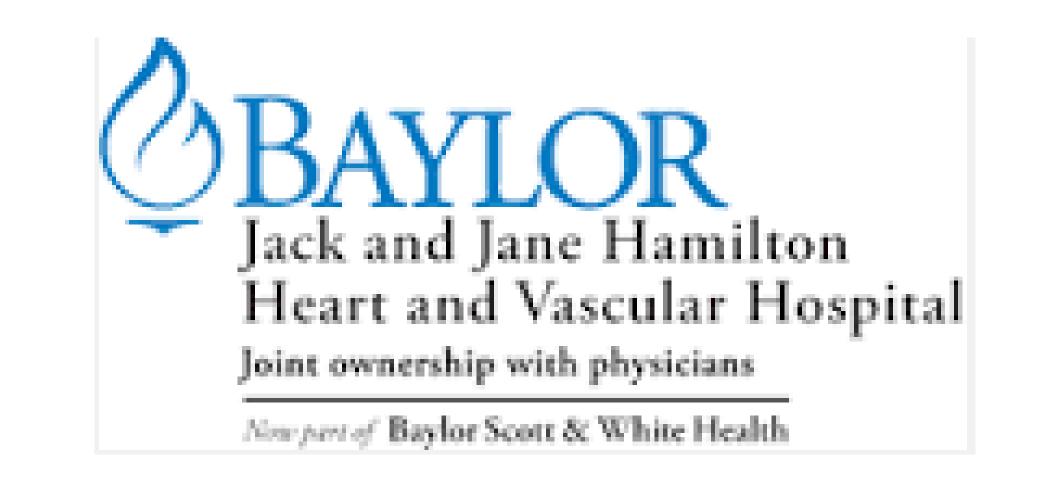




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Background

Due to value based reimbursement, the Press Ganey survey is an important measure of patient satisfaction within the hospital setting. Within a fast paced procedural hospital it can be difficult to ensure effective communication between staff and family members. The Safe Timely Effective Efficient Equitable Patient-Centered (STEEEP) process was used to focus on increasing Press Ganey scores related to communication ("information given to family" and "information about delays").

Aim Statement

The nurses and physicians involved in the peri/pre-op care of Ambulatory Care patients at Baylor Heart and Vascular Hospital will increase Press Ganey scores to the specific questions by March 1, 2014.

- Information given to family from 93.2%
 to 95.5% and
- Information about delays from 85.5% to 87.5%

Steps Taken

PLAN:

Identified issues during team meetings.

The team proposed solutions that impacted the process hospital-wide for updating the family.

DO:

Implementation was conducted through staff education with the support of the leadership team.

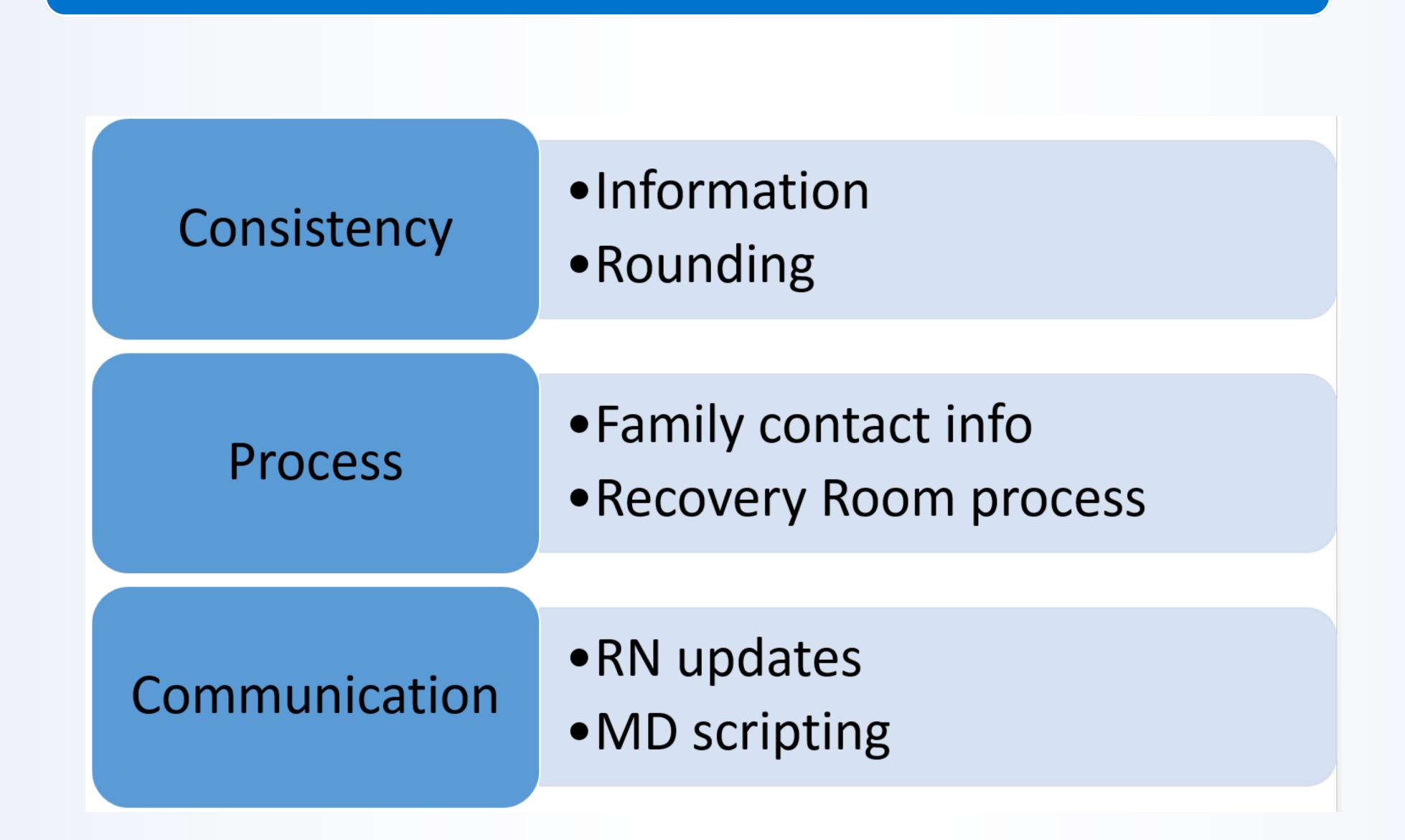
CHECK:

The results (Press Ganey survey) were continuously reviewed. In addition, audits were conducted to affirm staff members adherence to the new process.

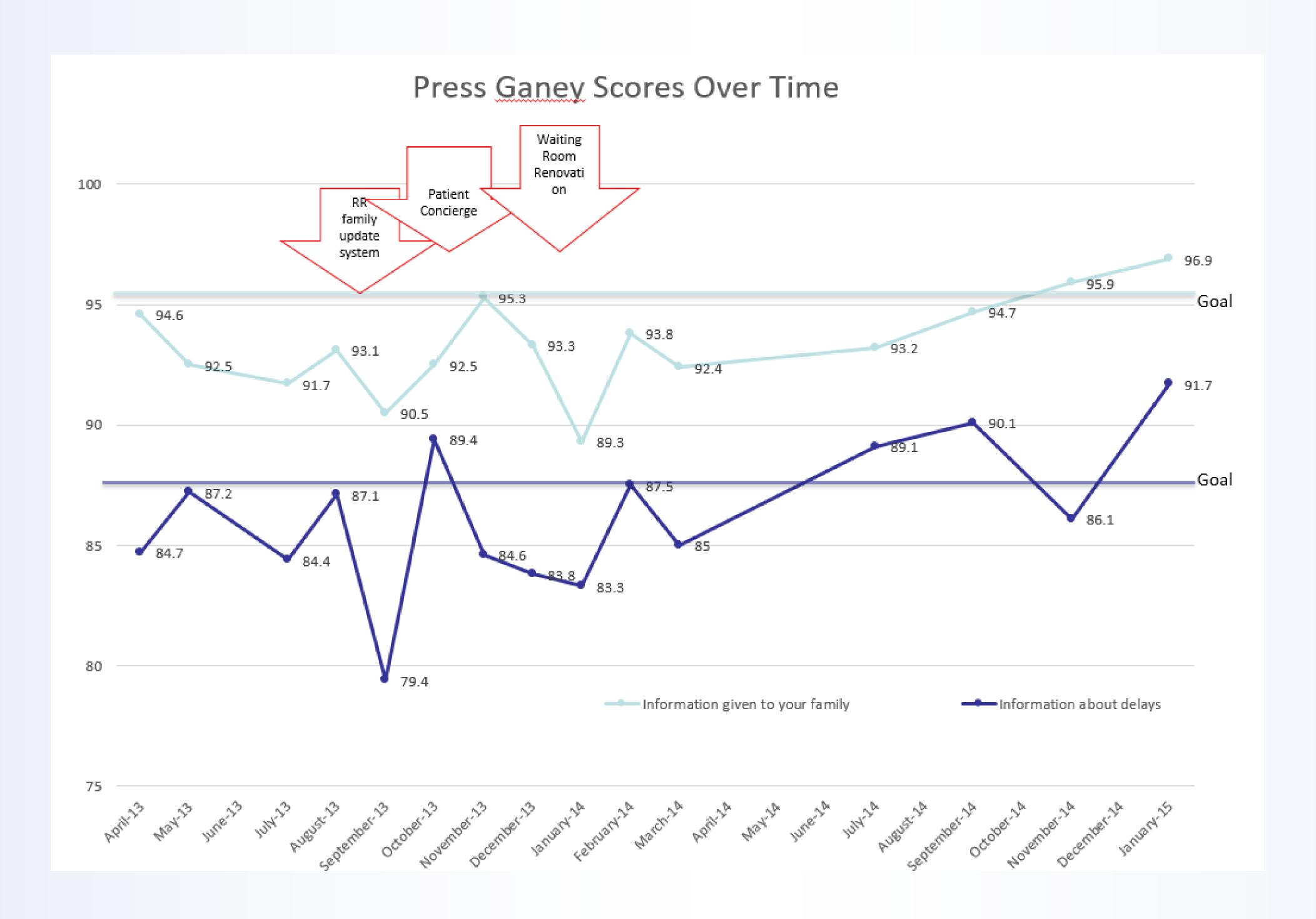
ACT:

Kick off was August of 2013.

Areas of Focus



Results



Outcomes

- Initially, the goals were not met. However, by January of 2015, outcomes for both 'information given to family' and 'information about delays' were met.
- Volunteers were added to both waiting areas to facilitate communication between the multidisclipinary team and family members.

Lessons Learned

- Change is slower than one would anticipate.
- Involving key stakeholders is key, including physicians.
- As patient volume increases, additional changes are made to the process. Improvements never stop!
- In the future, an technological system for family updates will be examined.

Contact Information

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About Baylor Heart & Vascular Hospital

Baylor Jack and Jane Hamilton Heart and Vascular Hospital is the first North Texas hospital dedicated solely to the care and treatment of patients with cardiovascular diseases and related conditions. As part of the Baylor Health Care System, Baylor Hamilton Heart and Vascular Hospital strives to provide the highest quality and safety in the delivery of patient care.

