



Happy Patient Experience Week 2024!



Every single person, interaction, service, and department has an impact on patient experience.

I want to recognize you all for your hard work and provide an opportunity to share ideas across departments.

Please review this summary of many (but definitely not all) of the processes that have been implemented or maintained that impact patient experience or employee experience and reflect on what you have accomplished.

Thank you all for everything you do!

Audiology

Audiology has streamlined their workflows for patients needing hearing aids. They now keep bulk sets of hearing aids on site; a patient comes in for their hearing evaluation, the need is noted, and the patient leaves the same day with their hearing aids.

. Auxiliary Volunteers

Recently, the volunteers have been stationed in the hallway outside of the cafeteria with a sign that says, “How may I help you”? This is wonderful, as many of us have encountered lost patients, especially since construction has started.

I have noticed comments on experience surveys related to how much patients have appreciated the volunteers being there to help!

BioMed

In BioMed, their main goal is to make sure the medical equipment is in good working order in accordance with manufacturer specifications, through routine checks, calibrations, or repairs and maintenance. They also assist with the acquisition of new medical equipment, whether it be large capital purchases or providing everyday medical equipment needs like blood pressure cuffs, pulse oximeters, or even stethoscopes.

Often, with larger capital projects, they end up being the project managers from CGH's standpoint. They bring the various departments together that would need to be involved with the project and help coordinate the effort until completion.

For equipment that they might not have the expertise or training to maintain, they work closely with the manufacturer to ensure we have a service agreement in place that will meet the needs of CGH to provide quality care.

A recent example would be helping the O.R. replace the booms in all the operating rooms. Another example is the recent purchase of new patient monitors for 2E and DHS.

All these processes impact patient safety and make it easier for patient care services to perform their jobs, therefore impacting employee and patient experience.

Cardiac Cath Lab

The Cath Lab has hired an LPN who helps with post procedure follow-ups. This nurse is well-versed in clinic workflow, which has greatly improved patient experience.

. Cardiology

Cardiology is working everyone to the top of their license to meet patients' needs. For example, their employees in testing learned some basic reception tasks to help with follow-up appointments. To assist with billing, Renee worked with billing to identify the MUSE online option so they could verify that an EKG was read by a doctor before sending out a charge for the patient. By improving this workflow, the patient experience is impacted.

Clinical Professional Development

MOAB 1 training has changed to now be included in orientation for everyone. This is to increase empathy and compassion for patients and family members experiencing difficult situations.

Employees are taught de-escalation processes and listening techniques aimed at helping create a calming situation when staff are confronted with upset or angry people. This positively impacts employee and patient experience.

Recently, 11 staff have been trained to conduct these trainings to all new employees. They even hosted a MOAB 1 learning session for the entire Rehab team.

Critical Care Unit

CCU is piloting a paper education tool to add to their verbal communication about the patient's medications. This tool explains the purpose and side effects of a patient's medications in plain language that is easy to understand. It is intended to be used and updated during the patient's stay and then the patient can take it home to continue to reference. CCU was able to take feedback from their patients and adjust the tool to better meet their patients' needs.

CCU is also sharing both positive and negative patient comments for recognition and opportunities for improvement.

They go over their Midas reports during unit meetings to provide additional education and discuss opportunities for improvement with all staff.

Decision Support

Decision Support continually provides analytical support to management to help identify opportunities for process improvement, cost containment, or revenue enhancement.

In the past, appointment reminders were only sent one day prior to the appointment, which contributed to patient access problems. Decision support provided analytical support to clinic management regarding “*patient no show/same day cancellation rates*” and “*days to 3rd appointment for a new patient.*” They were able to demonstrate that when patients no-show or cancel the same day, the office is unable to fill that appointment slot because of the short notice. This contributed to lost revenue for CGH, increased patient wait times to see a provider, or led to a frustrated patient deciding to seek services somewhere other than CGH.

Last Fall, appointment reminders were changed to be pushed out to patients 5 days prior to the appointment date to improve these rates. This has been successful and has improved patient access to care.

Diagnostic Imaging Department

DID posted a sign in all waiting rooms stating, *“You are important to us. Please understand that our waiting room services many different areas. If you have been waiting longer than 15 minutes past your scheduled appointment time, please check in with our receptionist.”* This was to explain to patients that because multiple modalities are served there, someone who arrived after them may go back before them. It also communicates to the patient who to go to with questions.

DID has a shared leadership committee member attend ED meetings to work together to help streamline processes with the ED for patients who need imaging. This allows for better communication between departments and an opportunity for creativity to better serve patients.

They have updated their MRI screening process and contrast policies and provided education to all staff to create a safer care environment for patients.

They share compliments with staff by having a face-to-face conversation, thanking staff for their hard work and hanging the comments on their shared leadership board. This has increased the department’s morale, which translates to employee engagement and improved patient experience.

DID investigates all negative comments left on experience surveys. They make improvements based on these comments and always close the loop by calling these patients and performing service recovery.

DID continues to communicate to staff the importance of introducing themselves, communicating delays to patients and informing patients they should receive results in a certain time frame. They also inform patients that if they do not receive results, they should contact their doctor’s office.

Dietary

Every time you enter the cafeteria, you are greeted with a smile and a hello from Dietary staff. This small act of kindness certainly impacts the experience of both patients and employees.

Staff members visit patient rooms to take meal orders, so patients don't always have to call. They run a "missed meals" report and contact CNAs/nursing staff to help track down meal orders so no patients go without food.

A supervisor double checks the meal trays before they are delivered at night to ensure 100% accurateness for our patients.

Digestive Health Services and GI Clinic

DHS has implemented a Screening RN to provide education and ensure patients are prepared for their procedure. This has reduced their no shows and cancellation rates. It has helped reduce the rescheduling of patients because of poor preps and reduced the rate of enemas required upon admission (Certainly a patient satisfier!)

All the prep instructions at the clinic have been redone to be more user-friendly and easier to read and understand. They have increased the amount of reminder notifications for patients, which has helped eliminate “no shows.”

Emergency Department

The ED has been working to hire ED physicians who are all employed by CGH in an effort to have a team that is invested in our hospital and the health of our community, while also providing an improved patient experience. Their vision is to provide exceptional patient care focused on compassion, empathy, effective communication and evidence-based medical care.

They have also implemented slides displayed on a large TV screen in the ED lobby to help communicate with patients about wait times and the triage process.

They share both complaints and compliments with staff to identify ways for improvement and to provide staff with recognition for all their hard work.

Environmental Services

EVS has added a new product to ensure their cleaning process is thorough in disinfecting. Their bleach wipes come out of the container blue. This helps staff to ensure they are wiping the entirety of a surface to effectively kill all pathogens. All patients and staff benefit from a cleaner environment.

Family Practice/Internal Medicine/ Pediatric Clinics

iCare awards and NRC survey compliments are posted on huddle boards, communicated during updates, and in emails to provide employees with recognition for all their hard work. They have even started to laminate them and send them to employees.

Health Informatics

Health Informatics works to assist all areas with the use of the system.

Staff translates the needs of the clinical staff, rev cycle, and ancillary departments into the technical needs of the computer. They explain how the system functions. They work with nursing, ancillary and physicians to help improve workflow. They strive to make workflows more efficient, while keeping patient safety at the forefront of every resolution.

The support provided by Health Informatics ranges from at the elbow assistance and involvement in department meetings, to trouble shooting Midas reports that involve the computer. Health Informatics works as a team to address problems as a whole and works to break down siloed thinking. They have recently been working on identifying trends in their Midas reports to identify the best opportunities for improvement. All of this creates a better experience for both employees and patients.

Home Nursing

Home Nursing has a Board of Positivity where iCare awards and positive patient experience comments are placed monthly. These are also placed on the bulletin board in their conference room. They have a wheel of prizes, like Wheel of Fortune. When a staff member receives a direct compliment, they are recognized during the monthly unit meeting, and staff spin the wheel for a prize. They also post survey scores on their quality huddle board and discuss trends or changes at unit meetings.

Denise performs patient rounding phone calls and discharge phone calls a few times a week to check on how patients and staff are doing.

When patients are admitted to Home Nursing, they are provided with an admission folder. Staff members place a sticker on the front of the folders with their name and work cell phone number to allow patients to have direct contact with them.

Human Resources

HR has a huge impact on employee engagement, which impacts employee experience and therefore, patient experience.

Most recently, HR held a photo contest, where over 300 entries were submitted. With the help of Marketing, those beautiful photos are being posted in the Spirit of the HeART hallway for patients and employees to enjoy.

They provided t-shirts that were designed by employees. They celebrated Employee Appreciation Week and ended it by serving Blizzards. Last March, they provided pizza for employees house-wide; and every year for Thanksgiving, they gift us with a turkey.

Infection Prevention

In 2023, we had an uptick in hospital-acquired C. diff. This is a bacteria that causes diarrhea and colitis. Most of the time, it happens after taking antibiotics and can be transferred patient-to-patient if we don't follow the proper precautions.

We decided to tackle this problem from many angles. We worked with EVS to bring in blue dye tinted bleach wipes. When you used these wipes, it left a blue residue to clearly see where you had wiped. It dried clear after roughly 3 minutes. This helped educate our EVS staff to ensure they were using the right amount of pressure and getting the correct coverage on all our patient bathrooms and in the entire room of any patient with C. diff.

We also empowered the Laboratory to be able to reject specimens if we had tested a patient in the past 7 days. Previously, they would require doctor permission to do this.

Lastly, we looked at our testing methodology. We realized that we needed to change our testing around. Now we can see if a patient is colonized with C. diff versus the patient having an active C. diff infection. Roughly 20% of all hospital patients are colonized with C. diff, so it isn't surprising to see that. Previously, those patients would have been counted "against" us as hospital acquired infections and now, we can report them as colonized instead.

These process changes positively impact patient experience!

IT

IT has improved our wireless coverage, so just about anywhere in the building you can get wireless connectivity. This includes the Guest WiFi for our patients and visitors. They have also added redundancy to our Guest Internet, so it is still available to patients and visitors when Comcast is down. This allows our patients to stay connected with family, friends, and the outside world while they are here.

When out of the department, staff have encountered lost patients and visitors. They take time to give them directions or even take them to where they need to go. When IT staff are in patient rooms fixing things, they take time to engage patients in conversation.

. **Laboratory**

The lab has been posting compliments from patients and iCare awards for all staff to view. This recognition is important for staff to remember what a great job they do!

Marketing

I need to give a shoutout to Marketing because they help me make Patient Experience Week happen! I couldn't do it without them! Thank you!

Marketing has also played a huge role in the implementation of Reputation Management with NRC. This allows our patients to leave reviews that are transferred to our website and creates star ratings for our providers. Patients are also prompted to leave reviews on public sites like Google. These comments aid in recognizing our providers' hard work and identifying opportunities for improvement.

They continuously communicate information to our patients and staff about new providers, new services, health information and more, through many different sources, including: CGH's newsletter, HealthLines, and the employee newsletter, Communique; the CGH Patient Guide; social media; press releases; on-hold messaging; billboards; parking lot banners; TV screens and screensavers; radio/TV/newspaper ads; and so much more. They also assist all departments and clinics with brochures, signage, and any other items needed to assist with patient care.

Most recently, they helped the Awards, Recognition, and Wellness committee create a CGH Team Award to recognize excellent teamwork that exemplifies our Mission, Vision and Values! Look for more information regarding the Team Award during Nurse's Week 2024!

Materials Management/Laundry

Central Supply works very hard to stock and maintain supplies to ensure patient care staff can effectively and efficiently give patient care.

Our buyers/receivers/couriers make sure to order products in a timely manner, manage warehouse inventory to ensure we have product on hand and can delivery it efficiently to the hospital and all clinic sites.

Laundry goes above and beyond with their Lost and Found process.

Many items have been found in patient laundry including medical devices, personal items, electronics, jewelry, clothing, and cash. When an item is identified, it is always returned to the facility and often the owner is tracked down.

Medical Unit

The Medical Unit does weekly updates and always shares positive patient comments that they have received.

They share anything negative at their unit meetings for large discussion on what they should have done differently.

They talk about patient experience scores frequently and focus on what are common themes from month to month.

They ask staff for input on what they can do better to improve patient experience while highlighting what staff have been doing well.

OB Department and Clinic

OB invited recent patients to attend a “Respectful Care Breakfast.” This was to engage patients and families by obtaining direct patient feedback regarding care and processes.

They implemented a Patient Reported Experience Measure (PREM) survey and have one of the highest screening rates in the state.

These results are analyzed and shared at meetings to look for opportunities to make improvements.

They continually work on projects to improve quality and patient safety.

One example was a 4th trimester project related to maternal mental health.

They started posting iCare awards on a board next to their huddle board for all employees and patients to see.

Oncology, Rheumatology and Neurology Clinics

These departments are very transparent about patient experience comments. All comments - whether good or bad - are shared with staff. The good comments provide recognition to staff and the bad comments allow for an opportunity to identify a need to make improvements.

For example, one survey complaint had been related to a patient who felt sharing their information at the reception desk was invasive because of the speakers receptionists use to communicate with patients through the glass. Oncology decreased the volume on these speakers to improve patient privacy.

Patient Access

Clinic reception and check-in has implemented a “Meet the Person Behind the Desk” flyer posted on the glass in front of the reception desks. It provides the employee’s name, and their answers to questions such as: length of employment, something about themselves, and a fun fact.

This is a great idea! It allows patients the opportunity to learn a bit more about the staff, which humanizes staff and fuels connection with our patients.

Patient Relations

A huge part of the Patient Advocate's role is to discuss patient complaints with directors, physicians, and staff involved. This communication provides an opportunity to identify how we can make improvements to create better experiences.

Remember that CMS requires the patient to contact the patient advocate directly to report a complaint.

. Perioperative Department

All patient comments whether good or bad are included in a "What's Up Wednesday" weekly update. When staff are mentioned in experience comments, they receive a personal thank you for providing excellent patient care and safety.

Pharmacy

Credit cards can now be securely stored in the system in the employee pharmacy. Previously, numbers had to be written down and manually typed in to a card swiper. This improves workflow and creates a better experience for pharmacy employees and patients.

Pharmacy has worked with Health Informatics and Lab to have a rule built into Senti7 to ensure patients on 3% sodium will have a sodium level drawn every 2 hours and will allow the lab to be discontinued when the drip is stopped. This will prevent unnecessary lab draws for patients.

They have updated their workflow with respiratory to speed up the turn around time for Methacholine challenge patients.

Physicians/Nurse Practitioners/ Physician Assistants

Our providers have a huge impact on patient experience and should certainly be recognized for all their hard work! Patients who are pleased with their experiences are more likely to follow through with treatment plans, which leads to improved health outcomes.

I also appreciate the continuous effort our providers put into remaining up-to-date with current research, recommendations, and practices. The implementation of multidisciplinary rounding aims to improve the discharge planning process.

Oncology is working on improving their daily patient treatment plan meeting and their scheduling to increase patient safety and improve experience.

Electrophysiology is investing in equipment to perform cardiac ablations, so patients do not have to go elsewhere.

Anesthesia is performing regional nerve blocks regularly, which improves the patient's level of pain post-operatively.

Dialysis will increase to six days a week beginning May 6.

All these improvements impact patient experience positively.

Plant Operations & Maintenance

POM continues to work incredibly hard on our facility remodel, while still performing all of their regular duties. This remodel will provide many updates and improve experiences for both employees and patients.

. Population Health

Nursing is now screening all adult inpatients for social determinants of health needs. Social Services follows up with any patient who screens positive for one of these social needs and provides information about resources available within our community.

Population Health has implemented a process called Code 33. The intention is for the ED case manager to monitor patients who come back after a recent discharge. When a patient is identified, she gathers the provider, charge nurse, and navigator from the floor the patient was last discharged from to collaboratively discuss why the patient has come back into the ED.

This process looks to identify opportunities for improvement to prevent readmissions.

Pre-Hospital/EMS

Pre-Hospital impacts patient experience daily by meeting patients and their families at their worst time in life, sometimes in the worst environments, by responding to their needs with compassion and skilled care. They try to bring a sense of peace to the situation.

Their impact on patient experience is trying to be the first positive contact with our organization, while embodying our Mission, Vision, and Values on every encounter.

Quality

Quality impacts patient experience by being a resource for process improvement for the entire organization. They can help you determine where your improvement efforts would be best focused by utilizing tools such as a root cause analysis or five whys.

Quality monitors survey data and all the patient comments. Compliments are sent daily to department directors to be shared with staff. In addition, negative comments with opportunities for improvement are shared with department directors or applicable staff.

Since December, there is a patient experience article in every Communique highlighting ways we can improve experience.

There is also an enhanced focus on how to perform service recovery with a Service Recovery Box present in many departments.

Rehab Services

Rehab has done a ton of work on patient experience centered around their employee engagement. Here are some of the ways they have worked on employee engagement:

iCare recognitions – They recognize staff who receive iCare awards every single month during department meetings.

Monthly “Rehab News!” publication – They use this to highlight staff birthdays, work anniversaries, shared leadership events, and department highlights.

Compliments – They send out monthly highlights of all patient compliments received from NRC. This does a good job of highlighting the excellent care provided to our patients as well as the patient’s appreciation for our service.

It’s been a couple years (December 2022), but they previously had all therapists take a CEU course on “Therapeutic Alliance and Patient Expectations”. This was helpful because sometimes as clinicians we think we know what is best for our patients, but what our patients actually want from us is totally different. Julie and Geoff have spent a great deal of time the last 2 years encouraging therapists to develop patient-centered goals. They are really trying to tie the interventions we perform back to something the patient identifies as a limitation to their independence.

In addition, the therapists develop a relationship with their patients. They get to know their “history”, their family, understand their hobbies, and the things in life they truly enjoy and try their best to get them back to these activities. They also see all insurance types and are one of the few rehab clinics who accept Medicaid insurance.

Respiratory/Sleep Lab

Patient experience compliments are shared with team members to provide recognition and appreciation. It is a great reminder of the impact that they have on our patients' time with them.

. Revenue Cycle

Patient Accounts has begun to roll out text reminders to patients with a link to the self-service portal, allowing patients to make a payment or set up a payment arrangement. This process provides patients an opportunity to service their account at a time that is convenient for them, rather than having to call during office hours. This decreases the workload on patient account staff and increases patient satisfaction of the experience.

Beginning May 1, DHS and coding will implement a process that streamlines charging/billing (allowing for easier workflow for staff), and the patient will only have one encounter/bill for a procedure. Similarly, for Respiratory/Neuro/Sleep Diagnostic/EKG testing done at the hospital, they have changed their process, eliminating the need for two separate encounters. This also helps streamline the charging/billing process and the patient only has one bill for the encounter.

These processes improve the employee and patient experience.

Security

The Allied Security Officers recently added their names to their badges, so patients can easily identify who they are and what their names are for a more personable interaction.

. **Surgical Services/Pediatrics/IVT**

Surgical Services, Pediatrics and IVT provide staff recognition at all unit meetings. They are in the process of updating their huddle board to include a space for staff recognition as part of the redesign.

They are also introducing a new fall scale specific to pediatrics that will allow them to better care for their pediatric patients.

Surgical Specialty Clinics

iCare awards and NRC compliments are posted on huddle boards, and staff are recognized in the weekly email update that is sent to all Surgical Specialty areas.

. Wound Healing Center

The Wound Center is highlighting positive survey results and comments in their break area to provide staff recognition for all their hard work. They are also taking a more proactive (versus reactive) approach in ordering supplies for patients. This allows for issues to be handled on the front end and prevents patients from having to call when supplies don't arrive.

Thank You for Everything You Do!!!

Delivering exceptional patient care by combining outstanding skill with heartfelt compassion

INTEGRITY **COMPASSION** **ACCOUNTABILITY** **RESPECT** **EXCELLENCE**



iCare



CGH MEDICAL CENTER

www.cghmc.com

For questions/comments about
Quality Improvement
or the
CGH Patient Experience,
contact:

Kaitlin Vandermyde, MSN, RN

Quality Improvement

Kaitlin.Vandermyde@cghmc.com

(815) 625-0400, ext. 5837