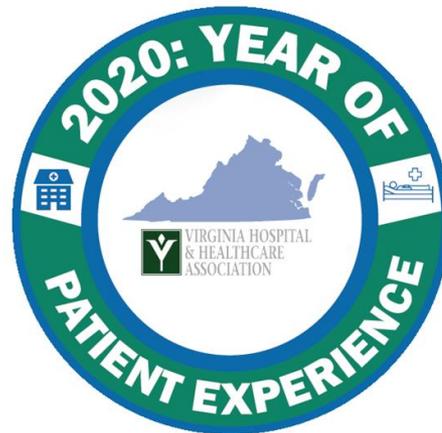


Improving Patient Experience in Virginia Hospitals and Health Systems



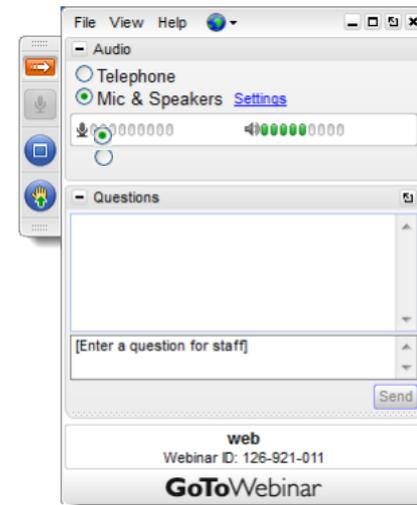
***Thursday, February 27, 2020
10:00 a.m. – 10:30 a.m.***



Housekeeping

- Webinar is being recorded
- All participants are in listen-only mode
- Ask questions or make comments by typing in the Questions box
- Slides are available for download in the Handouts section of the webinar control panel
- Slides and recordings will be available on the VHHA Quality & Safety website
- Feedback survey will launch at conclusion of the webinar

- **Grab Tab:** From the Grab Tab, you can hide the Control Panel, mute yourself (if you have been unmuted by the organizer), view the webinar in full screen and raise your hand.
- **Audio Pane:** Use the Audio pane to switch between Telephone and Mic & Speakers.
- **Questions Pane:** Ask questions for the staff.



Today's Agenda

1) VHHA Year of Patient Experience Overview and Webinar Objectives

-Abraham Segres, VHHA

2) Creating a Culture of Safety and Service – Bon Secours St. Francis Medical Center

-Chris Accashian, President

3) Polling, Discussion and Questions

-Carrie Brady, VHHA Partner

4) Adjourn



Vision

Through the power of collaboration, the association will be the recognized driving force behind making Virginia the healthiest state in the nation.

Mission

Working with our members and other stakeholders, the Association will transform Virginia's health care system to achieve top-tier performance in safety, quality, value, service, and population health. The Association's leadership is focused on: improving access to care; ***continuing to improve health care safety, quality, and service***; promoting a vibrant, high-value health care system; and, advancing population health to promote health and economic opportunity for all Virginians.

VHHA Member Hospitals and Health Systems

- Augusta Health
- Ballad Health
- Bath Community Hospital
- Bon Secours Mercy Health
- Buchanan General Hospital
- Carilion Clinic
- Centra Health
- Chesapeake Regional Healthcare
- Children's Hospital of The King's Daughters
- Children's National Medical Center
- Encompass Health
- HCA Virginia Health System
- Inova Health System
- Lake Taylor Transitional Care Hospital
- LifePoint Health
- Mary Washington Healthcare
- Novant Health UVA Health System
- Riverside Health System
- Sentara Healthcare
- Sheltering Arms
- Universal Health Services
- University of Virginia Health System
- Valley Health
- VCU Health System
- Vibra Hospital
- Virginia Hospital Center



Goals:

- 1) **Identify:** Identify, highlight and celebrate efforts by Virginia hospitals and health systems to improve the patient experience of care.
- 2) **Integrate:** Continue to link and integrate patient experience improvement efforts with broader quality and patient safety improvement efforts.
- 3) **Connect:** Facilitate connections between Virginia hospitals and health systems and other stakeholders for the purpose of shared learning.
- 4) **Improve:** Support efforts to improve Virginia hospitals' individual and aggregate performance on national patient experience measures.

Today's Objectives:

1. *Gain insight into one Virginia hospital's efforts at creating and sustaining culture of safety and service.*
2. *See practical application of key patient experience improvement tactics such as leader rounding and bedside shift reports.*
3. *Solicit input and feedback from Virginia hospitals regarding their use of key patient experience improvement tactics.*



Chris Accashian

President, Bon Secours St. Francis Medical Center
Midlothian, Virginia

Member, VHHA Board of Directors

St. Francis Medical Center

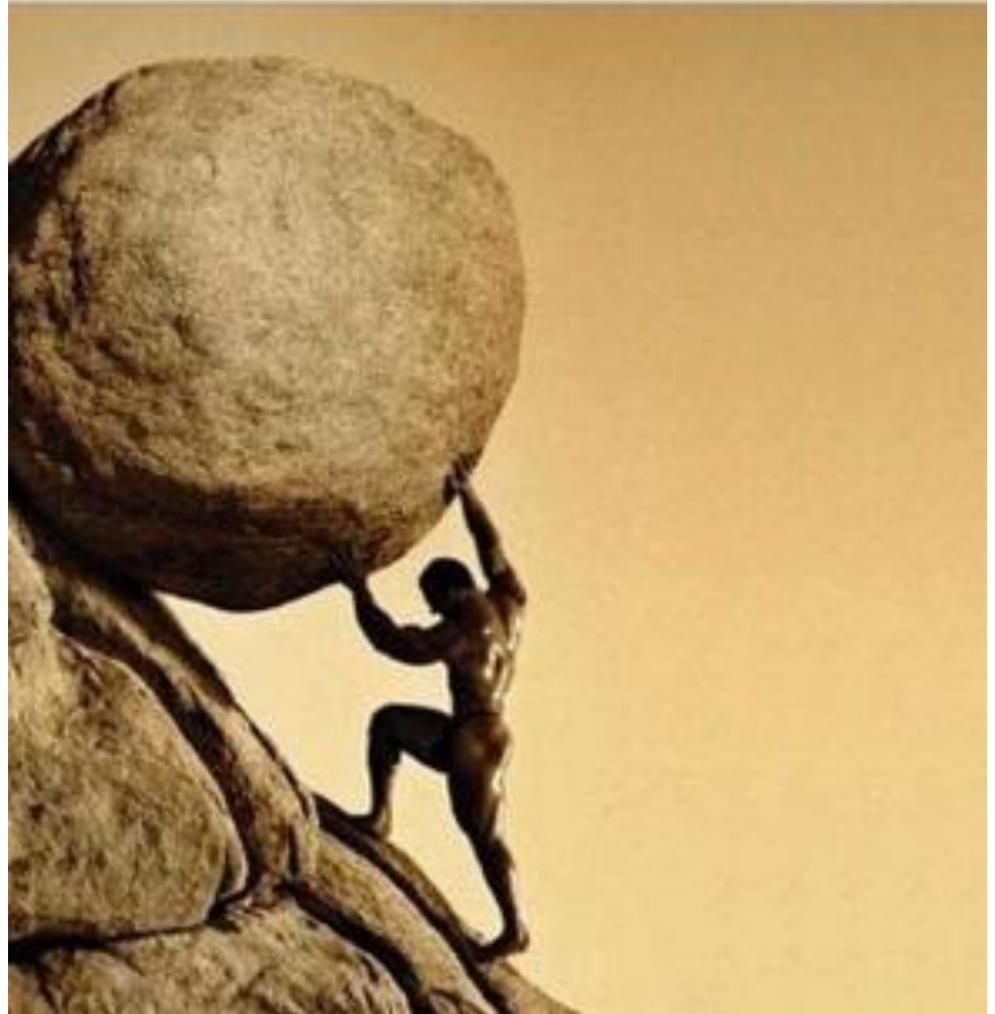
Creating a Culture of Safety and Service

February 27, 2020

Sisyphus

“We must learn to embrace our purpose(the rock) in life. And once we accept it as the objective of our being, we should give in everything it takes to achieve it. Sisyphus teaches us to never give in to circumstantial disappointments or try to escape from the failures, rather accept failures the same way we accept our achievements.”

Chhavi Kumar



Sustaining Culture

1. Hire (and keep) the Right People
2. Set Clear Expectations & Consistently Communicate
3. Focus on Key Goals and Share Results
4. Hold Everyone Accountable
5. Reinforce through Reward, Recognition, and Celebration

St. Francis Annual Awards

Service Pillar





Domain Title

Hospital Rating

Virginia Rating

71

United States Rating

73

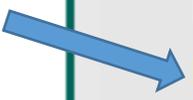
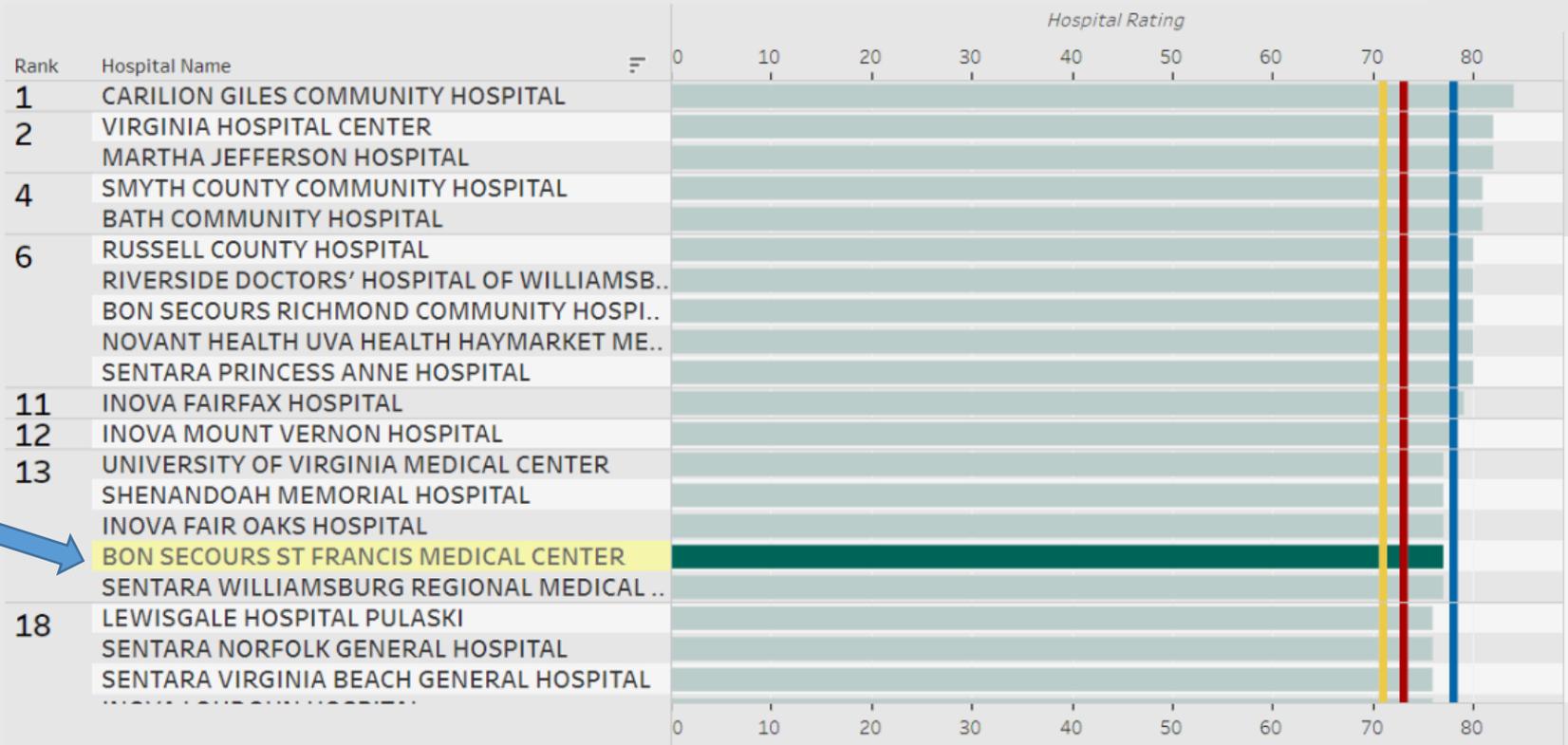
US 75th Percentile

78

Highlight Hospital Name

BON SECOURS ST FRANCIS ... x

Hospital Rating: *January 2018 to December 2018 Discharges*



[Click here to access the VHHA Patient Experience Improvement Guide](#)

All data obtained from CMS Hospital Compare; Top Box Scores Only

FOCUS:

**“Three
Must
Haves”**



since 2016

AIDET

Acknowledge

Introduce

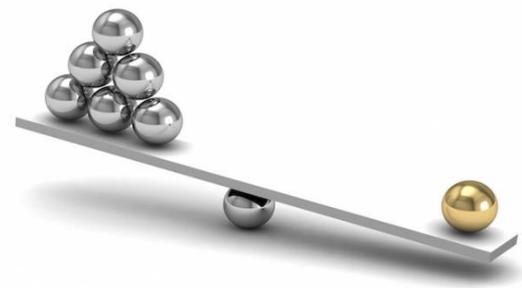
Duration

Explanation

Thank You

- ✓ Communication tool at the heart of all Must Haves
- ✓ Introduced at facility new-employee orientation with annual compliance evaluation for all employees

Leader Rounding



- Deliberate approach to round on targeted patient populations:
 - New Admissions
 - Discharges
 - Focus Patients
- Promote ownership by all leaders (both clinical and non-clinical) over quality, safety and experience of care
- Redesigned Leader Rounding process (July 2019):
 - Electronic platform for consistent, quick and easy reporting
 - Unstructured questions designed to make connections with patient and families
 - Opportunity for real-time escalation and service recovery, as well as recognition

Leader Rounding Tool *Refresh*

We ask our leaders to have "A CHAT" with our patients during leader rounding:

A: AIDET

C: Connect and learn something non-clinical

H: High-Five! What are we doing well?

A: ARCC concerns in real time

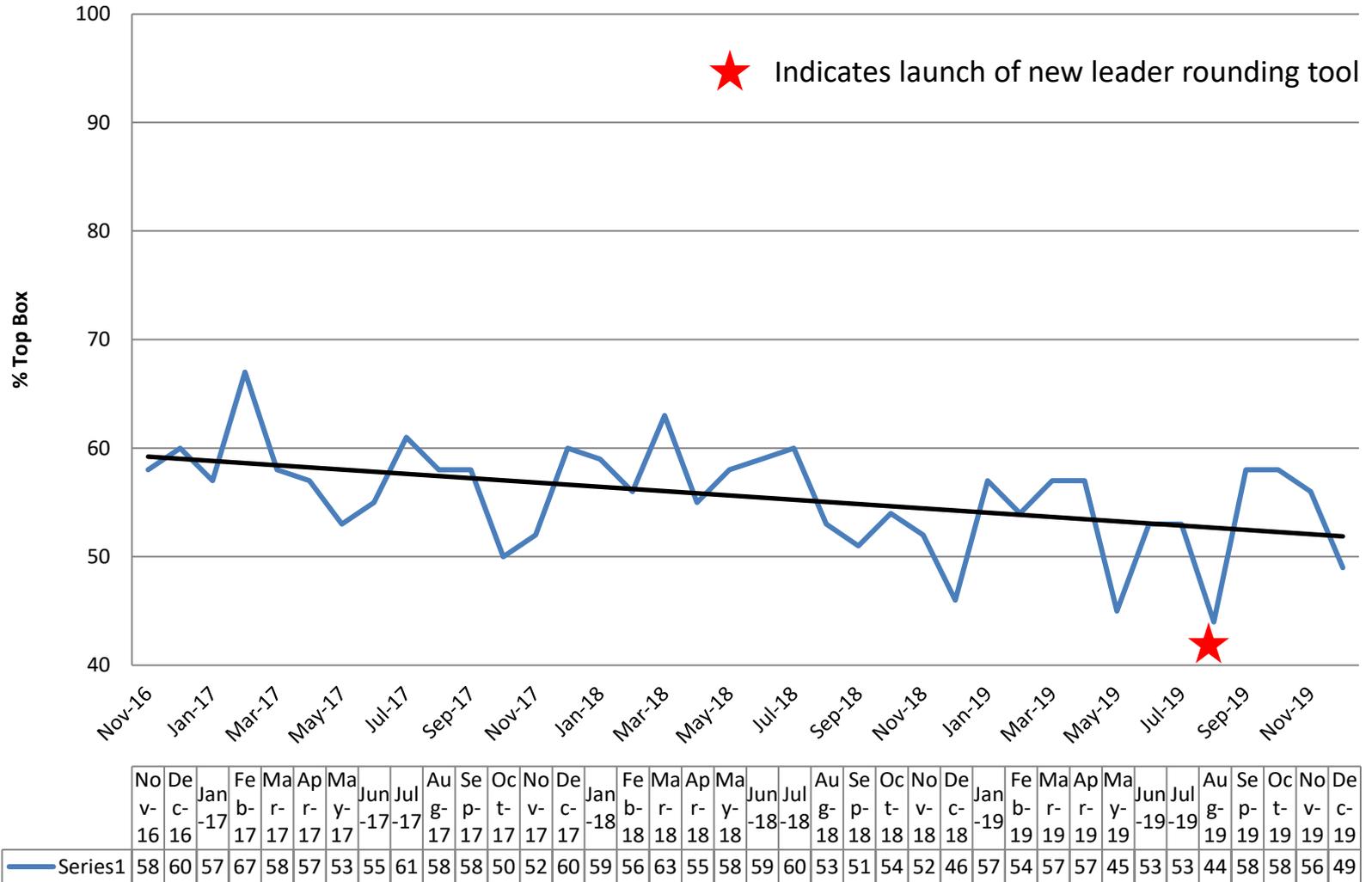
T: Trends you're noticing

Accountability: unit directors summarize leader rounding survey results and report out at bi-weekly Experience of Care meetings.

Nurse Director	Jennifer Stanley	BIG 6	Jan 2019	CLASS		CAUTI		FWI		HAPI	
Charge Nurse	Megan Mui	YTD #									
RM # & RN	Room Ready	Leader Rounds		Care	Foley	Fall Prec		CHG		Turn	
501	Grace	✓				3	✓ 5/1				
502	Cabell ^A	✓	✓			5	✓ 6/1				
503	Cabell	✓				3	✓ 5/1				
504	Grace ^A	✓									
505	Aida	✓	✓			4					
506											
507	Cabell	✓	✓			4	✓ 5/1				
508	Cabell	✓	✓			3					
509	Grace	✓				3	x Refused 5/1				
510	Cabell	✓				3	✓ 5/1				
511	Grace	✓	✓			2	✓ 4/30 am				
512	Aida	✓									
513	Grace ^A	✓									
514	Aida	✓	✓								
515	Aida	✓									
516	Megan	✓									
517	Aida	✓	✓								
518	Cabell ^A	✓	✓								
# Counts											
% Compliance											



Leader Rounding



Bedside Care Report

- ✓ Developed educational video through the partnership of frontline staff and members from the Patient Family Advisory Committee (PFAC)
- ✓ Nurse Directors overseeing new hire education on PHR and Bedside Care Report at facility orientation
- ✓ Reinforced through bi-annual observation evaluations

Purposeful Hourly Rounding

- April 2016: Formally launched
 - Initial focus on hourly rounding, documentation in EHR as an accountability measure with leader observations
 - Incorporated 5P, but was not the focus of rounding
 - Emphasis on the hourly in PHR
- 2017: piloted new monitoring device
 - Visilert – little value
- 2018: eliminated documentation in EHR for PHR
 - Finalized patient care board as accountability tool
- January 2019: “Flipped the script”
 - Emphasis on 5Ps as a measure of effectiveness
 - Continued observations with rewards and recognition



Quality vs. Quantity

Need more proof ? percent of top box of respondents & count

Effectiveness → ----- Frequency ↓	Very Poor	Poor	Fair	Good	Very Good
A Couple Times	0 % 20	3% 30	21% 86	49% 61	91% 80
Every Few Hours	0% 12	5% 19	15% 207	54% 1010	86% 1199
Every 2 Hours	20% 5	0% 8	10% 49	61% 560	89% 1443
Every Hour	43% 7	0% 5	24% 17	58% 333	90% 2156

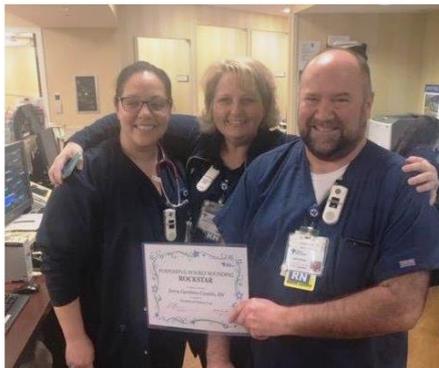
Purposeful Hourly Rounding Refresh

1. Education
2. Accountability: Quarterly Audit
3. Sustainment: Reward & Recognition

Purposeful Hourly Rounding Rockstar! Congratulations, Janna!

Congratulations to Janna Gambino-Cataldo, RN, who was recognized by her Nurse Director, David Brown, for demonstrating outstanding leadership and always going above and beyond her role!

Thank you for your commitment to providing excellent, safe and quality care each and every day!



Pictured (from L to R): Janna Gambino-Cataldo, Heather Buzzard, and David Brown

👍 Like | Comment

Tips for: PURPOSEFUL HOURLY ROUNDING

- 1 What is Purposeful Hourly Rounding**
Purposeful Hourly Rounding is very different than other Rounds. It is a proactive, evidence-based, time management technique used to proactively address patient needs.

ACKNOWLEDGE

Knock & Smile

- Your communication is just as much your body language as what you are saying
- Face the patient, make eye contact, smile

INTRODUCE

Introduce Politely & Ask

- "Hello (Mr./Mrs.), it is (Name/Role), I am here for hourly rounds, may I come in?"

DURATION & EXPLANATION

Foam In or Wash your Hands (patient should see you perform hand hygiene)

- "I'm foaming in for your safety, this is an effective method of hand washing and infection prevention, and will wash my hands with soap and water if they become visibly soiled."

Complete task & Address the 5p's

- **Tasks:** For the next (x) minutes, I will be (describe task, explain results of test/vitals, medication explanation...)
- **Address the 5P's**

THANK

Before Leaving:

- **Ask:** "Is there anything I can do for you? I have the time"
- **Smile & Politely State:** "Thank you, a member of your care team will be back within the next hour to check on you, but if you need anything before that please use your call bell."
- **Foam Out or Wash your hands** (patient should see you perform hand hygiene)

- 2 Why is it important?**
Safety for Our Patients:

- Reduces Falls, Skin Breakdown, Anxiety/Pain
- Improves Perception of care and Satisfaction

For Our Staff:

- Decrease call bells & extra trips to the same room
- Decrease risk for pressure ulcers & fall
- Improves patient-centered care and quality of care

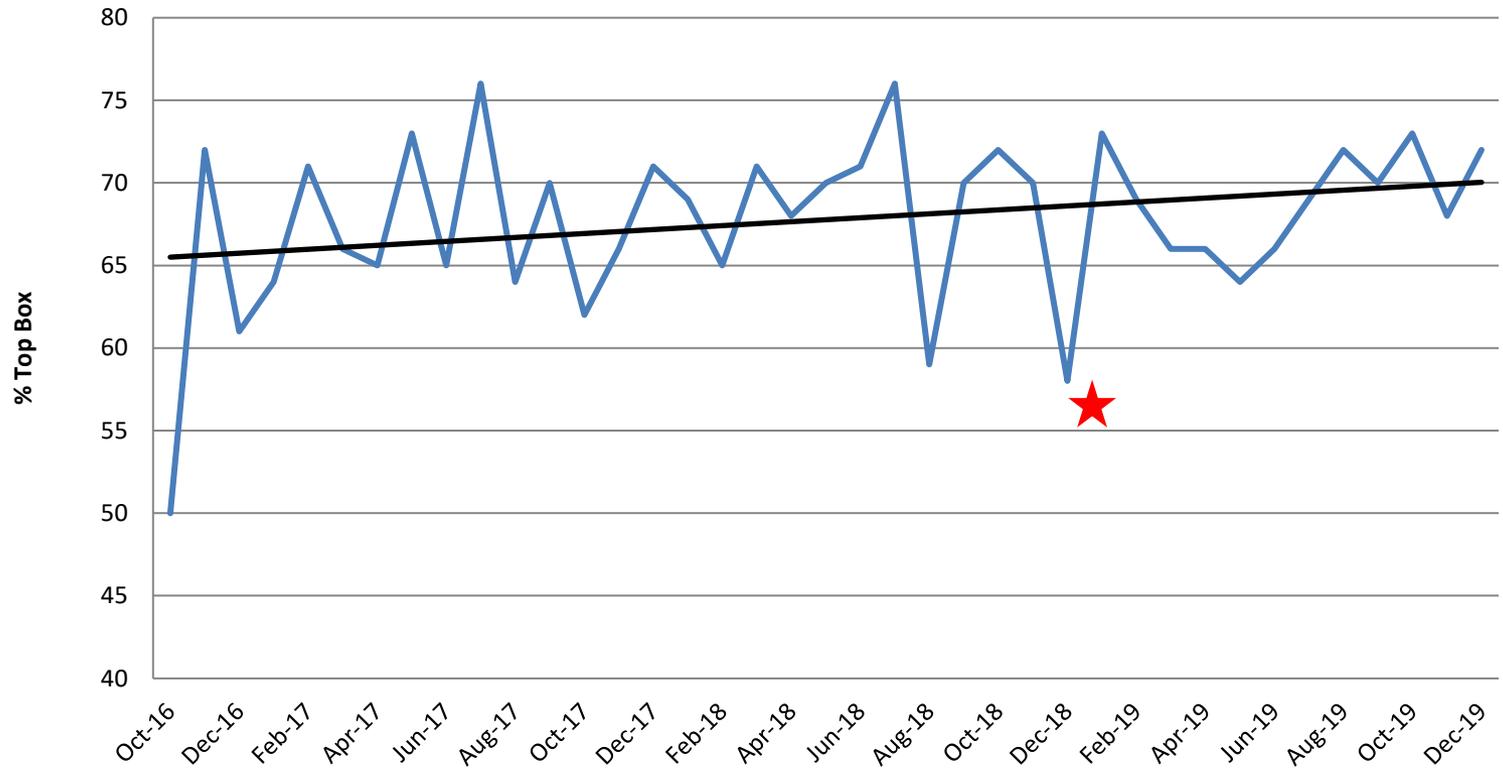
Did You Remember the 5 P's?

- Pain
- Potty
- Position
- Possessions
- Prevent Falls

- 3 Lastly, what is it NOT?**
Quickly going in and saying:

- "How are you? Do you need anything?"
- "I'm just here to take your vitals"
- "I'm just here for your medications"

PHR Effectiveness



	Oc-16	No-16	De-16	Ja-17	Fe-17	M-17	Apr-17	M-17	Ju-17	Jul-17	Au-17	Se-17	Oc-17	No-17	De-17	Ja-18	Fe-18	M-18	Apr-18	M-18	Ju-18	Jul-18	Au-18	Se-18	Oc-18	No-18	De-18	Ja-19	Fe-19	M-19	Apr-19	M-19	Ju-19	Jul-19	Au-19	Se-19	Oc-19	No-19	De-19
Series1	50	72	61	64	71	66	65	73	65	76	64	70	62	66	71	69	65	71	68	70	71	76	59	70	72	70	58	73	69	66	66	64	66	69	72	70	73	68	72

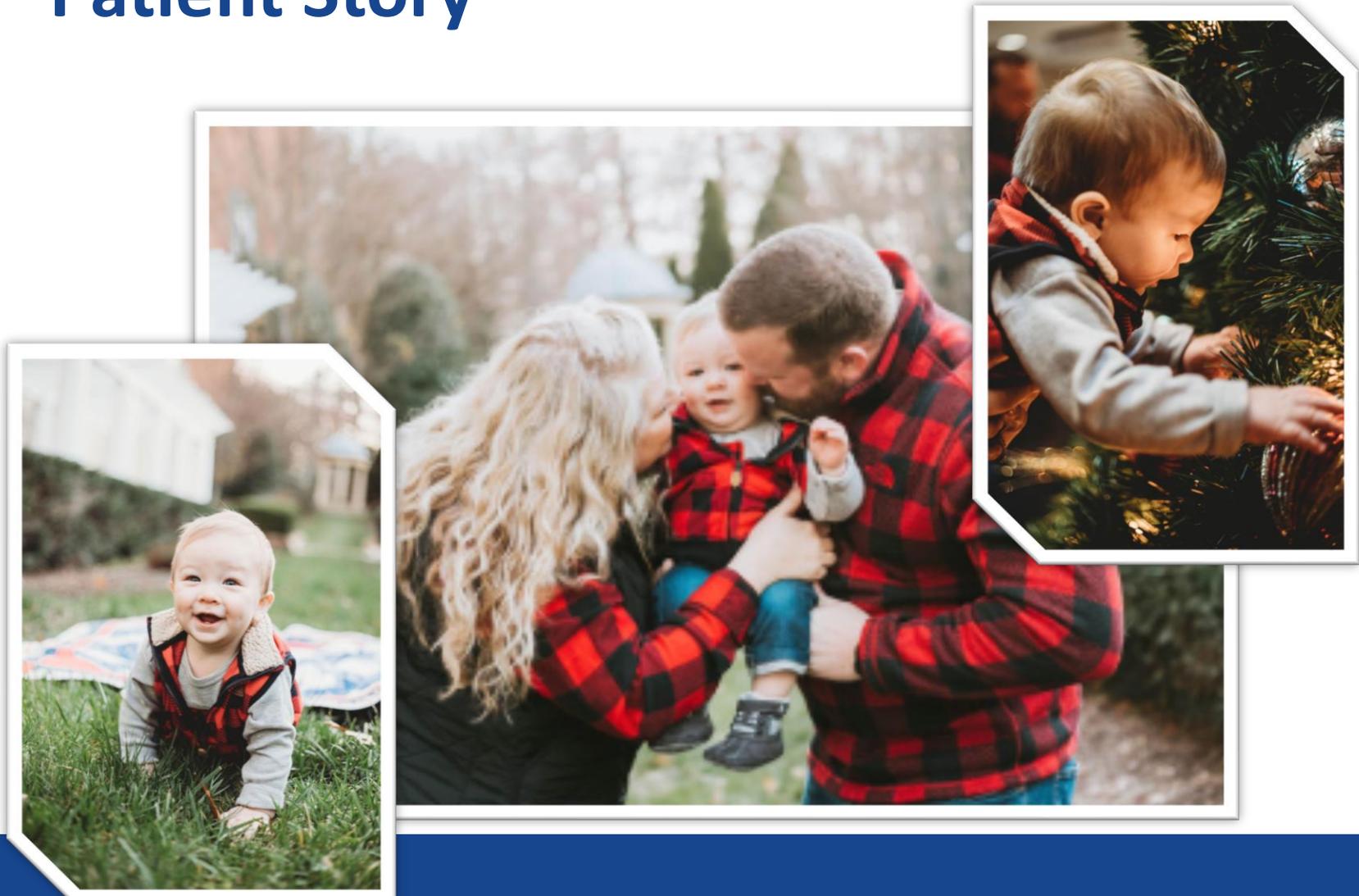
 Indicates launch of PHR refresh

Patient Family Advisory Council

2020 Revamp!

2019 Highlights	2020 Goals
<ul style="list-style-type: none">• Redesigned inpatient & ED Patient Care Boards• Food & Nutrition• Leader Rounding Table Tents• ED Projects• Bedside Table Decision Process• Patient Handbook Review• Unit GEMBA walks	<ul style="list-style-type: none">• Call Bell Responsiveness• Trauma Informed Care• Empathy Training• Serve as Voice of the Patient for improvement projects and initiatives

Patient Story



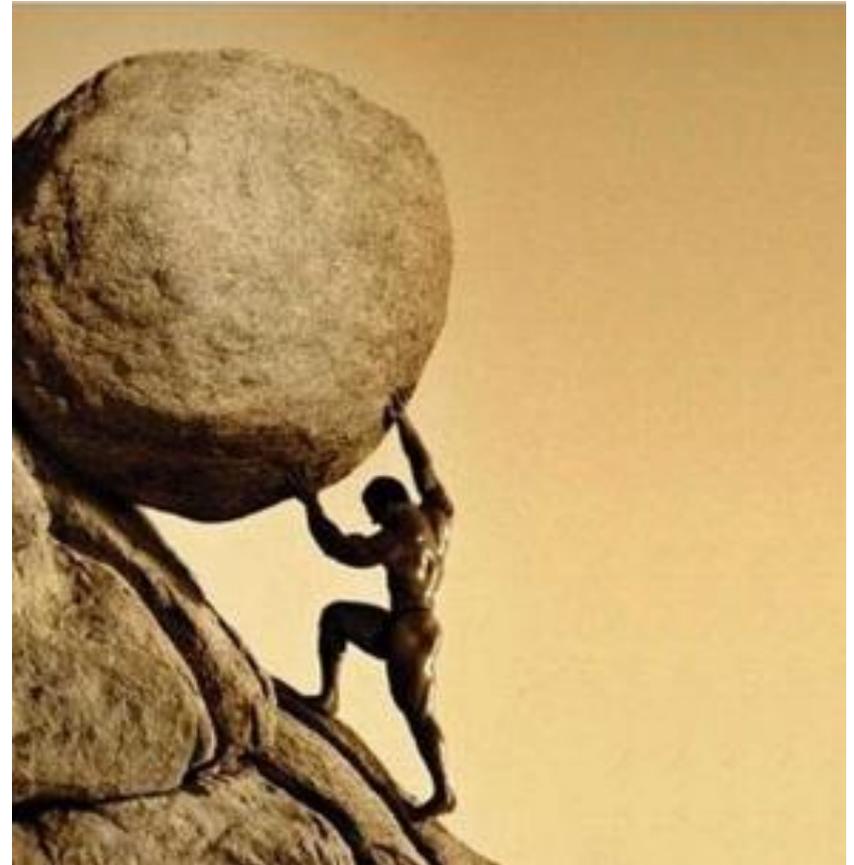
Thank you

“And most importantly, no matter how much we lose in our quest, we must never back down till we fulfill our potential.

Embrace the rock. Be persistent.
Work hard. Never give up.

And be thankful for the journey”

Chhavi Kumar



Polling Questions and Discussion



Carrie Brady

VHHA Patient Experience and
HCAHPS Advisor

2020 Year of Patient Experience



Leadership



Patient and
Family
Engagement



Staff
Engagement



Effective Use of
Data

Grounded in Four Essential Foundations for Success

Polling Question #1

- In your organization, which leaders routinely round on patients?
 - None (Our leaders do not routinely round on patients)
 - Clinical leaders
 - Non-clinical leaders
 - Both (clinical and non-clinical leaders)

Polling Question #2

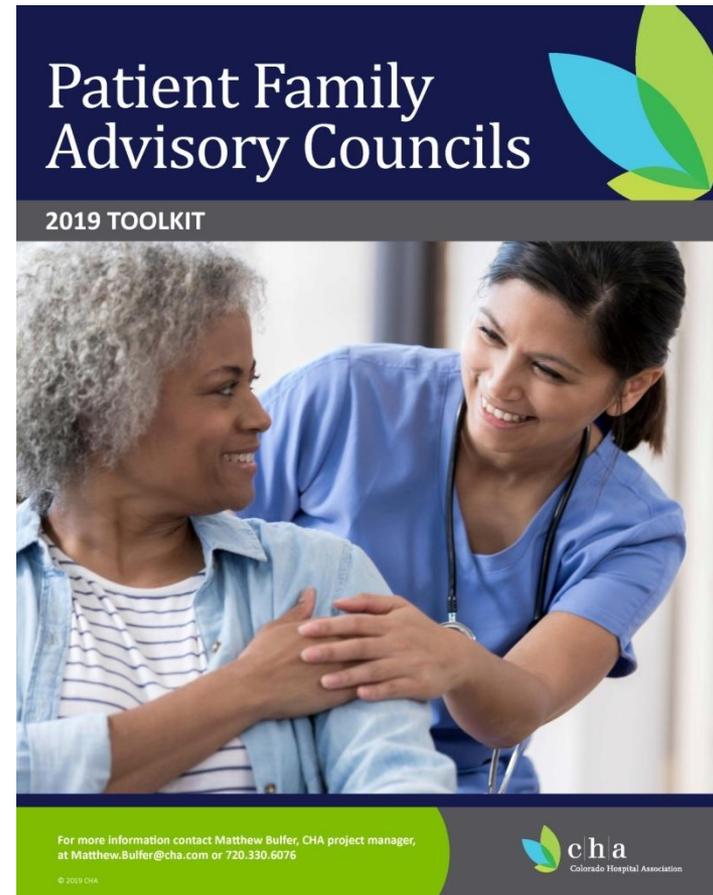
- If you have a leader rounding program in place, to what degree are the rounding conversations structured?
 - No specific structure for the conversation
 - Structured process, without specific questions
 - Specific questions

Leader Rounding Information Request

- If you have a leader rounding process that is working well, please provide the following information to VHHA (asegres@vhha.com)
 - Your leader rounding tools, including specific questions/processes
 - The reporting format you use for tracking and sharing information gathered during leader rounding
- The information shared will be compiled into a statewide report disseminated to all attendees

Seeking Volunteers for PFAC Guide

- VHHA adapting a guide developed by the Colorado Hospital Association synthesizing national best practices
- Will customize to VA, add member best practices
- Please contact VHHA to participate
(asegres@vhha.com)





Upcoming Webinars

Date/Time: Featured Presenter:

- | | |
|-------------------------------|--|
| March 26
11:00 a.m. | Nancy Littlefield
CNO, Riverside Health System
Newport News, Virginia |
| April 23
10:00 a.m. | Mary Mannix and Crystal Farmer
CEO and CNO, Augusta Health
Fishersville, Virginia |
| May 28
10:00 a.m. | Bush Bell
Patient Experience Officer, UVA Health System
Charlottesville, Virginia |



Thank you!!

