

Connecting the Dots: Finding What Matters Most to Patients and Families

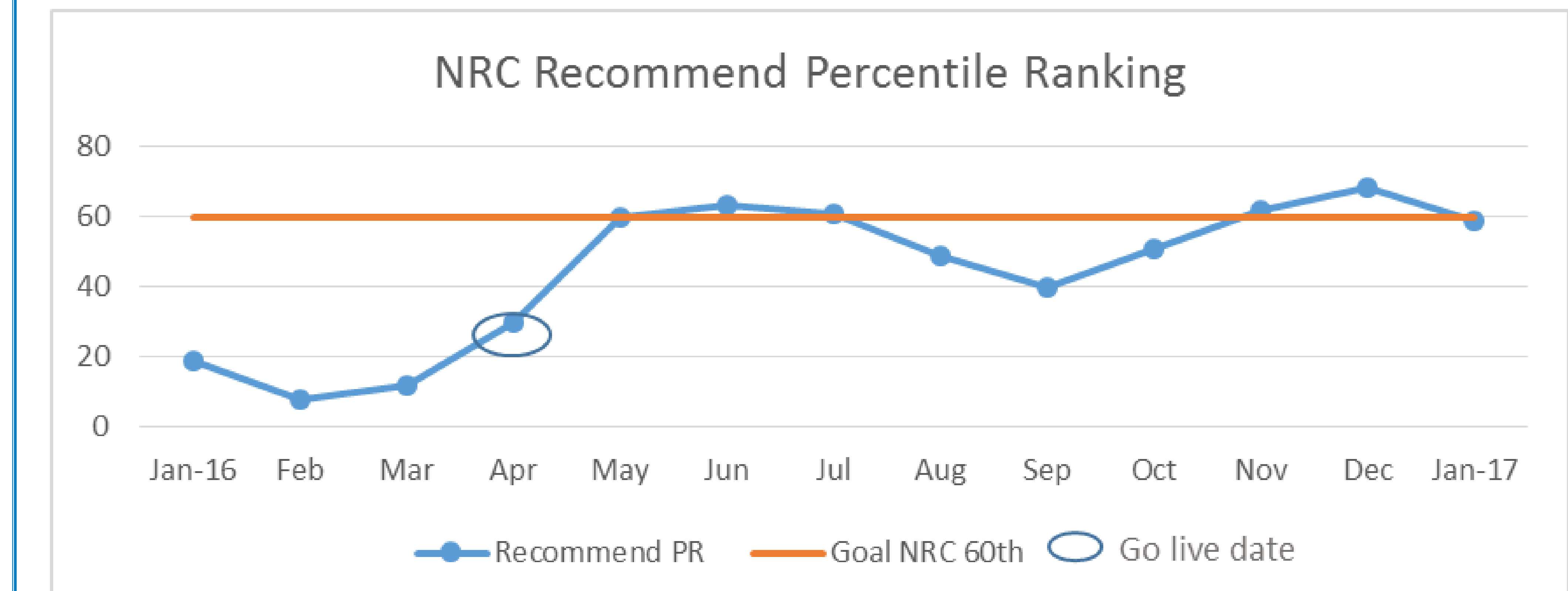
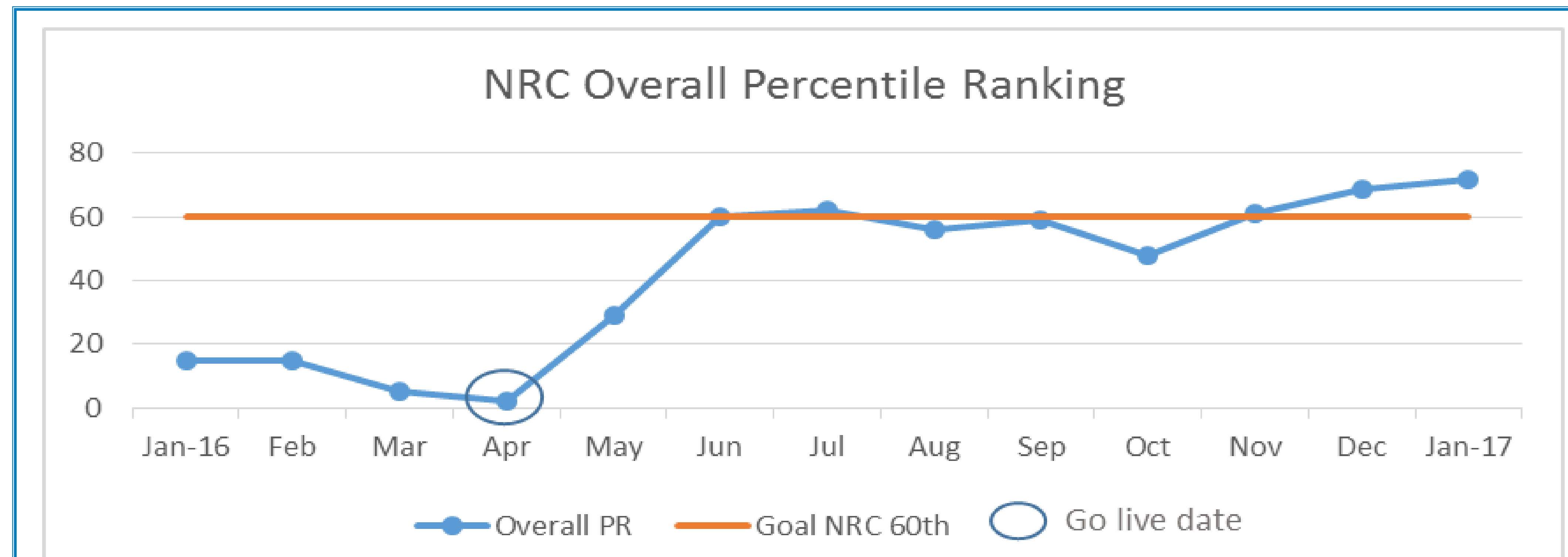
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Introduction

- The landscape of healthcare is changing, and customers have choices in their healthcare decisions. Now, more than ever, the patient/family experience has become a top priority in many organizations.
- Despite reports of excellent clinical care, customer experience scores were continuously lower than the perceived level of service.
- Perioperative care can feel fragmented as most outpatients will have a minimum of four nurses during their surgical journey.
- During an initiative to streamline our nursing handoff processes, an addition was made to ask the patients and families in the pre-operative phase of care "What matters most to you today?"
- This is in alignment with recent Institute of Healthcare Improvement initiatives.

Aim

- Focus on What Matters Most to our patients and families.
- Make a personal connection with our patients and families during a hectic, stressful time.
- Demonstrate consistency in communication during handoffs throughout our four phases of care.
- Improve our patient and family experience scores.



East 4 Day Surgery Stoplight Report
Service Dates From Jan 1, 2015 to Dec 31, 2015

Picker Dimensions	Benchmarks	Calendar Year	East 4 Day Surgery				
	NRC 60th Percentile	Current YTD	Prior Year	Qtr 4 2015	Qtr 3 2015	Qtr 2 2015	Qtr 1 2015
Overall		83.3% PR=15 (n=215)	84.6% PR=19 (n=259)	87.5% (n=32)	80.0% (n=62)	82.5% (n=57)	84.4% (n=64)
Key Drivers							
How often was there good communication between the different doctors and nurses treating your child?	Coordination of Care	83.2% PR=45 (n=214)	79.2% PR=20 (n=260)	84.4% (n=32)	82.5% (n=63)	81.8% (n=55)	84.4% (n=64)
Did the staff do everything they could to help your child with his/her nausea or discomfort?	Respect for Family Preferences	82.1% PR=2 (n=814)	80.0% PR=33 (n=110)	75.0% (n=12)	75.0% (n=24)	80.0% (n=20)	68.0% (n=25)
How often were the different doctors and nurses consistent with each other in providing you information about your child's care?	Coordination of Care	88.7% PR=13 (n=196)	81.3% PR=13 (n=240)	80.0% (n=30)	85.2% (n=61)	90.0% (n=50)	89.1% (n=55)
Focus							
Would you recommend this outpatient surgical facility to your friends and family?	Would Recommend Facility	87.4% PR=19 (n=214)	85.1% PR=10 (n=261)	90.6% (n=32)	83.6% (n=61)	86.0% (n=57)	90.6% (n=64)

January 2016

East 4 Day Surgery Stoplight Report
Service Dates From Jan 1, 2016 to Dec 31, 2016

Picker Dimensions	Benchmarks	Calendar Year	East 4 Day Surgery				
	NRC 60th Percentile	Current YTD	Prior Year	Qtr 4 2016	Qtr 3 2016	Qtr 2 2016	Qtr 1 2016
Overall		91.4% PR=55 (n=197)	83.5% PR=13 (n=230)	100.0% (n=22)	90.0% (n=64)	93.4% (n=61)	96.0% (n=50)
Key Drivers							
How often was there good communication between the different doctors and nurses treating your child?	Coordination of Care	89.1% PR=55 (n=193)	83.9% PR=47 (n=229)	90.5% (n=21)	90.3% (n=62)	86.9% (n=61)	89.8% (n=49)
How often did doctors treat you with courtesy and respect?	Respect for Family Preferences	97.9% PR=88 (n=155)	93.0% PR=28 (n=230)	100.0% (n=22)	96.0% (n=63)	98.4% (n=61)	98.0% (n=49)
Did you know who to call if you needed help or information after you left?	Continuity and Transition	89.9% PR=47 (n=197)	91.7% PR=10 (n=230)	90.9% (n=22)	93.8% (n=64)	95.1% (n=61)	98.0% (n=50)
Focus							
Would you recommend this outpatient surgical facility to your friends and family?	Would Recommend Facility	92.5% PR=58 (n=197)	87.3% PR=21 (n=229)	95.5% (n=22)	93.8% (n=64)	91.8% (n=61)	92.0% (n=50)

December 2016

Method

- This nurse-driven initiative was included with the implementation of a revised handoff tool in the electronic health record.
- Utilizing the Shared Governance model, members from the three surgical areas met to determine the most meaningful information to be included in a perioperative handoff.
- Education occurred during unit staff meetings and leadership rounding,
- Nurses in the pre-operative phase ask the question and document the response in the treatment team sticky note, a part of the handoff tool in the electronic health record.
- The response is addressed in each phase of care during handoff, as well as reviewed once the patient and family have been reunited.

Conclusion

- Recognizing what matters most to our patients and their families throughout the surgical care continuum has improved the overall patient experience rating, as well as the percentage of families who would recommend our facility to others.
- Staff have found value in the responses, providers have had positive comments about the process, and families have expressed appreciation of the question during post-operative follow-up phone calls.



Next Steps

- Implementation of this initiative across hospital inpatient units as well as a remote ambulatory surgery center.
- Ongoing audits to monitor compliance and sustainability.

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