

**WORKING TOGETHER
FOR QUALITY AND
SERVICE
2008 SHARE CONFERENCE**

Kingsbrook Jewish Medical Center

Service Excellence

June, 2006-August, 2007

PROJECT PARTICIPANTS

- CO-SPONSORS
LEAGUE 1199

CO-LEADS
CLINICAL NURSE
MANAGERS

- **TEAM MEMBERS**
BRIGER 2&3 UNITS
1199
REGISTERED NURSES
UNIT CLERKS
CNA's, PCT's
PHYSICIANS

PROJECT GOAL

GOAL SET AT THE BEGINNING OF PROJECT
AND WHY:

To improve patient satisfaction through service
excellence which encompasses our values of:

C-ompassion

R-espect

E-xcellence

E-thics

D-ependability

To exceed standards of our peer hospitals.

HOW GOAL WAS SET?

Through the collaborative efforts between the hospital, the union and the community.

THE USE OF DATA:

We used the baseline patient satisfaction data from March/April 2007 and compared it to the results from September/October 2007

WHAT IS DIFFERENT?

Most significant result the team
achieved:

We increased the overall patient
satisfaction by 80% and we
improved communication across
disciplines.

HOW PROGRESS WAS MEASURED?

Through the patient satisfaction
survey conducted by NRC-
PICKER

- QUANTITATIVE RESULTS

NRC-PICKER survey results

BRIGER 2 (6 multi-services unit)

BRIGER 3 (general med-surg unit)

- QUALITATIVE RESULTS

Better communication among the multidisciplinary team and patients.

Patients report showed increased in patient satisfaction.

STRATEGIES/ACTIONS TAKEN TO ACHIEVE RESULTS:

- Training of all staff servicing Brigers 2 &3 units.
- Unit base follow-up by consultants

BIGGEST CHALLENGES TEAM FACED:

- Skepticism by the physicians
- Temporary relief/newly hired who were not able to attend the Service Excellence Training Program

PATIENT SATISFACTION SURVEY 2007

- 1st Quarter (Jan-Mar)
- 2nd Quarter (Apr-Jun)
First training started
in June 2007.
- 3rd Quarter (Jul-Sept)



SOLUTIONS:

- All physicians were mandated to attend the Service Excellence Training Program
- Implementation of Ambassador program which trains all staff rotating through the units.