



Yale-New Haven Hospital' York Street campus and associated ambulatory sites are Magnet-designated by the ANCC.

### **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"

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

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# **IMPLEMENTATION**

Hands & Bands Hand Hygiene	Hands & Bands Patient Identification	Creating a "WOW" Patient Experience	Communication about medications Press Ganey Topics • How well staff included you in decisions reg • How well nurses kept you informed Best Practices • When giving a new medication, talk with th
<text><text><text><text><text><list-item><list-item><list-item></list-item></list-item></list-item></text></text></text></text></text>	<section-header><section-header><text><text><list-item><list-item><list-item><list-item></list-item></list-item></list-item></list-item></text></text></section-header></section-header>	<ul> <li>Communication with nurses</li> <li>Press Gangy Topics</li> <li>Ansonat of attention paid to special a personal needs</li> <li>How well nurses kept patient inform</li> <li>Concernence the patient's personal prefere</li> <li>Incorporate the patient's unique personal and care needs in involve patient.</li> <li>Provide para and notepad and check the pad at every wisit.</li> <li>Honry trounding:</li> <li>Honry trounding:</li> <li>Houry trounding:</li> <li>Provide para and notepad and check the pad at every wisit.</li> <li>Use paraint's daily schedule.</li> <li>Make inquires that demonstrate concern.</li> <li>Provide paraint's daily schedule.</li> <li>Margent the atteint's personal preference.</li> <li>Proprint of attention paid to personal and care needs in care planning.</li> <li>At shift change, nurses should communicate care plan and involve patient's daily schedule.</li> <li>Make inquires that demonstrate concern.</li> <li>Provide para and notepad and check the pad at every wisit.</li> <li>Use paraint's daily schedule.</li> <li>Proprint of attention paid to personal needs.</li> <li>Promptices in responding to call button.</li> <li>Provide patient's personal preference.</li> <li>Attention of attention said to personal and care needs in care planning.</li> <li>Attention of attention said perference.</li> <li>Attention of attention said schedule hore patients in the personal and care needs in care planning.</li> <li>Attention of attention said perference.</li> <li>Attention conditions and schedule the patient shore personal and care needs in care planning.</li> <li>Attention of attention suite personal and care needs in care planning.</li> <li>Attention of attention suite personal preference.</li> <li>Attention conditions and the personal and care needs in care planning.</li> <li>Attention conditions at the personal preference.</li> <li>Attention conditions who year call for axistance.</li> <li>Attention plantent statisfaction surveys, letters or post-discharge phone calls.</li> <li>Communication about pho</li></ul>	<ul> <li>the medication, what it is for and possible si avoire parient.</li> <li>Respect the patient's unique personal an care planning.</li> <li>Use patient "white boards" for information patient's unique personal an care planning.</li> <li>Use patient "white boards" for information patient's daily schedule and medications.</li> <li>Houry rounding —</li> <li>Discuss medications with patient.</li> <li>Make inquires that demonstrate concert Provide pen and notepad and check the Patient's unique personal an care plannet.</li> <li>Make inquires that demonstrate concert Provide pen and notepad and check the Patient Provide pen and notepad and check the Patient Provide parient on plannet point of the patient's p</li></ul>

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.

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



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.



### questions on surveys.

YALE-NEW HAVEN	Performance											
HOSPITAL	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 (50 <sup>th</sup> Percentile)	2014 CMS Bench-mark (Mean of Top Decile)							
Overall Hospital Rating	75%	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 Cleanliness Quietness	60% 71% 49%	58% 73% 43%	<b>59%</b> 71% 48%	64%	78%							
Pain Management	73%	73%	73%	69%	78%							
Communication re: Meds Tell you what new med was for Staff describe med side effects	64% 78% 49%	58% 72% 45%	62% 77% 48%	60%	72%							
Discharge Information	86%	86%	86%	83%	89%							

# **IMPLICATIONS for PRACTICE**

Through the creation and adoption of useful reference tools that incorporate evidencebased 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.

### **EVALUATION**

# RESULTS

Staff engagement is evaluated with safety and quality focused

PRESS GANEY* PATIENT SATISFACTION Friendlines/Courtery of numer w large PG DB		-	Nume's prompt response to call w Large PG DB			Numer' Attitude Toward Requests witarge PS 08			Personal Issues Std Overall vs.Large PG DB				How well was your Pain controlled to Large PS DB							
YNHH Service Line	PT 11	PT 12	PT 12	PY 12	PY 11	PT 12	Pf 12	PT 12	PT 11	PT 12	PT 12	PT 12	FT 11	FF 12	PY 12	PT 12	FF 11	PT 12	PT 12	PT 12
lardiac lardiac	92.9	100	300	97.4	92.9	96.7	98.1	95.6	95.4	300	98.1	96.1	91.4	95.7	97.2	92.6	89.3	96.9	97.9	93.8
ardiac	93.2	95.0	96.4	95.8	88.4	96.8	89.3	91.7	91.0	91.9	93.4	93.5	86.9	88.8	90.2	88.6	88.7	89.4	91.1	68.9
lardiac	93.4	91.9	96.1	95.9	88.3	86.2	90.3	92.2	91.9	90.0	92.6	93.9	86.1	66.5	88.7	90.3	90.3	88.8	90.2	92.7
lardiac	94.9	95.8	97.2	96.6	92.4	91.4	93.5	93.3	94.1	92.9	94.4	94.9	87.9	0.88	89.8	90.5	90.4	86.8	90.2	91.5
dedicine .	91.3	89.9	91.2	91.5	96.6	84.7	20.7	86.9	92.8	84.5	45.7	92.1	94.1	26.2	80.9	84.6	86.3	81.7	84.6	87.5
Aedicine	93.9	89.1	88.5	91.0	15.1	28.3	79.0	64,4	11.2	95.9	66.8	11.0	96.7	79.5	60.0	88.0	89.0	75.0	85.9	89.1
Aedicine	92.2	97.1	95.3	94.1	84.7	91.9	91.5	86.4	96.7	96.3	92.1	89.3	80.9	67.0	86.4	96.8	84.3	91.4	87.8	35.5
fedicine	66.3	92.1	29.5	90.5	11.6	80.9	79.1	86.9	15.0	99.7	81.8	19.5	79.6	82.5	78.9	14.6	78.9	87.0	81.9	90.4
fedicine	92.2	90.6	87.3	91.5	81.3	80.0	77.2	82.8	87.9	84.9	85.3	90.9	82.5	78.7	81.9	81.8	93.0	\$1.7	78.4	90.0
tedicine		85.0	n/a	n/a		90.6	n/a	n/a		86.1	n/a	n/a		82.6	n/a	n/s		n/a	n/s	n/a
fedicine	\$9,9	17.5	91.0	66.5	\$4.9	\$2.5	86.8	77.1	\$7.5	82.5	90.1	85.2	81.9	66.9	61.0	80.1	87.0	65.5	81.5	83.7
fedicine	91.4	93.4	92.5	91.6	\$4.9	81.3	81.8	86.5	88.9	86.3	\$7.5	91.7	86.8	83.0	\$7.6	85.9	89.1	81.7	92.5	84.9
			97.1	97.7							96.2	94.3	76.7	89.6	89.6				88.8	
Incology	89.6 94.1	94.4	97.5	97.7	97.1	81.9	90.4	85.0	91.9	91.7	96.2	94.3	87.5	191.5 165.8	89.6	88.0	80.0	89.1	90.0	91.7
Incology	94.0	96.1	95.4	95.8	94.2	90.4	99.2	89.3	91.0	94.3	99.7	94.6	66.0	90.5	92.0	91.6	89.0	90.1	90.5	90.0
Discology	94.0	96.3	95.7	96.9	91.9	90.4	68.3	90.6	92.9	99.3	93.4	95.4	90.3	91.6	89.8	91.7	92.1	90.5	90.5	90.0
	11.3	76.2	10.7	10.5	11.0	87.7	108.13	10.0	10.1	74-8	14.4	500	Pica -	14.4	10.4	167	74.4	10.0		14.5
urgery	89.4	94.9	95.8	94.2	81.5	96.1	68.3	\$5.3	84.6	93.2	91.7	89.9	83.1	67.4	89.6	88.5	66.3	90.6	89.5	89.6
urgery	93.9	95.3	95.2	94.8	88.6	91.8	89.5	87.5	91.9	90.1	93.4	94.3	88.9	87.4	87.5	88.2	88.3	89.1	88.7	87.2
urgery	69.4	90.9	94.7	95.6	77.2	11.9	83.7	\$7.6	11.1	86.7	92.6	93.0	78.8	81.9	88.1	87.8	82.1	\$3.5	87.5	89.4
urgery	92.7	95.0	94.0	93.2	85.9	88.2	87.8	88.6	88.9	92.4	90.2	91.6	84.2	90.1	86.2	90.6	87.7	90.8	87.4	90.6
lurgery	93.0	93.7	94.0	91.2	87.4	86.7	87.8	88.6	90.0	89.1	90.2	91.6	87.6	85.7	86.2	86.6	22.5	86.9	87.4	85.9
Women & Infants	94.6	91.1	96.2	\$2.7	91.4	總.7	96.6	92.7	94.0	89.5	96.2	92.7	87.2	87.A	91.4	90.6	86.7	\$1.7	92.7	93.3
Vomen & Infants	93.8	93.8	91.5	92.7	93.6	84.4	89.2	86.5	94.2	87.5	91.5	90.7	91.3	86.4	90.0	88.3	91.2	\$6.5	89.9	88.2
Nomen & Infants	90.9	95.6	95.0	95.0	3.26	92.6	91.3	92.8	\$9.7	93.4	93.8	94.0	65.9	89.8	91.0	90.5	\$7.7	\$9.7	89.9	89.1

