

Patient Experience Update

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Patient Experience

Process Overview

Steps	Status
Brainstorm potential root causes for each HCAHPS question	Complete
Analyze HCAHPS data using statistical methods to determine correlation and driver questions for key metrics	Complete (Ongoing)
Measure: Daily patient Care Rounds with the proxy HCAHPS questions to get real-time feedback	In progress
Manage to the measure: Daily visual management chart ("scoreboard") posted for all staff. Coach staff in using the daily chart and patient feedback. Celebrate successes.	In progress
Make it easy for staff to improve the patient experience: Focus on root causes and engage staff to identify opportunities for improvement. Empower staff to pilot ideas safely.	In progress

Key Activities

- Leadership Retreat with Pilot Consulting, Part 1
- MedAssets engaged
- Root Cause Analysis using patient feedback from HCAHPS survey
- Vocera Care Rounds
 - Nursing Leadership team
 - Environmental Services
 - Nursing staff

Key Activities

- Upcoming events:
 - Physician Meetings
 - Certified Nursing Assistant Workshop
 - Leadership Retreat with Pilot Consulting, Part 2
 - Employee Forums
- Partner with existing work streams:
 - Patient Throughput
 - User Experience Project
 - Project RED/Discharge phone calls
 - Meaningful Use and Patient Education