days on=	29th.	Night Chg. RN off= /Days on=
	Days Chg. RN off= /Nights on=		Days Chg. RN off= /Nights on=
14th.	Night Chg. RN off= /Days on=	30th.	Night Chg. RN off= /Days on=
	Days Chg. RN off= /Nights on=		Days Chg. RN off= /Nights on=
15th.	Night Chg. RN off= /Days on=	31st.	Night Chg. RN off= /Days on=
	Days Chg. RN off= /Nights on=		Days Chg. RN off= /Nights on=
16th.	Night Chg. RN off= /Days on=		Days Chg. RN off= /Nights on=
	Days Chg. RN off= /Nights on=		
Initials: /Name:		Initials: /Name:	
Initials: /Name:		Initials: /Name:	
Initials: /Name:		Initials: /Name:	
Initials: /Name:		Initials: /Name:	



Interested in the Opportunity?

Next Steps

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What Do You Commit To?

- Payment of \$250 project participation fee. (Send check payable to Healthworks after receiving notice of acceptance)
- Commit a team to participate in a face-to-face workshop in March, July and October 2024.
- Provision of staff time and resources necessary for commitment to the project. This includes project work within your facility, which will be ongoing throughout the duration of the project.
- Participation in the development of and commitment to an ongoing, sustainable monitoring program.
- Commit to and participate in two site visits (one virtual and one in person) by Healthworks staff.
- Submit completed patient surveys each month to Healthworks.

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What Does Healthworks Provide?

- Face-to-face workshops in March and July 2024 to provide a foundation and assist each facility with establishing internal goals.
- Facilitation of peer networking.
- Coaching on using patient engagement for improving patient satisfaction.
- Expert assistance during two site visits and as needed.
- Project management support.
- Face-to-face session at the conclusion of the project in October 2024 to celebrate successes and build the plan for sustainability within your organization.

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What Does It Really Look Like?

- Gather a cross sectional team
- Attend three in-person sessions (March, July and October)
- Work on bedside shift report and checklist/admission packets for the duration
- Meet/huddle internally routinely to plan and develop new ways of addressing patient/family engagement
- Participate in two site visits (one virtual and one in person)
- Celebrate how far you have come in 7 months

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What's Next?

- Participant Agreement signed by CEO/ Administrator and returned by February 7
 - The \$250 participation fee is not due until you have been accepted. You will be invoiced.
- Notification to participants by February 16
 - Taking the first 4 - 8 CAHs
- Week of February 26 - Susan Runyan calls project contacts to answer questions and ensure best team possible attends Kick Off

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Questions



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