

# **WELCOME TO *FOREST HILLS HOSPITAL***



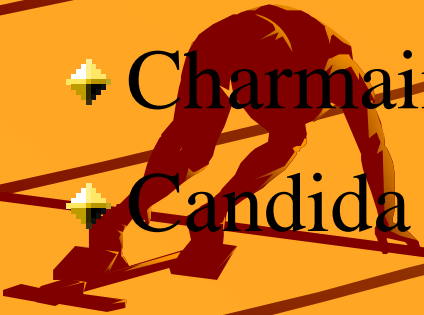
**6 SOUTH  
UNIT PRACTICE COUNCIL  
PRESENTS**

**Effective Communication**



# *Presenters/ Facilitators*

- ✦ Joyce Henry, RN (Dir, Med/Surg)
- ✦ Judith Persaud, RN (Site Facilitator)
- ✦ Charmaine Thomas, RN (Manager 6S)
- ✦ Candida Uy-Beriro, RN (Instructor)



## *Council Members*

Ilana Bangiyeva RN(Recorder)

Kamla Gurcharan PCA

Segundo Cardoso CSA

Melecia Edwards PCA (Chair)

Tameika Chance PCA (Co-Chair)

Charmine Thomas RN (Assistant Director)


# 10 Building Blocks of Service Excellence

APPENDIX K



# **PROBLEM**

**INEFFECTIVE COMMUNICATION  
AMONGST CAREGIVERS, PATIENTS,  
AND FAMILIES RESULT IN MISSED  
OPPORTUNITIES FOR  
IMPROVEMENT IN QUALITY OF  
CARE THAT MAY IMPACT PATIENT  
SAFETY AND PATIENT  
SATISFACTION.**



# **VALIDATION**

- ✦ **MULTIDISCIPLINARY ROUNDS**
- ✦ **SAFETY HUDDLE**
- ✦ **SITE VERIFICATION**
- ✦ **HANDS OFF REPORTING**
- ✦ **CALL BACKS**
- ✦ **PRESS GANEY REPORT – INDICATES  
A NEED FOR IMPROVEMENT IN  
COMMUNICATION BETWEEN  
CAREGIVERS AND PATIENTS.**

# **INEFFECTIVE EXCHANGE OF INFORMATION LEADS TO:**

- ✦ **DECREASE PATIENT SATISFACTION**
- ✦ **INEFFECTIVE PATIENT CARE**
- ✦ **DELAY IN TESTS & PROCEDURES**
- ✦ **INCREASE IN L.O.S (Length of Stay)**
- ✦ **INCREASE IN ERRORS**
- ✦ **INCREASE EXPENSE**
- ✦ **LOSS OF REVENUE**



# Press Ganey Report

Forest Hills Hospital

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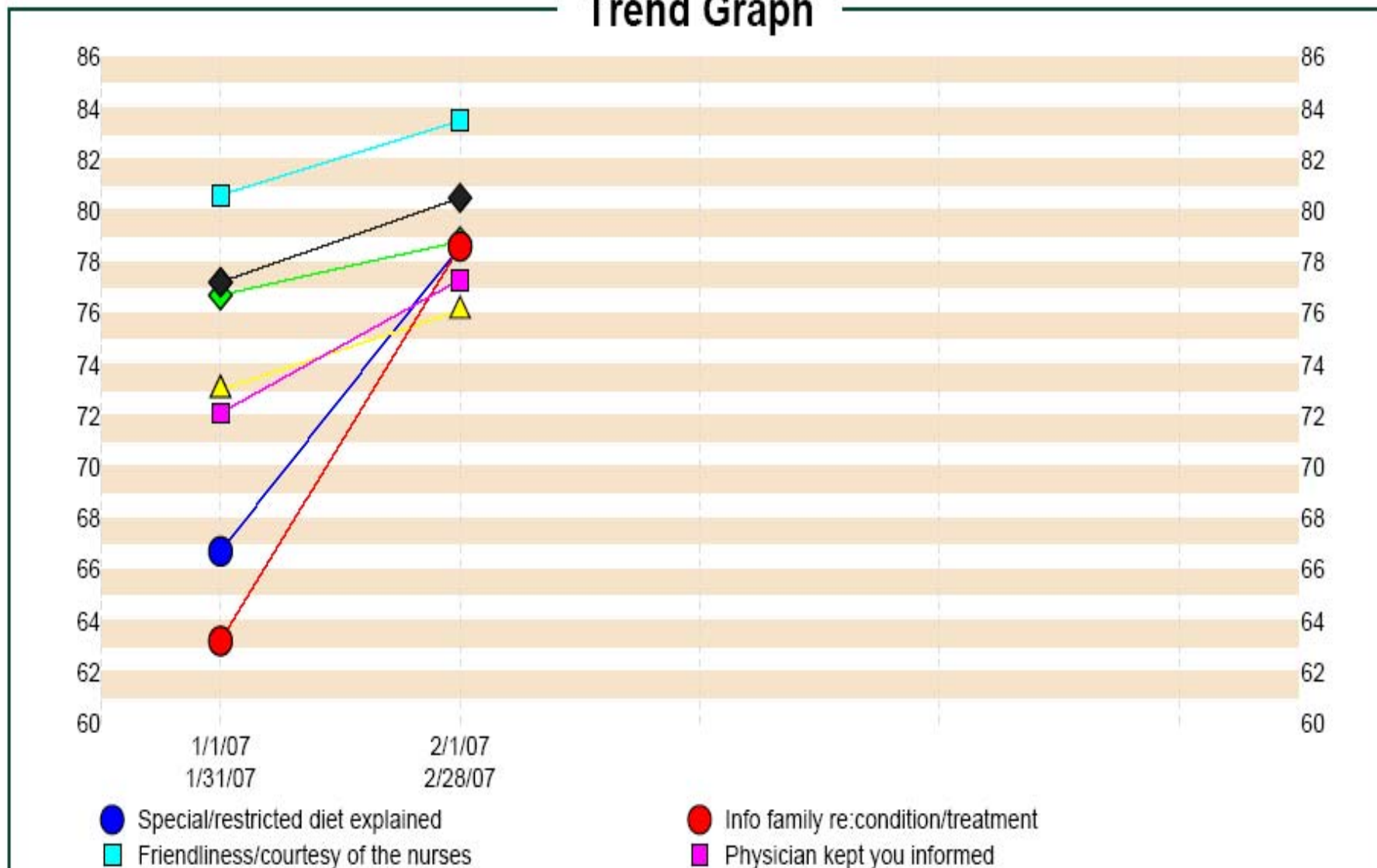
## INPATIENT REPORT

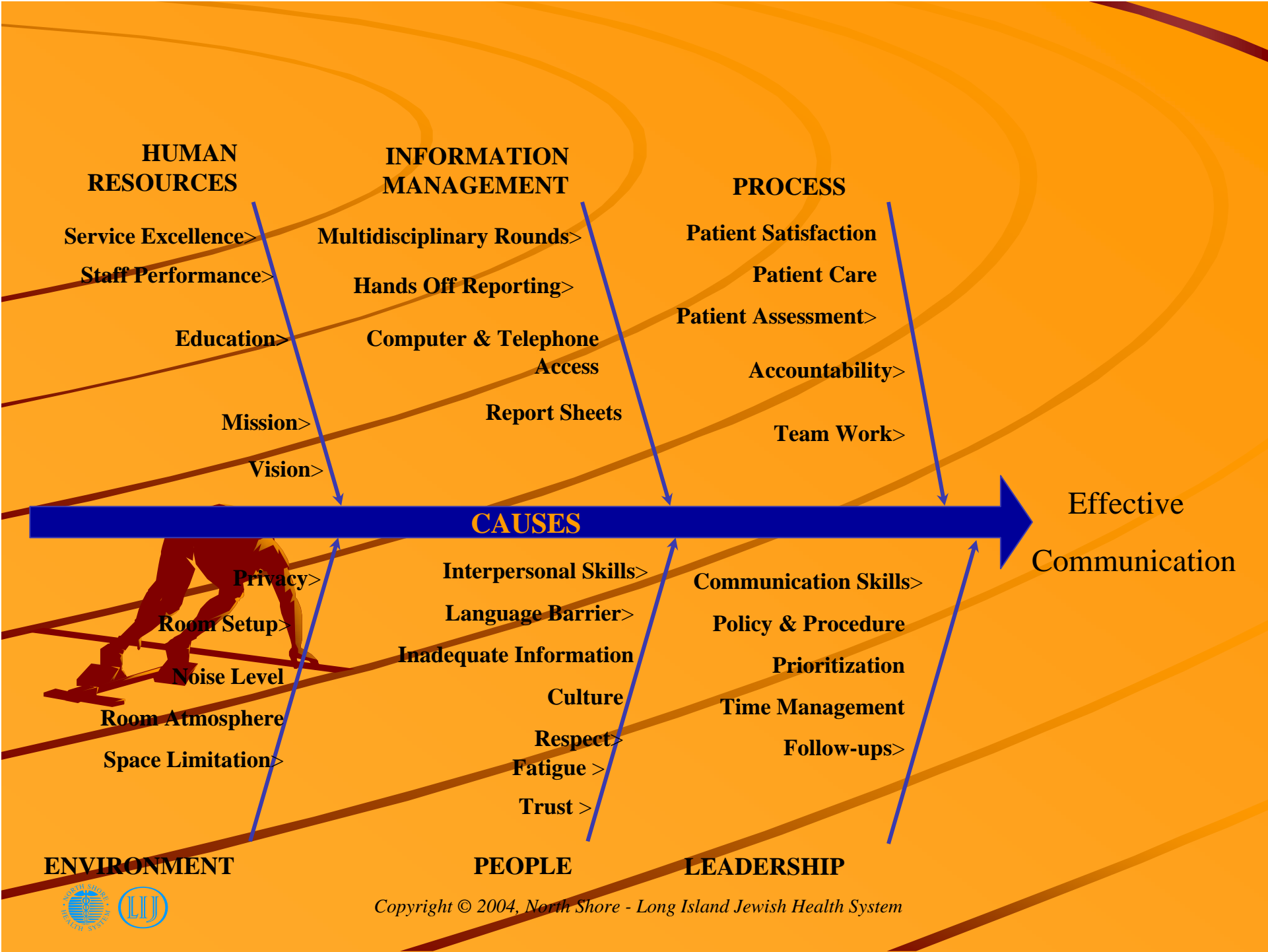
### Question Analysis

Question	1/1/07 1/31/07		Discharge Date 2/1/07 2/28/07		Total	
	Mean	<i>n</i>	Mean	<i>n</i>	Mean	<i>n</i>
Special/restricted diet explained †	66.7	15	78.6	7	70.5	22
Friendliness/courtesy of the nurses	80.6	156	83.5	144	82.0	300
Nurses' attitude toward requests	76.7	151	78.8	140	77.7	291
Nurses kept you informed	73.0	150	76.1	143	74.5	293
Info family re:condition/treatment †	63.2	17	78.6	7	67.7	24
Physician kept you informed	72.1	147	77.3	140	74.7	287
Staff worked together care for you	77.2	146	80.5	142	78.8	288

# INPATIENT REPORT

Trend Graph





# Creating Solutions

<b>1. Multidisciplinary Rounds</b>	<b>Best Practice</b> <b>Creative Problem Solving</b>
<b>2. Safety Huddles</b>	<b>Best practice</b> <b>Creative Problem Solving</b>
<b>3. Hands-off Reporting</b> <b>4. Patient Call Backs</b> <b>5. Unit Base Counsel</b> <b>6. Create Communication Tools</b>	<b>Best Practice</b> <b>Creative Problem Solving</b> <b>Creative Problem Solving</b> <b>Staff Education</b>

# **MULTIDISCIPLINARY ROUNDS**

✦ **MULTIDISCIPLINARY ROUNDS IS DONE EVERY MORNING ON EACH UNIT.**

✦ **IT INCLUDES THE FOLLOWING PARTICIPANTS:**

- ❖ **ATTENDING AND INTERN(S) / RESIDENT**
- ❖ **NURSE MANAGER**
- ❖ **STAFF NURSE**
- ❖ **CASE MANAGER**
- ❖ **SOCIAL WORKER**
- ❖ **NUTRITIONIST**

# **SAFETY HUDDLE**

- ◆ SAFETY HUDDLES ARE BASED ON AFTER ACTION REVIEW (AAR).
- ◆ IT'S SHARING INFORMATION AMONGST THE STAFF TO MAXIMIZE PATIENT SAFETY.
- ◆ FOCUSED QUESTIONS INCLUDES:
  - ◆ WHAT HAPPENED TO THREATENED PATIENT OR STAFF SAFETY?
  - ◆ WHAT SHOULD HAVE HAPPENED?
  - ◆ HOW COULD THE SAME OUTCOME BE AVOIDED THE NEXT TIME?
  - ◆ WHAT IS THE FOLLOW UP PLAN?

# **PROACTIVE SAFETY HUDDLES**

- ✦ At the start of each shift, unit members collectively identify at-risk patients and formulate appropriate care strategies.
- ✦ Team gathering is quick but critically explaining risks proactively. The team is sure to achieve higher level of vigilance for the neediest patients.
- ✦ Goal! To create the safest, possible environment for patients and staff by creating a culture of safety, increase capacity to measure and evaluate process and to increase event identification.

# *CALL BACKS*

✦ PATIENTS ARE CALLED AFTER DISCHARGE TO FOLLOW UP ON THEIR STAY AT FOREST HILLS HOSPITAL.

✦ QUESTIONS ASKED:

– HOW WAS YOUR STAY AT FOREST HILLS HOSPITAL?

– WHAT CAN WE DO TO IMPROVE OUR SERVICE?

– WOULD YOU RETURN AND RECOMMEND OTHERS TO FOREST HILLS HOSPITAL?



# Action Plan: WWW

WHAT?	WHO?	WHEN?
Introduction of project	Hospital Staff	02/07
Analysis of data: Press Ganey Score	Project Team Members Nursing Education	03/07
Develop Communication Tools	Project Team Members Nursing Education	002/07
Education of Staff Scripting and role playing	Project Team Members	03/07
Implementation Coaching and weekly follow-up	Project Team Members Nursing Education	03/07 to Present

# Press Ganey Inpatient Report

Overall Section Question	1/1/07	2/1/07	3/1/07	Total Mean
	1/31/07	2/28/07	3/31/07	
	Mean	Mean	Mean	
Overall	72.6	76.6	75.7	74.9
<b>NURSES</b>	76.3	78.4	76.9	77.2
Friendliness/ courtesy of the nurses	80.5	83.5	82.1	82.0
Promptness response to call	72.8	73.2	71.9	72.6
Nurses attitude toward Requests	76.6	78.9	78.1	77.8
Attention to special needs	73.9	76.9	74.8	75.2
Nurses kept you informed	72.9	75.7	75.4	74.6
Nurses educate Re-condition/care	74.2	74.0	72.8	73.7
<b>Physician</b>				
Time physician spent with you	68.3	74.7	74.7	72.5
Physician concern Questions/worries	73.2	78.7	78.3	76.7
Physician kept You informed	72.2	76.9	76.7	75.2
Friendliness/courtesy Of the physician	77.8	81.1	82.6	80.5

# GOOD COMMUNICATION EQUAL HEALTHY PATIENTS

✦ THREE QUESTIONS TO THE PHYSICIANS  
ARE AS FOLLOWS:



- ❖ WHAT IS MY MAIN PROBLEM?
- ❖ WHAT DO I NEED TO DO?
- ❖ WHY IS IT IMPORTANT FOR ME TO DO THIS?

# **ASKING THESE QUESTIONS** **HELP THE PATIENT:**

✦ TAKE CARE OF THEIR HEALTH

✦ PREPARE FOR MEDICAL TEST

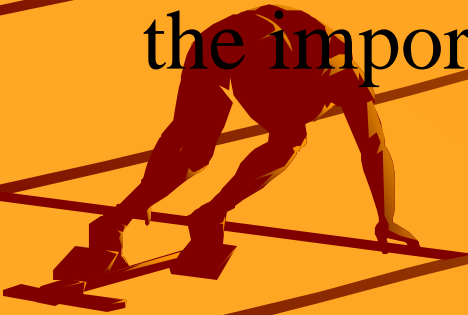
✦ TAKE THEIR MEDICINES THE RIGHT  
WAY

✦ REDUCE FEAR & ANXIETY



# *GOAL*

- ✦ Continue to implement consistent process of reporting and sharing of information.
- ✦ We will also continue to monitor selected indicators for ongoing improvement to address the importance of effective communication.



# Monitoring Performance

Forest Hills Hospital

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## INPATIENT REPORT

### Question Analysis - Unit: 6 South

Question	Discharge Date							
	3/1/07 3/31/07		4/1/07 4/30/07		5/1/07 5/31/07		6/1/07 6/30/07	
	Mean	n	Mean	n	Mean	n	Mean	n
Special/restricted diet explained †	100.0	1	-	-	100.0	1	75.0	2
Friendliness/courtesy of the nurses	84.7	31	80.2	29	86.3	40	78.9	32
Nurses' attitude toward requests	79.0	31	76.9	27	80.4	37	75.8	32
Nurses kept you informed	80.0	30	73.2	27	80.3	38	72.5	30
Info family re:condition/treatment †	100.0	2	-	-	87.5	2	75.0	2
Physician kept you informed	80.2	29	79.8	26	86.5	37	76.7	30
Staff worked together care for you	78.3	30	77.8	27	81.4	39	77.4	31

Continued...

### Question Analysis - Unit: 6 South

Question	Discharge Date							
	7/1/07 7/31/07		8/1/07 8/31/07		9/1/07 9/30/07		Total	
	Mean	n	Mean	n	Mean	n	Mean	n
Special/restricted diet explained <sup>†</sup>	37.5	2	-	-	-	-	70.8	6
Friendliness/courtesy of the nurses	82.3	41	78.8	46	85.9	23	82.2	242
Nurses' attitude toward requests	78.2	41	78.1	46	84.5	21	78.0	235
Nurses kept you informed	74.4	40	72.8	46	73.8	20	75.3	231
Info family re:condition/treatment <sup>†</sup>	82.5	2	-	-	-	-	81.3	8
Physician kept you informed	78.2	41	79.3	47	73.8	21	79.2	231
Staff worked together care for you	81.1	37	75.8	45	80.0	20	78.7	229

### Question Analysis - Unit: Total

Question	Discharge Date							
	3/1/07 3/31/07		4/1/07 4/30/07		5/1/07 5/31/07		6/1/07 6/30/07	
	Mean	n	Mean	n	Mean	n	Mean	n
Special/restricted diet explained <sup>†</sup>	100.0	1	-	-	100.0	1	75.0	2
Friendliness/courtesy of the nurses	84.7	31	80.2	29	88.3	40	78.9	32
Nurses' attitude toward requests	79.0	31	78.9	27	80.4	37	75.8	32
Nurses kept you informed	80.0	30	73.2	27	80.3	38	72.5	30
Info family re:condition/treatment <sup>†</sup>	100.0	2	-	-	87.5	2	75.0	2
Physician kept you informed	80.2	29	79.8	26	88.5	37	78.7	30
Staff worked together care for you	78.3	30	77.8	27	81.4	39	77.4	31

# INPATIENT REPORT


## Question Analysis - Unit: Total

Question	Discharge Date						Total	
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	Mean	n	Mean	n	Mean	n		
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# *EVALUATION OF SCORES*

## ◆ JANUARY – FEBRUARY TOTAL SCORE



◆ Mean	n
◆ 70.5	22
◆ 82.0	300
◆ 77.7	291
◆ 74.5	293
◆ 67.7	24
◆ 74.7	287
◆ 78.8	288

# MARCH – SEPTEMBER TOTAL SCORES



Mean	n
75.0	13
83.5	1,511
79.7	1,460
76.4	1,453
84.4	16
76.8	1,475
80.5	1,477

# **FINAL EVALUATION OF MONITORING RESULTS**

◆ Special/restricted diet explained increased by 4.5 points.

◆ Friendliness/courtesy of the nurse increased by 1.5 points.

◆ Nurses' attitude toward requests improved by 2.0 points.

◆ Nurses kept you informed increased by 1.9 points.

◆ Info family re-condition/treatment increased by 16.7 points.

◆ Physician kept you informed increased by 2.1 points.

◆ Staff worked together care for you increased by 1.7 points.



◆ *The increase in compliance was due to the following:*

1. Staff Education
2. Safety Huddles
3. Call Backs
4. Hands Off Reporting
5. Multidisciplinary Rounds



# *CONCLUSION*

Communication during a hospital stay is continuously changing. It's important that the proper tools are in place to provide the health care team with complete and relevant information needed to care for the patient.

