



**NYDH - The 4C Call Bell  
Breakthrough Project**

**Mind the Lights!**

# Breakthrough Project Players

## SPONSORS

Candido Anaya, MD

Valry Anderson, 1199 Contract Administrator

Barbara Boursiquot, RN, CWA Chief Steward

Alison Corinotis, Human Resources

Kevin Dwyer, Director of Food & Nutrition

Adriana Fargelli, Director of Environmental Services

Gary Moore, 1199 Organizer

John Tsoi, Director of Patient Advocacy

Majella S. Venturanza, Director of Nursing

# Breakthrough Project Players

## **TEAM LEADERS**

Vilma Fe Dispo, Nurse Manager, MP

Janis Tyler, ANCC

Gail Alexander, PCT

## **TEAM MEMBERS**

Jason Antonetty, Dietary

Lan Ying Mei, PCT

Lee Gathers, Transporter

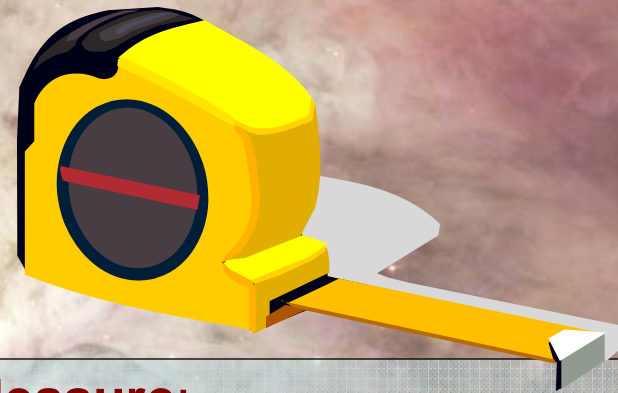
Sursattie Singh (Rita), Unit Clerk

Walter Tang, PCT

# Breakthrough Project Goal

To improve patient satisfaction on Nursing responsiveness to call bells by increasing the % of favorable responses (good, very good) from 85%\* to over 95% in 8 weeks on 4C

\*Sept 2006



**Measure:**

NYDT Customer Satisfaction Survey

# Workplan: Key Components

## Created and Implemented:

- Mind the Light' - How to Answer Call Bells Training for 4C
- Cross cultural communication tools/training for staff & patients
- New procedures to ensure prompt response to call bells
- One-on-one training on how to answer call bells for: Dietary, Transporters, Housekeepers, Social Workers, etc. on 4C
- Patient education: How use CB and key phrases in English
- Targeted volunteer program on 4C

# Barriers and Innovations

## Barriers

- Loud, distracting staff room where team initially met for our meetings
- Cultural differences and language barriers between staff and patients



## Innovations

- Our CWA sponsor Barbara Boursiquot was able to obtain a quiet, private breakthrough room with table, chairs, bathroom and window that we used for the entire project!
- Created key phrases in Chinese and Spanish Tools for staff and patients, laminated it and placed in each patient's chart.
  - Held training for staff on how to pronounce key medical phrases in Chinese
  - Created an audio tape for staff practice
- Created key phrases in English and Spanish for all patients, laminated and put by bedside

# Barriers and Innovations

## Barriers

- Only nurses and PCT's were answering call bells - making it difficult for them to answer when tending to another patient



## Innovations

- Designed a targeted volunteer program for 4C
  - Created guidelines for volunteers and placed in volunteer orientation
  - Trained volunteers how to respond to call bells
  - Placed volunteers strategically on the floor to deal with both sides of the floor
- Trained other staff on 4C on how to answer the call bell. Provided one-on-one training to Transporters, Dietary, Housekeeper, Social Worker, and Case Managers.

# Barriers and Innovations

## Barriers

- Not collecting enough surveys for proper data collection; majority of patients are geriatric and some can not fill out surveys.

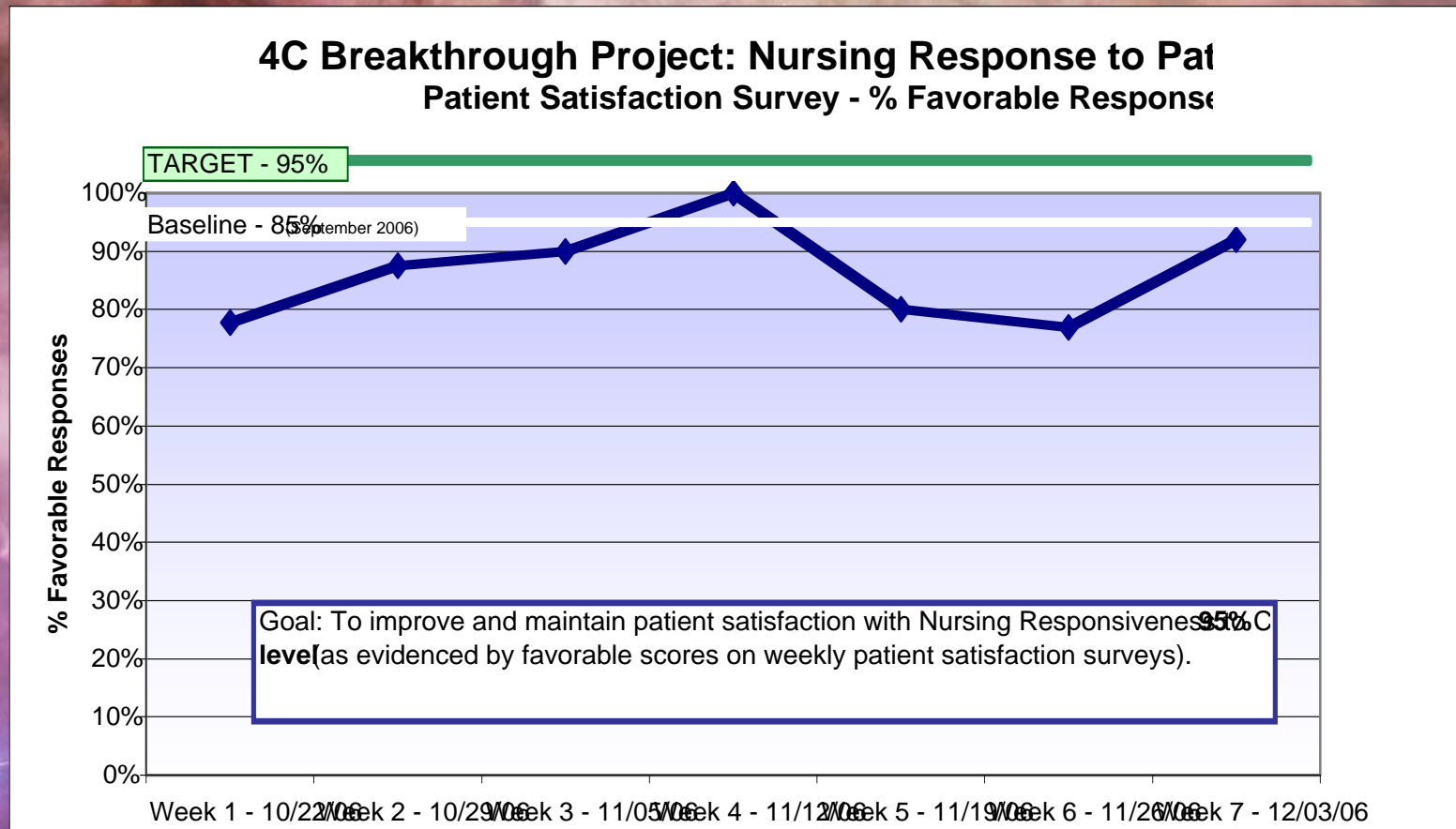


## Innovations

- Unit Clerks and nurses distributed and collected surveys resulting in an increase of weekly surveys.



# Results



# Other Results We Observed

- Patients who can, are completing the surveys.
- Volunteers helped answer the call bells and appreciated having a chance to give direct patient care .
- Other disciplines responding to the call bell!
- Communicating more with Chinese patients!
- More overall cross cultural communication between staff and patients - reducing the language barrier as much as possible.
- “I now have great help answering call bells!” (Unit Clerk)
- There is more teamwork and sensitivity to the call bells.

# Recommendations for Continuation of Success

- Continue the use of Key phrases in Chinese, Spanish and English! Institute throughout hospital!
- Continue to provide volunteers' each day to assist with call bells.
- Provide more staffing.
- Continue frequent rounding to anticipate patients' needs.
- Train all new volunteers using the 'guidelines for volunteers' in their volunteer orientation, and Charge Nurse to monitor.
- Reinforce and follow up on volunteer's guidelines.

# Insights and Learnings

- Learning to speak Chinese!
- How important this is and that it can work.
- How to increase patient satisfaction.
- More familiar and comfortable working with the other departments. We understand each others' roles better and don't point fingers.
- More aware of the call bell and the importance of it. "Like music to my ears!"
- No matter what program it is - there needs to be reinforcement and follow-up.
- Frequent rounding lessens the use of call bells.

# The Breakthrough Team

QuickTime™ and a  
TIFF (Uncompressed) decompressor  
are needed to see this picture.



Lets all continue  
to...

*Mind the Lights!*