

# Recipe for Success:

## Beth Israel Petrie Customer Service Project

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# Pre-heating the Oven:

## Project outline

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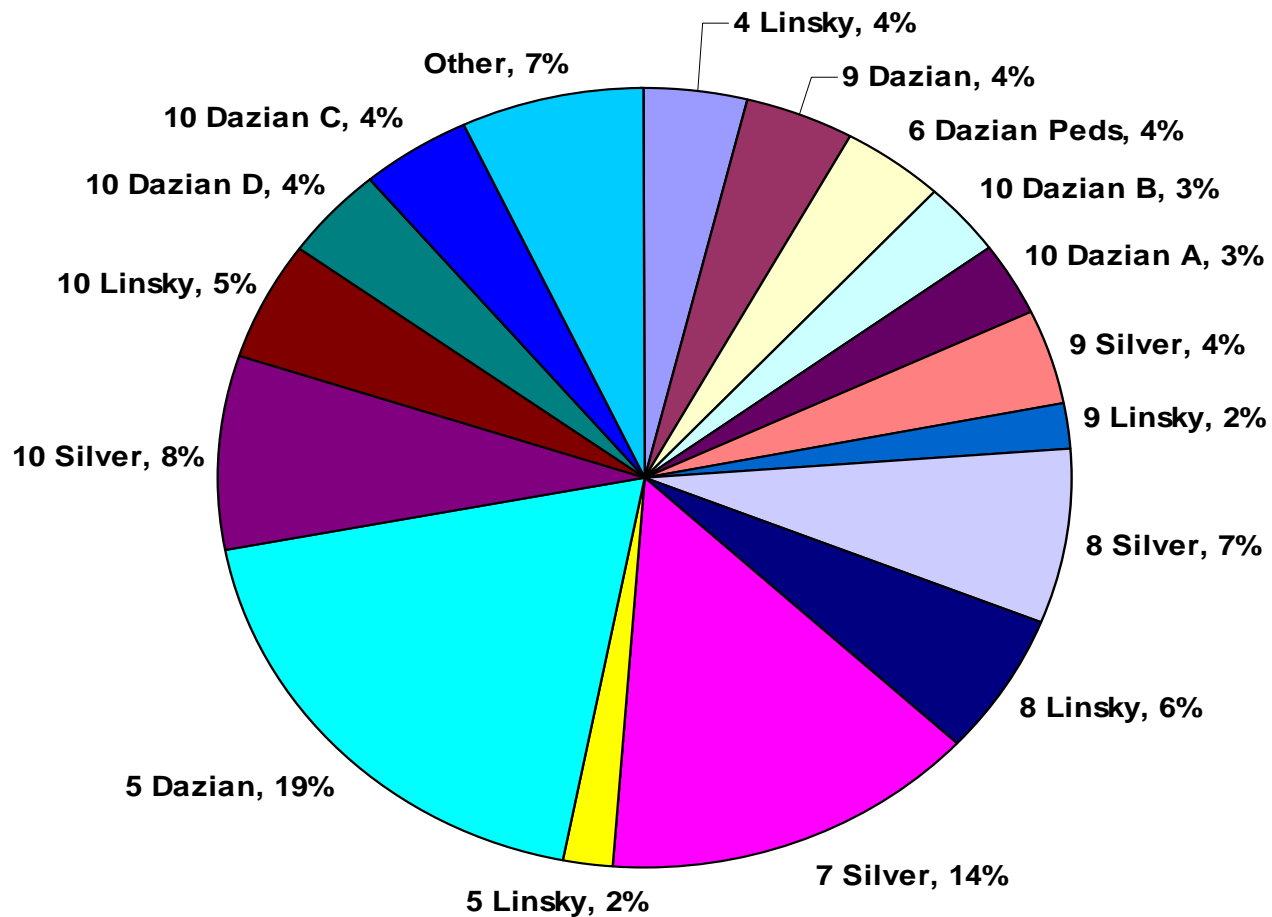
- Education in HCAHPS and Studer Customer Service Best Practices
- Trainings for staff on 3 of the large nursing units based on responses to Press Ganey survey
- Departmental trainings
- Quality Coaches



# Measuring Cup:

## 2006 Unit Responses: Patient Satisfaction

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# Instructions:

## Project Execution

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- Weekly small group/individualized coaching on the unit
- Re-enforced visits by the Quality Coaches or nurse manager

# Ingredients:

## What was Needed

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- People
  - Nurse Managers
  - Nursing Directors
  - Department heads (Social work, transport, environmental, food service)
  - Project Coordinator
  - 1199 Leaders
  - Quality Coaches
- Best Practices
- Focused Trainings



# Quality Coaches/Peer Models

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- Trained as a Quality Coach or trained in Studer
- Re-enforced training lessons through coaching visits, modeling, or staff meetings
- Coaches include a social worker, PCA's, nurses & transporters





## Focused Trainings

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- Small Group sessions focusing on 3 areas
  - HCAHPS Education
  - White Boards
  - AIDET



# Understanding HCAHPS

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- Education in HCAHPS questions, pay for performance, HCAHPS implications, and how to read an HCAHPS report
- Staff members took HCAHPS survey as if they were a patient on their floor
- Results were compared against patient responses and the national average





# White Board Coaching

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- Discussed why white boards are a useful tool to move from “good to great”
- Developed “suggestion menu” to help focus priorities
- White Board rounds with trainer and coaches

# Utensils: Tools for success

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# White Board Suggestion Menu

Наши работники просят вас помочь нам узнать что бы сделало ваше пребывание в госпитале более чем удовлетворительным. Для этого мы очень хотим знать что для вас является самым важным. Узнав что для вас важно, мы напишем это на доске чтобы все работники госпиталя ВСЕГДА интересовались этим фактором при вхождении в больничную комнату. Пожалуйста выберите 3 пункта с листа или сообщите нам о вашем личном желании.

1. Моя медсестра/доктор должны называть меня по имени и фамилии.
2. Моя медсестра/доктор должны стучаться в дверь до того как они войдут в мою комнату.
3. Моя медсестра/доктор должны объяснить всё так чтобы я понял/а.
4. Моя медсестра должна помочь мне как только я нажму кнопку вызова.
5. Соблюдайте тишину рядом с моей комнатой в ночное время суток.
6. Работники госпиталя должны мне усиленно помогать бороться с болью.
7. Я хочу знать всё о своих лекарствах.
8. Я хочу чтобы работники меня внимательно слушали.
9. Моя комната и туалет должны быть вычищены часто.
10. Мои просьбы и пожелания должны быть удовлетворены быстро и с уважением к моей персоне.
11. Меня должны уповещать о спиритуальных услугах или визитах раввинов, священников, студентов капеллана.
12. Я хочу участвовать в решениях о моём лечении.
13. Моя семья должна быть информирована о всём связанным с моим лечением.
14. Мой доктор должен информировать меня о всём связанным с моим лечением.
15. Я должен знать о любых задержках или длительных периодах ожиданий.
16. Я хочу чтобы мне объяснили что происходит во время тестов и прочих лечебных процедур.
17. Мне должен быть предложен выбор еды.
18. Я хочу быть информирован о планах моей выписки из госпиталя чтобы иметь время к ней подготовиться.
19. Мне должны сообщить как я могу использовать услуги переводчика.
20. Мне должны дать детальные инструкции как мне заботиться о себе дома.

**Roth Israel**

Continuum Health Partners, Inc.

**Our staff is asking for your help to tell us what would make your stay excellent. We want to know what issues are most important to you. We will write them on the board for staff to ALWAYS address as they enter the room. Please choose 3 items from this list or tell us your own.**

*I would like:*

1. My nurse/doctor to call me by my first and last name
2. My nurse/doctor to knock before they enter my room
3. My nurse/doctor to explain things in a way I can understand
4. My nurse to help me as soon I need it after pressing the call button
5. The area around my room to be quiet at night
6. The hospital staff to do everything they can to help me with my pain
7. To know about any medications
8. The staff to listen carefully to me
9. My room and bathroom cleaned frequently
10. My concerns addressed quickly and respectfully
11. To be aware of spiritual services or visits from the rabbi, priests, or chaplain students
12. To be included in decisions about my treatment
13. To have my family kept informed
14. To have my doctor keep me informed
15. To be informed about delays or long wait times
16. Someone to explain about what will happen during tests and treatment
17. To have food options
18. To be informed about plans for my discharge so I can be prepared
19. To be provided with information for interpretive services
20. Detailed instructions for how to care for myself at home

# White Board Checklist

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<b>Knocked when entering. Introduced or reintroduced themselves to the patient and visitors</b>	<input checked="" type="checkbox"/>
<b>Made eye contact with the patient and visitors and spoke slowly and clearly to them</b>	<input checked="" type="checkbox"/>
<b>Asked if we were meeting each individual white board need</b>	<input checked="" type="checkbox"/>
<b>Brought in suggestion menus (if needed)</b>	<input checked="" type="checkbox"/>
<b>Wrote legibly and clearly. Avoided shorthand writing.</b>	<input checked="" type="checkbox"/>
<b>Add any new priorities that have been shared</b>	<input checked="" type="checkbox"/>
<b>Used key words- "very good" and "always"</b>	<input checked="" type="checkbox"/>
<b>Ended the conversation with "Is there anything else I can do for you?"</b>	<input checked="" type="checkbox"/>
<b>Made sure white boards were updated with the correct patient</b>	<input checked="" type="checkbox"/>
<b>Smiled!!!!!!</b>	<input checked="" type="checkbox"/>

# AIDET

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**Beth Israel**

**Continuum** Health Partners, Inc.

**“Very Good”  
customer service is:**

- A** Acknowledge  
Establish trust by demonstrating empathy
- I** Introduce  
Reduce anxiety by sharing with the patients the skill set and experience of those that will be touch them
- D** Duration  
Reduce anxiety by establishing time expectations
- E** Explanation  
Enlist patient in care plan
- T** Thank you  
Thanks the patient for trusting us and letting us care for them



# Challenges

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- Extremely busy units
- Resources for night staff
- Quality coaches schedules
- Physician participation
- Department participation

# Serve and Enjoy!

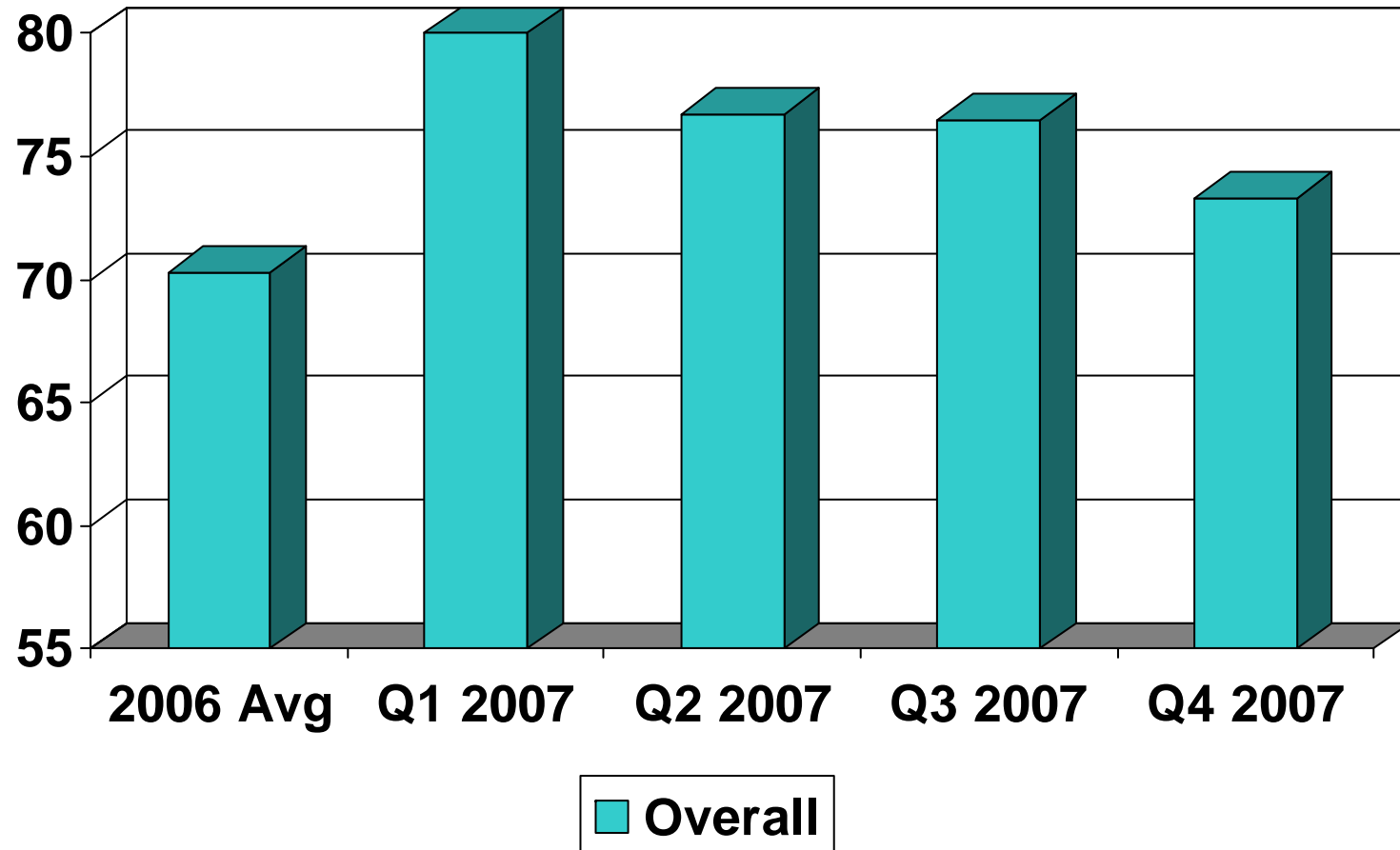
## The Outcomes

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# Outcomes- Medicine

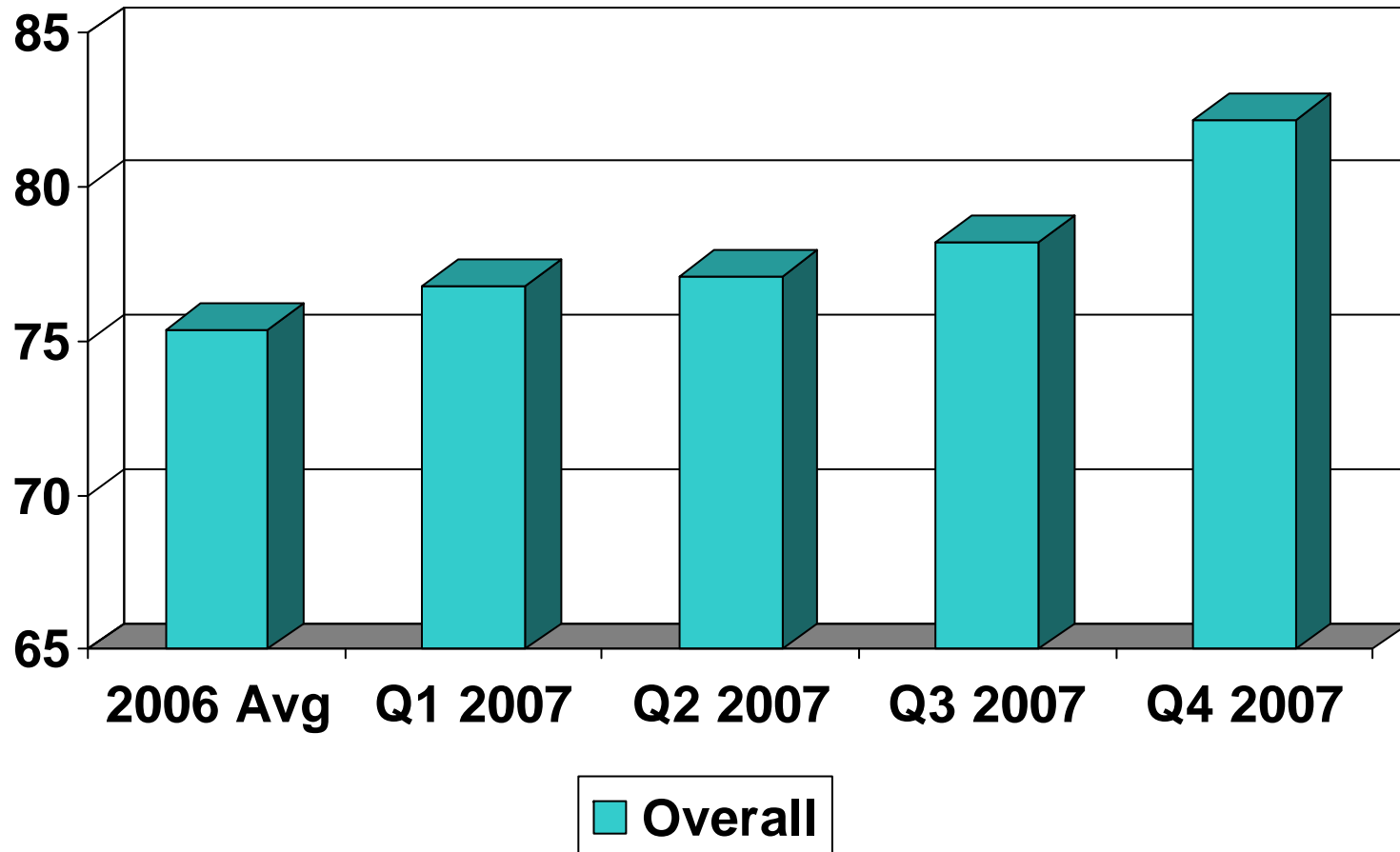
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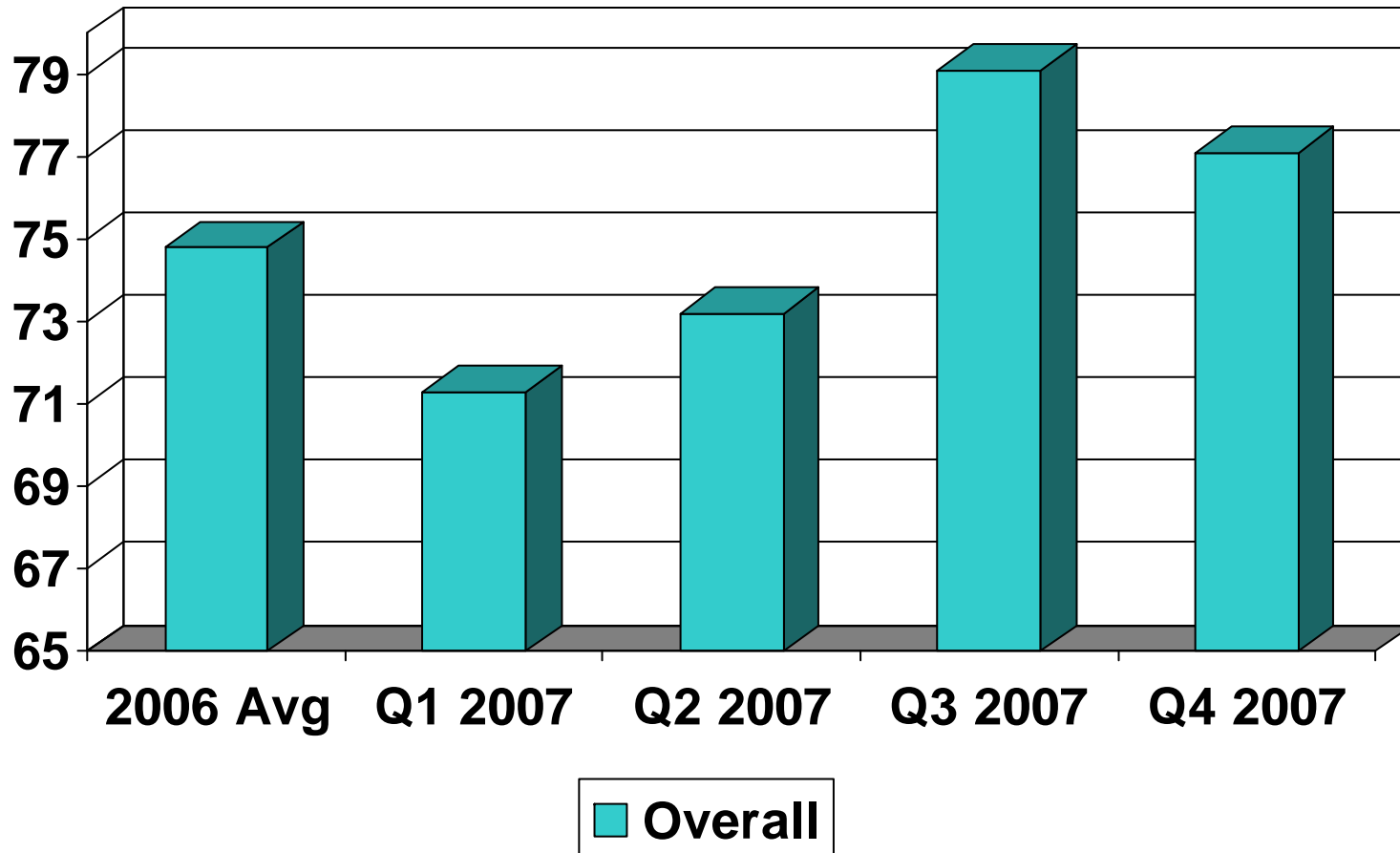
# Outcomes-Orthopedics

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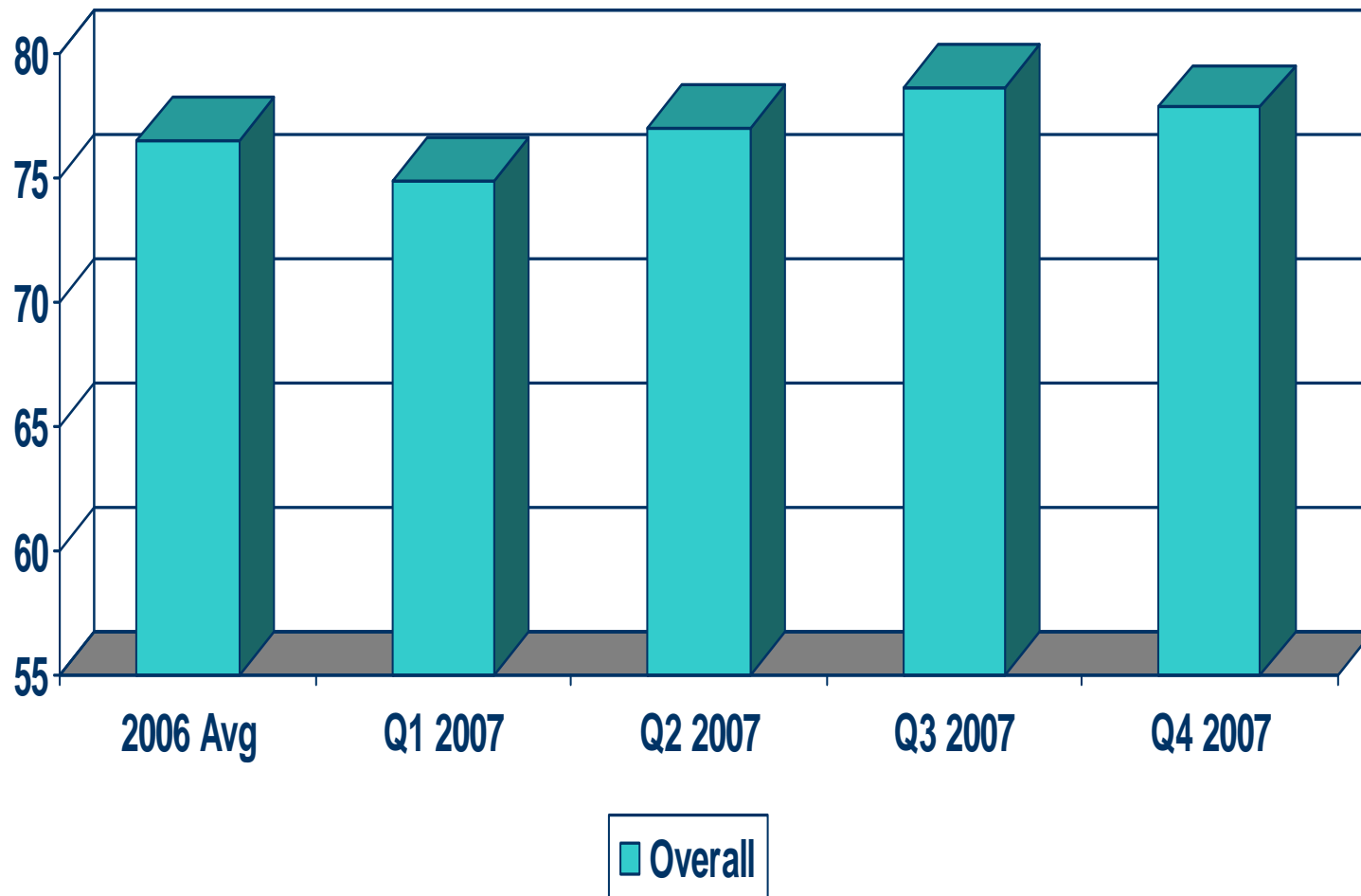
# Outcomes- Mother/Baby Unit

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# Outcomes- Beth Israel Medical Center

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# Side Dishes:

## Additional Outcomes

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- Education in scores
- Implementing Studer Principles
- Empowerment
- Accountability
- Team building
- Options for communication
- Service Recovery
- Educating other units/departments through Quality Coaches



## Kicking It Up a Notch: Next Steps

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- Discharge Phone Calls
- White Board Template
- Hardwiring Studer principles
- Hourly Rounding
- Implementing project best practices hospital wide
- “Sharing the Warmth” program

# White Board Template

Print



Continuum Health Partners, Inc.

Telephone: (\_\_\_\_) \_\_\_\_\_ Room #: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Thank you for choosing Beth Israel Medical Center**

Your Attending Physician is: \_\_\_\_\_

Your Resident is: \_\_\_\_\_ Intern: \_\_\_\_\_

Your Nurse Manager is: \_\_\_\_\_

Your Nurse is: \_\_\_\_\_

Your PCA is: \_\_\_\_\_ Your Housekeeper is: \_\_\_\_\_

Tell us how to make your hospital stay ALWAYS excellent for you:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

I would like interpretive services



# Sharing the Warmth

## Mother/Baby Unit

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- Staff buy-in and participation
- Implementing “Team Concept”
- Service Recovery – nurse manager demonstrated techniques by including staff as she rounded on patients
- Senior leader rounding
- Congratulatory letter to parents
- Add Lactation Consultant’s name to the White Board

# Our Team

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