

Improving Patient Experience in Virginia Hospitals and Health Systems



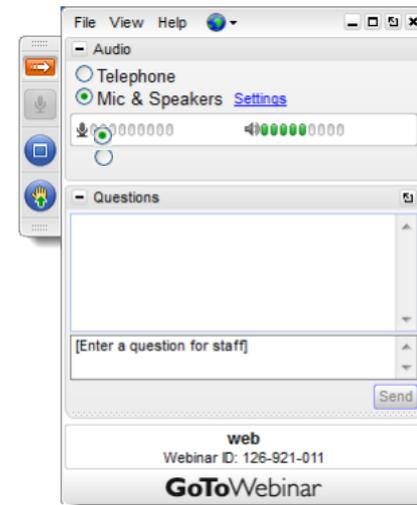
***Thursday, May 28, 2020
12:00 p.m. – 12:45 p.m.***



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) Care Partners and Impact of COVID-19 – University of Virginia Health System

-Bush Bell, Patient Experience Officer and Lori Mays, Patient & Family Education Coordinator

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. *Review the UVA Health System's Care Partner Program*
2. *Discuss the impact of COVID-19 on the patient's experience of care*
3. *Solicit input and feedback from Virginia hospitals regarding patient experience improvement efforts, including impact of COVID-19 on those efforts.*



Bush Bell, MBA, CPXP
Patient Experience Officer
UVA Health System



Lori Mays, MSN, RN
Patient & Family Education Coordinator
UVA Health System



Care Partners and Impact of COVID-19
May 28, 2020

What is the objective?

- Incorporate the family as part of the care team
- Ensure HIPAA compliance when providing patient updates to visitors on the unit and over the phone

Who can be a care partner?

- One or two adults (18 years of age or older), identified by the patient or surrogate decision maker, who actively support the patient's wellbeing in the hospital
- May or may not be a legal decision maker/surrogate
- Cannot be ill
- Must be able to care for own needs and supplies

What is the role of the Care Partner?

- Receives medical information about the patient to share with family/friends
- An active participant of the care team
- May help with patient care
- One Care Partner may be at the bedside overnight

How is a Care Partner identified?

- Must wear the appropriate armband at all times (a Visitor Pass is not needed, if the armband is present)
- On phone, states four digit security code

What are the Supporting Resources?

Staff

- Medical Center Policy and Nursing Clinical Policy
- Standard work

Patients & Visitors

- Handout given to identified Care Partner(s)
- Information on UVAhealth.com

Care Partners in the Time of COVID-19

In the time of COVID-19

- Designated Visitors by exception only
 - End of Life, parents of pediatric patients, L&D, special needs and long LOS
 - Care Partners may or may not be a Designated Visitor
- Restrictions impact ability for friends and family to participate and support inpatients
- Many patients have their own devices but some don't
- Some patients don't have the capacity or capability to use own device

For patients and family members with their own devices



Keeping Families and Friends Close With Technology

We understand seeing loved ones while in the hospital is important to your well-being. To help prevent the spread of the coronavirus (COVID-19), UVA Health has visitor restrictions in place. But that doesn't mean you can't connect. Use these free and easy ways to communicate with family and friends by video, voice or text on your personal device*.



Use Your Phone, Tablet or Computer for a Virtual Visit

Step 1 – Find an App for That

If your device has a camera, it may already have an app installed that you can use.



You and the person you are trying to connect with must use the same app. Duo is already installed on Android devices and can be downloaded and used on Apple devices. FaceTime is installed on and can only be used on Apple devices.

If your personal device has a camera but does not have FaceTime or Google Duo, you can download one of these apps to connect by video, voice or text. Download in the Google Play or Apple App Store or by visiting these websites.



Step 2 – Connect to uvahealth-guest Wi-Fi

- Make sure your Wi-Fi is on.
- Join the uvahealth-guest network.
- Go to uvahealth.com in your web browser.
- Accept the terms and conditions to log in.
- If you see the message, "Cannot verify server identity," click "cancel" and type uvahealth.com in the address bar.

Step 3 – Video Chat, Call or Text Your Loved Ones

If you plan to use video chat, it is best to connect to Wi-Fi. See step 2.

Using FaceTime

- Tap to open
- If the person's phone number or email address is saved in your contacts:
 - Tap the plus button.
 - Start typing the person's name.
 - Select the name when it pops up.
- If the person's contact information isn't in your contacts:
 - Tap the plus button.
 - Type the person's phone number or email address.
 - Tap the return button.
- When your contact(s) are in the "To:" field, tap for a voice-only call or to video chat.

Using Google Duo

- Tap to open
- Tap "search contacts or dial."
- If the person's phone number or email address is saved in your contacts:
 - Begin typing the person's name.
 - Select the name when it pops up.
- If the person's contact information is not stored in your contacts:
 - Type their phone number or email address.
 - Click the phone number below.
 - Select voice, video or message.
- If your only option is to "invite," the person you are trying to connect with does not have the Google Duo app installed.

*If you do not have a smartphone, tablet or computer, you can use your in-room phone to talk loved ones. Your loved ones can call 434.982.1100 to be connected to you.

For patients who don't have their own devices

Issues To Consider

- HIPAA
- Ease of use for all
- Works on multiple devices – phones, tablets and computers

For patients who don't have their own devices

Issued 2 iPads per unit with Apps

- OpenTextingOnline.com
- Skype
- WebEx
- CyraCom (Language Services)
- Patient Education Video Library

Examples of use

- Allow families to virtually visit with patients
- Hold family meetings with healthcare providers
- Connect patients to remote clinicians, such as social workers

Supporting Resources

Virtual Family Visit/Meeting Guide for Unit iPads

- Process for Staff
- Resource for family members

Call Center support for families

Contact Information



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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: Care Partners

- Do you have a formal care partner program?
 - Yes
 - No

Polling Question #2: Visitors

- Which statement best describes your organization's current visitor policy:
 - No visitors except by special permission given on a case by case basis
 - Defined guidelines permitting visitors for certain categories of patients (e.g. end of life, pediatrics, labor/delivery partner, etc.)
 - Visitors permitted for all inpatients other than patients with COVID-19 or PUI

Polling Question #3: Visitor Screening

- Do you screen visitors?
 - Yes, by asking about symptoms only
 - Yes, by taking temperature only
 - Yes, by doing both (discussion of symptoms and taking temperature)
 - No screening
 - Other

Polling Question #4: Outpatient Visitors

- Which statement best describes your organization's current approach to visitors accompanying patients to outpatient appointments?
 - All outpatients may bring someone to the visit
 - Permitted for defined categories of patients
 - Permission may be granted on a case by case basis
 - No outpatient visitors are permitted

Polling Question #5: HCAHPS

- How has the pandemic affected your hospitals' HCAHPS performance?
 - Performance improved
 - Performance declined
 - No significant change

COVID-19 Opportunities

- Engage patient/family advisors in defining the new normal
 - Making patients feel safe
 - Fostering family engagement
- Preserve staff engagement and support
 - Determining what works best in a crisis
 - Identifying practices that should become standard
- VHHA support for identifying member innovations



Upcoming Webinars

Date/Time: Featured Presenter:

- | | |
|--------------------------------|--|
| June 25
12:00 noon | Nancy Littlefield
CNO, Riverside Health System
Newport News, Virginia |
| July 23
10:00 a.m. | Mary Mannix and Crystal Farmer
CEO and CNO, Augusta Health
Fishersville, Virginia |
| August 27
10:00 a.m. | Nathan Cunningham
Manager- Patient Experience & Department
of Patient Centered Services, VCU Health
Richmond, Virginia |



Thank you!!

