

FLASHING RESULTS IN GREATER PATIENT AND STAFF SATISFACTION

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Our multispecialty Surgery Center's vision is to be recognized as a leader in ambulatory surgery with unsurpassed clinical quality and patient satisfaction in the top ten percentile nationally. In order to achieve our goal for patient satisfaction, we looked for opportunities that would positively impact our patient's experience.

The focus on staff communication was our objective to improving and hardwiring our patient's experience. Our team implemented a communication process consisting of a multidisciplinary "Flash" meeting each afternoon limited to ten to fifteen minutes. Our "Flash" meetings are in addition to "Safety Huddles" held at the beginning of the day. These "Flash" meetings brought our communication efforts full circle with involving members from our multidisciplinary team. Meeting later in the day helps to evaluate outcomes and anticipate needs for the following day.

Meeting agenda includes:

- Evaluation of patient throughput issues from registration through discharge
- Review of "Patient Specifics Daily Log" initiated for the next day and address any patient special needs that may impact patient care
- Review next day surgery schedule and make plans to meet the needs of our patient and staff
- Staff recognition for accomplishments

Our overall patient satisfaction scores have demonstrated consistent positive results. It has promoted patient throughput and open communication between departments. This has provided an opportunity to recognize staff across departments.

Our focus on communication has enhanced not only our patient's experience of their care, but also improved staff satisfaction and involvement to improving patient care.