

Standardize Safety & Quality: Enculturation of Evidence Based "Bundles" into daily practice to improve patient outcomes

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PURPOSE

To assist with the enculturation of safety and quality behaviors through the creation and adoption of evidence-based bundles; providing staff with readily available references ensuring standardization of daily patient care.

SIGNIFICANCE

Creating a "WOW" Patient Experience is essential in reducing harm, improving care, and providing positive patient, family, and staff satisfaction.

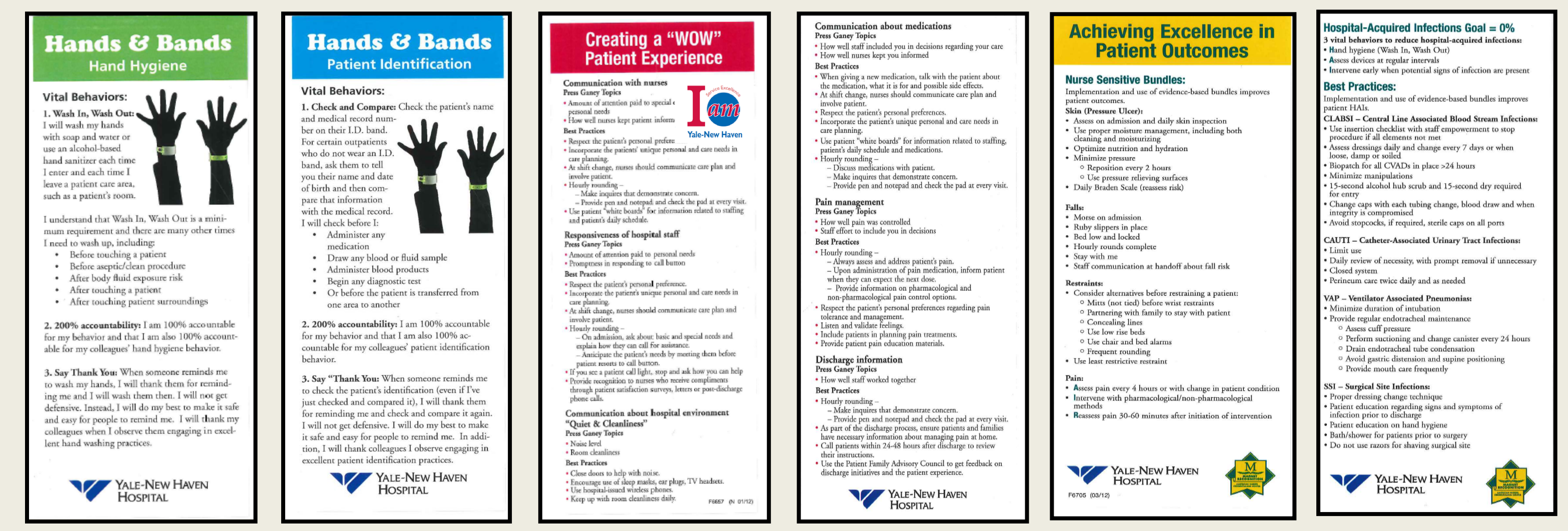
Engagement of the healthcare team and inclusion of bedside staff creates partnerships and accountability for both compliance and evidence-based improvements and best practices.

STRATEGY

Quick reference bundle cards, "Slim Jims" were created for four patient focused initiatives:

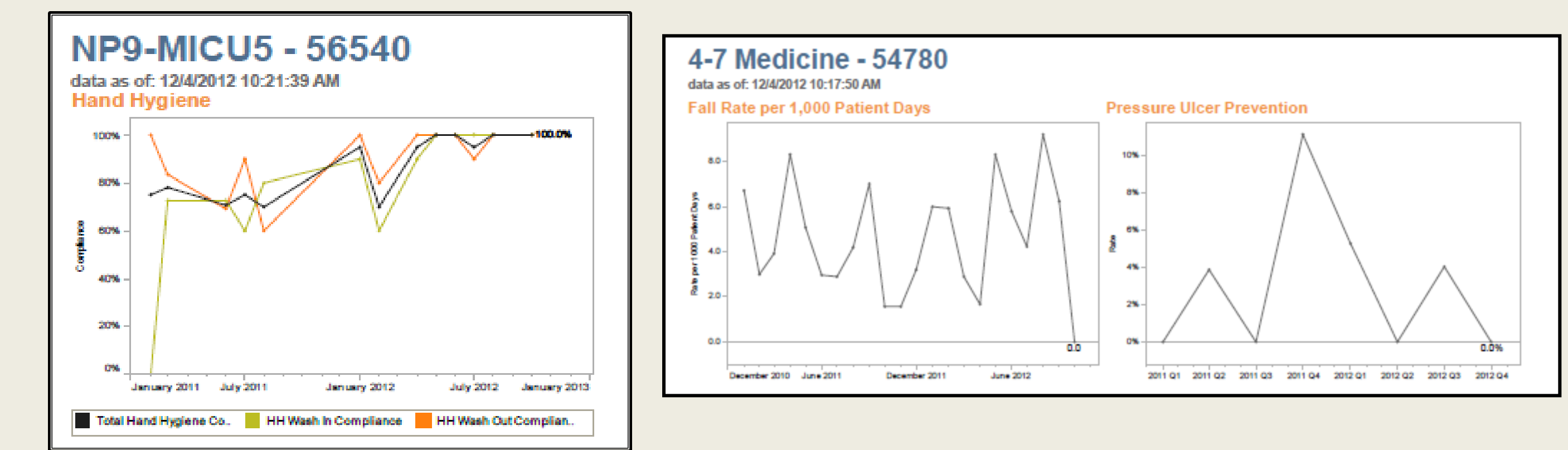
- Hand Hygiene
- Patient Identification
- Creating a "WOW" Patient Experience
- Achieving Excellence in Patient Outcomes "Nurse-sensitive Metrics" "Hospital Acquired Infections/Best Practices"

IMPLEMENTATION



EVALUATION

Through Nursing leadership rounding on units and discussions with direct care staff, nurses and other bedside caregivers understand and articulate their impact in trending, and how consistent use of references provides confidence in achieving positive outcomes.



Hand Hygiene and Patient Identification "Hands & Bands" bundles were put into practice simultaneously through interdisciplinary participation and three vital behaviors including 200% accountability and recognition for compliance.

Service Excellence bundle centered on "Best Practices" related to HCAHPS specifically in the areas of Nursing for the following categories:

- Nurse Communication
- Nurse Responsiveness
- Hospital environment
- Nurse addressed pain
- Nurse provided discharge information.

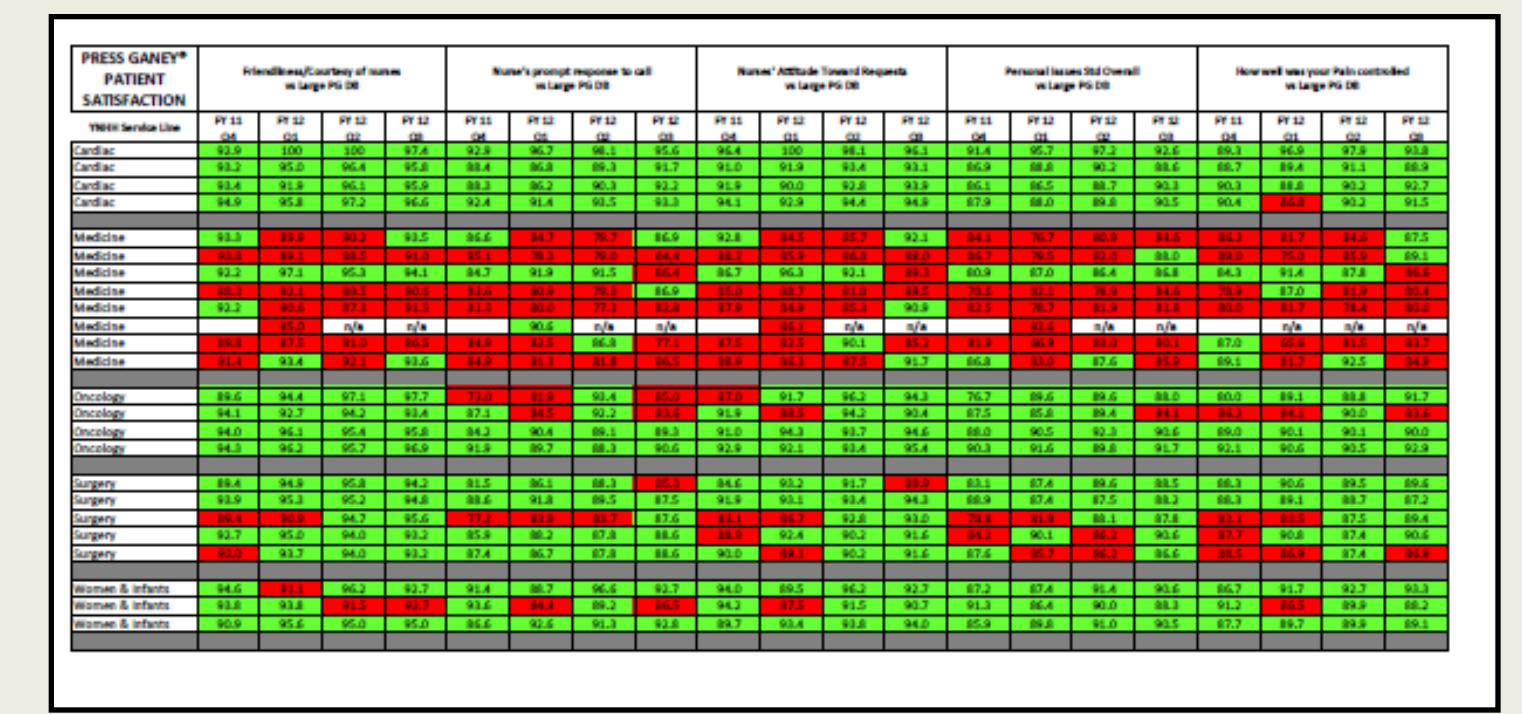
Patient Outcomes bundle included Nurse-sensitive metrics and hospital acquired infection bundles.

- Large pocket sized Slim Jim cards were immediately adopted providing a easy reference to allow enculturation into daily practice.
- Introduction of "Slim Jim" material took place at a variety of venues and at all levels of nursing leadership.
- Processes were configured for use in both inpatient and outpatient areas as appropriate.
- Continuity was established for distribution, display, utilization, and access in all locations.

RESULTS

Staff engagement is evaluated with safety and quality focused questions on surveys.

HCAHPS Dimension	York St. (04/01/12-11/28/12)	Chapel St. (04/01/12-11/28/12)	Pooled (04/01/12-11/28/12)	2014 CMS Threshold	2014 CMS Benchmark (Mean of Top Decile)
Overall Hospital Rating	76%	67%	73%	67%	83%
Likelihood to Recommend	82%	71%	80%	N/A	N/A
Communication with Nurses	82%	78%	81%	76%	85%
Responsiveness of Staff	65%	62%	65%	62%	78%
Communication with Doctors	82%	79%	81%	80%	88%
Environment	60%	58%	59%	64%	78%
Quietness	71%	73%	71%	68%	78%
Pain Management	64%	59%	62%	60%	72%
Communication re: Medications	79%	72%	75%	60%	72%
Discharge Information	85%	83%	85%	83%	89%



IMPLICATIONS for PRACTICE

Through the creation and adoption of useful reference tools that incorporate evidence-based practice, staff are able to improve patient outcomes and reduce harm. Partnering with the interdisciplinary team for all initiatives increases awareness and decrease communication breakdown.

