



2008 Share Conference Working Together for Quality and Service

Lutheran Medical Center

RELATIONSHIP-CENTERED CARE

January 9, 2008

OUR RCC VISION

We envision a caring environment where patients and their families feel comforted and safe, staff feel supported, and where there is a continuous focus on healthy, healing relationships.



Labor-Management Project





Project Participants

Co-Sponsors:

Lutheran Medical Center

Federation of Nurses/UFT

1199 SEIU

Co-Leads:

Nursing

Organizational Learning

Team Members:

Rosanne Raso RN CNO

Agnes Cappabianca RN NM 3C

Linda Rogando RN NM 3B

Elaine Meyerson RN DON

Rev. Khadijah Matin MS

Sandra Nin RN

Susan Ruocco RN

Marilyn Hill NA

Shamella Ramdehall UC

*and many
others!*



Project Goal

Our Goal

To establish a culture that provides a caring and healing environment for patients/families in a healthy work environment.

Why and How?

To impact quality of care and patient and staff satisfaction by transforming three critical relationships:

- self
- patient-to-caregiver
- caregiver-to-caregiver

Evidence

We are tracking unit-based Jackson Patient Satisfaction Scores, retention rates, staff surveys, RCC documentation, qualitative patient responses and quality outcomes.

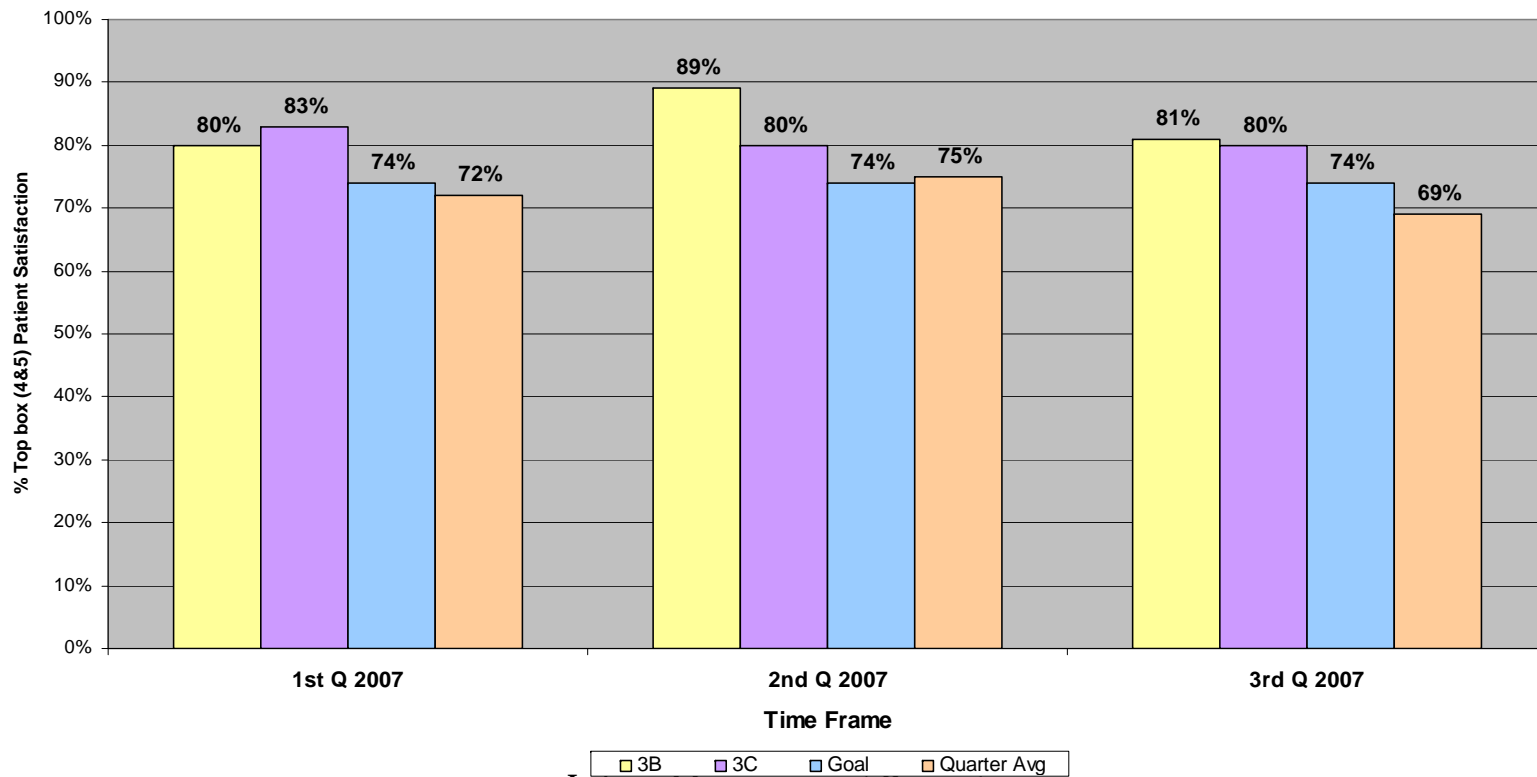


What is different?

- 3B and 3C are the unit leaders in patient satisfaction
- Many, many Caring Heart Cards from patients
- Personal transformational stories



Overall Patient Satisfaction



Labor-Management Project



What did you do to achieve results?

- Selected 2 units for first wave of RCC
 - 3C – 24 bed neuro/ortho with a 4-bed stroke unit (36 FTE's)
 - 3B – 30 bed acute rehabilitation unit (34 FTE's)
- LEO and RSC 3-day workshops for staff and mgmt
 - Leading an Empowered Organization
 - Reigniting the Spirit of Caring
- Unit-based RCC orientation 24/7 (circles)
- Implemented pt-centered interventions:
 - “What is the most important thing I can do for you today?” (RN)
 - “Is there anything else I can do for you?” (NA)
- Elected unit-based councils (UBC)



What did you do to achieve results?

- Conducted 4-hour UBC Orientation
- Chose UBC projects
 - Fall Reduction (3B)
 - Constipation Reduction (3C)
- Regular Unit Huddles
- Caring Hearts Cards for patient, family and staff use
- Caring Hearts message pads
- Weekly Results Council with senior nursing leadership
- Created branding and marketing materials
 - Logo
 - Pins
 - Brochure
 - Banners
 - Commitment to Co-Workers banners and pocket cards



Challenges and Strategies

Challenges:

- Getting everyone on the same page
 - Sustaining energy
- No budget except for this grant
 - UBC Logistics

Strategies:

- I2E2 change process: Inspiration, Infrastructure, Education, Evidence (CHCM 2007)
 - Using existing resources in new ways
 - Continuous communication strategies

The same challenges persist as we go into next wave!



What's Next?

Commitments

- Hospital-wide roll-out 2 units/"wave"
 - Board of Trustee buy-in
 - Public Affairs for marketing and external funding support
- Organizational commitment to remove barriers to quality and service
 - Research Dept for qualitative and quantitative studies
- RCC stories shared at unit and dept levels of nursing, medicine and hospital leadership
 - Celebration, affirmation and reflection

