



Hello to Goodbye

**Reengineering the
Patient Experience**

Why?

- **Frustration with patient satisfaction scores in spite of efforts to improve**
- **Band-Aid approach**

Where we began...

- **Direct admits from physician office**
- **Telemetry Unit**
- **Focusing on direct admits to one unit allowed us to use small scale PDSA methodology**

Brainstorming...

- **Admissions wait times – Too long!**
- **Multiple admissions clerks handling one patient admit**
- **Blankets and ice packs in Admissions**
- **Too much paperwork!**
- **Ask questions once**
- **Communication!!! One call**
- **Greet patient, “We were expecting you!”**
- **Hand-offs in patient’s presence**
- **Better physician to physician communication**
- **Set expectations...and stage it!**

First Step...Brainstorming!

- **Hello (first 24 hours) : 44 ideas**
- **Middle : 40 ideas**
- **Goodbye: 23 ideas**

Successes: Hello

- **ISSUE:** Admission orders from physician office BEFORE the patient arrived at Admissions
- **SOLUTION:** Physician emails orders to fax server going to House Supervisor handheld tablet
- **SCORES:** 80% to 84%

Successes: Hello

- **ISSUE: Process took staff away from Admissions Desk for too long**
- **SOLUTION: Admissions Liaison**
- **SCORES: 86% to 92%**

Successes: Hello

- **ISSUE: STAT Admissions orders created a stressful situation for staff.**
- **SOLUTION: Prioritization of testing and notification to departments of orders**
- **SCORES: 78% to 85%**

Successes: Hello and Middle

- **ISSUE: Patients and families did not feel like they received adequate communication regarding Plan of Care**
- **SOLUTION: Communication Boards in every room**
- **SCORES: 83% to 92%**

Successes: Middle

- **ISSUE:** Ongoing communication with patient and family regarding Plan of Care
- **SOLUTION:** Move every shift report to communication board in patient room and include patient and family
- **SCORES:** 83% to 92%

Successes: Goodbye

- **ISSUE:** Some patients do not understand new medications ordered at discharge
- **SOLUTION:** Pharmacist meets with every patient going home on new medications
- **SCORES:** Newest initiative; No reflective scores

Things we have learned...

- **Meeting place: Started in a conference room, moved to Telemetry Unit**
- **Gained staff buy-in and participation**
- **Gave team members a better feel for flow of care on unit**
- **Made H2G visible to entire organization!**

Things we have learned... (continued)

- **Small scale performance improvement using our PDSA model**
- **Taught staff – It's OK if an idea does not work!!!**
- **Keep trying new things!**
- **Changing communication boards with rollout to other units**

Work ongoing...

- **Include patients and families in process**
- **Developing a Patient and Family Advisory Council**
- **Continue with ideas generated by our team**