



2008 Share Conference Working Together for Quality and Service

**Beth Israel Medical - Kings Highway Division
Call Bell Breakthrough Projects on 3E, 1N**



Presented on January 9th, 2008

Hilton Hotel, NYC



Project Participants

Co-Sponsors

Carmen Schmidt, Director of Nursing Ed
Rhona Hetsrony, V.P. of Administration
Emma Koralek, V.P. Patient Care Services
Clarence Brotherson, 1199 Organizer
Pat Thomas, LPN 1199
Pauline Holland, PCA 1199

Co-Leads

Grace Siciliano, (Nurse Educator)
Peggy Lingard (PCA)
Emily Browne/Linda O'Flatherty (NM's)

3E Team Members

Peggy Childers (USA)
Veronica Collins (PCA)
Martha Corpus (RN)
Marie Mellon (RN)
Irina Trakhtman (Nutrition)
Trevor Padmore (Transporter)
Evangelina Abalos (RN)

1N Team Members

Glordene Griffith (Housekeeping)
Goldie Zelman (Social Worker)
Sophia Kellier (PCA)
Ihechi Nwachukwu (RN)
Wee Gee Nocera (USA)
Anthony Rodriguez (Transporter)



Project Goal



Our Goal: *Increase Patient Satisfaction on call bell response by increasing “Always Satisfied” category on call bell survey on 3E from 22% to 90% and on 1N from 60 to 90% in 6weeks*

Why this Project Goal?

- It is the entrée to our patient and most important to them!
- Patient satisfaction scores on response to call bells were rated low
- This is an HCAP measure and will affect future reimbursement

How did we use the data to create our Measures?

- Team collected baseline and project data using patient satisfaction survey (HCAP call bell survey questions) *rating patient satisfaction in 5 areas:*
 - ✓ Overall Call Bell Satisfaction (1)
 - ✓ Day, Evening and Night Shift (2,3,4)
 - ✓ Overall Satisfaction on Courtesy & Respect Answering CB (5)



What did you do to achieve results?

1. Implemented call bell satisfaction survey USED DATA TO HELP STAFF SEE what WAS WORKING and what WAS NOT
2. Provided In-services on:
 1. Changing the Mindset on: Call bells - IT IS MY JOB
 2. How to RESPOND to Call Bells for non-nursing staff
 3. Tips for Rounding - The pro active response to call bells!
3. Instituted hourly rounding – Nurses on the even hour PCA's on the odd
4. Team members coaching each other and staff on their unit to answer the call bell.
5. Met with Department heads of Dietary, ES, Social work, etc. to reinforce- everyone on the unit responds to call bell
6. Follow-up in-service with staff on all shifts – share data/success, reward with pizza and find out how to improve on shifts w/ lower score

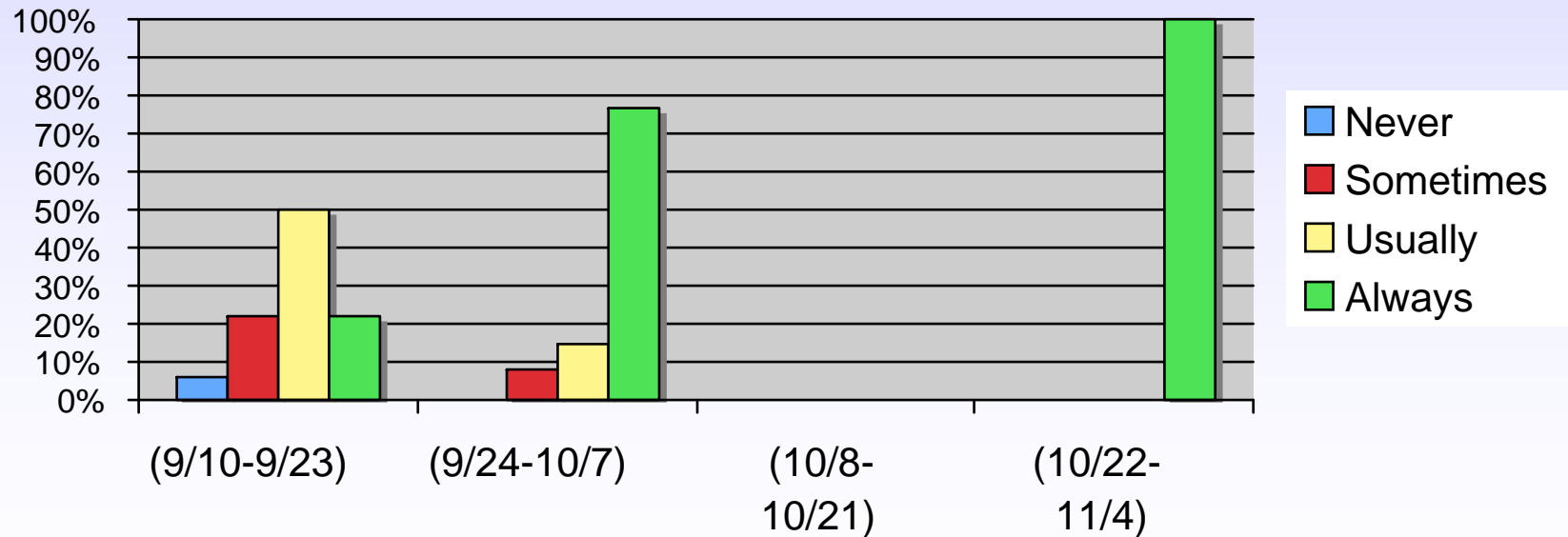




What is different? (Quantitative Results)

Overall

3E Call Bell Satisfaction



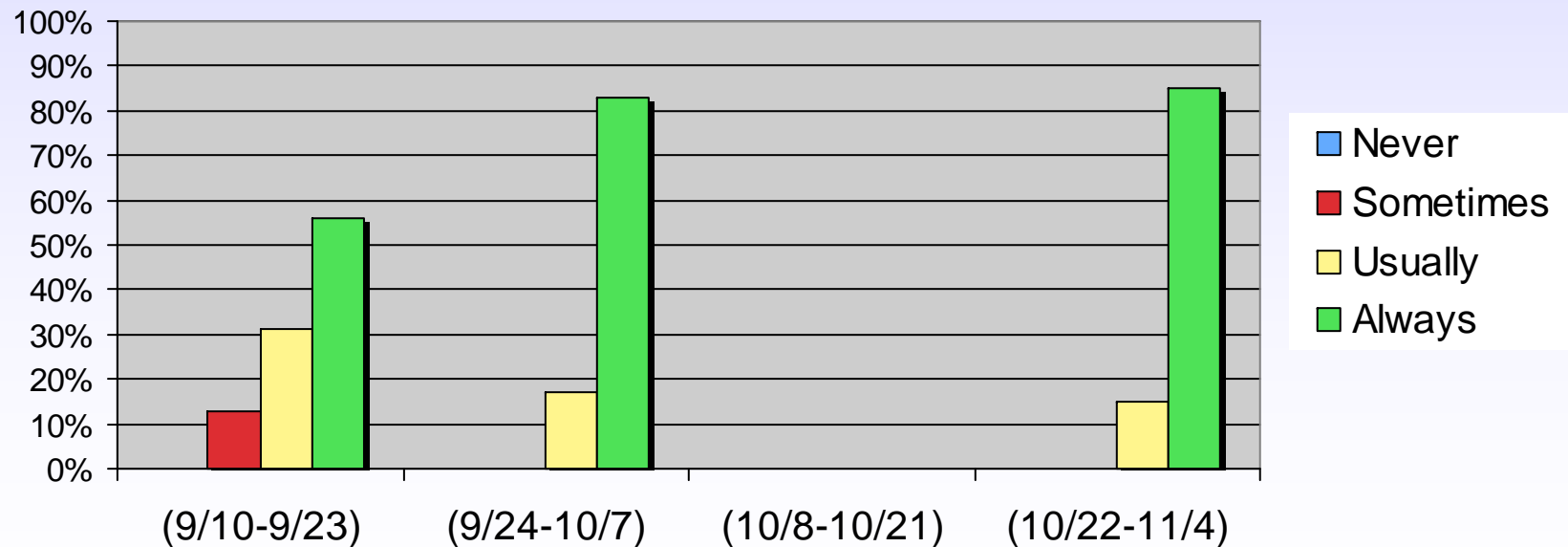
*Data was lost 10/8 – 10/21



Quantitative Results

Day Shift

3E Call Bell Satisfaction



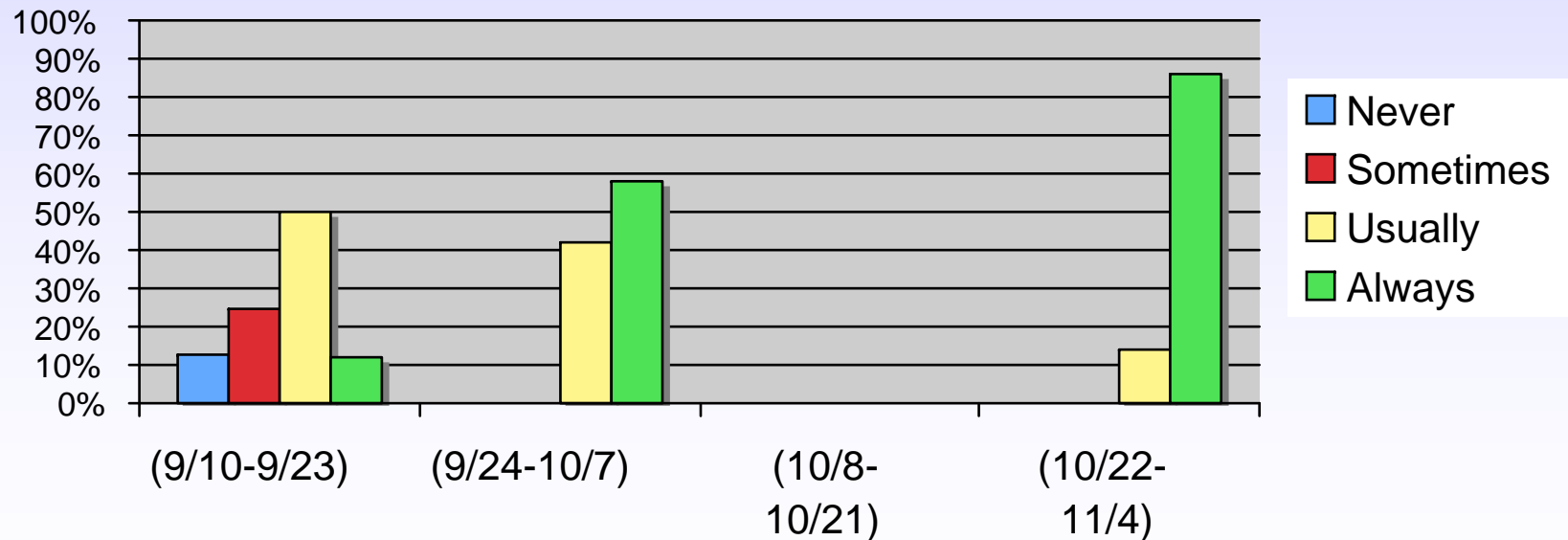
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Quantitative Results

Evening Shift

3E Evening Call Bell Satisfaction



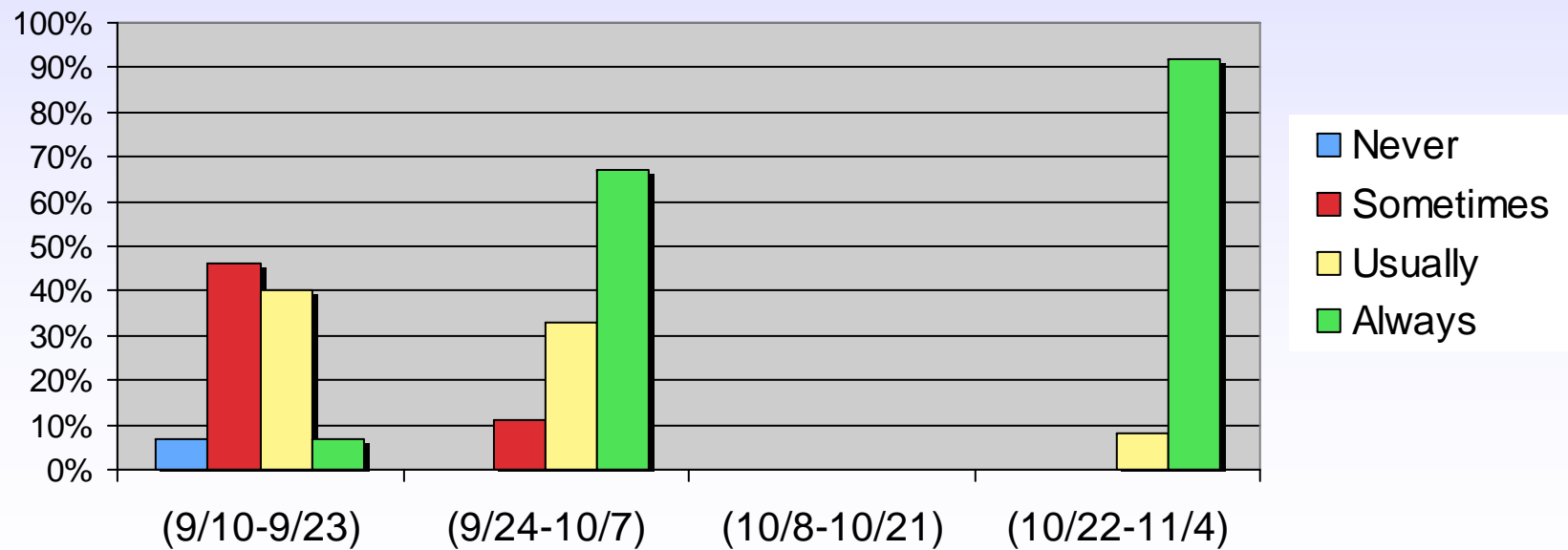
*Data was lost 10/8 – 10/21



Quantitative Results

Night Shift

3E Call Bell Satisfaction



*Data was lost 10/8 – 10/21

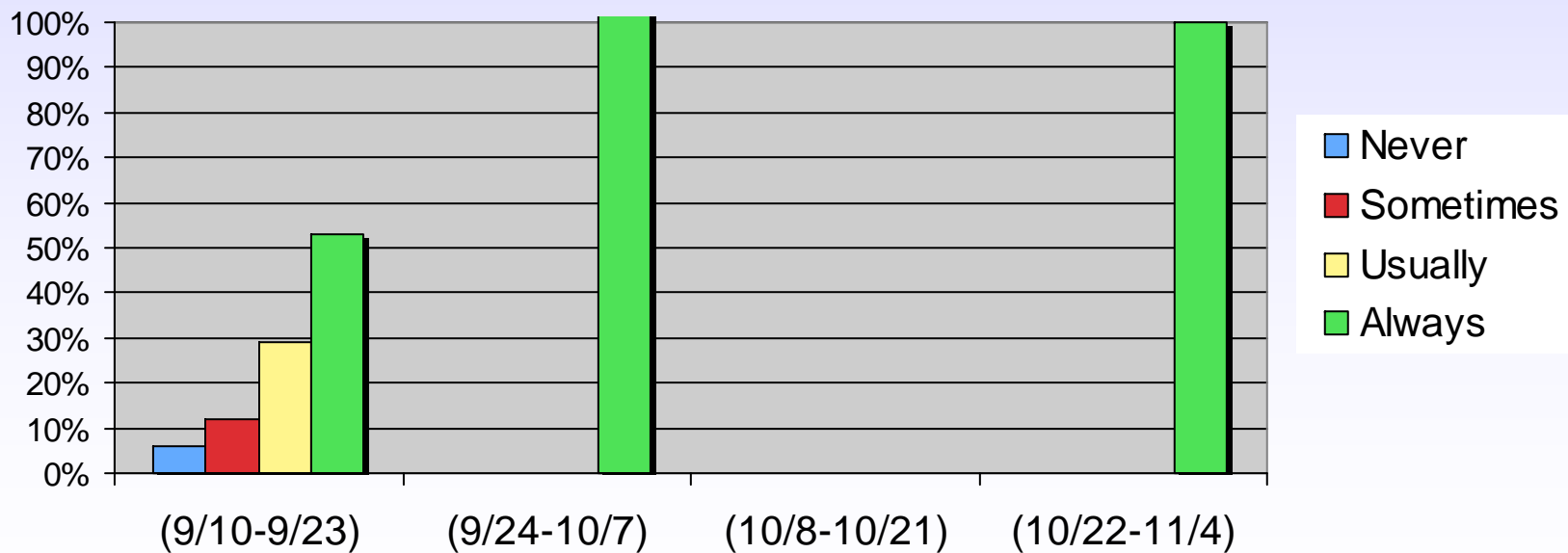
Labor-Management Project



Quantitative Results

Courtesy And Respect

3E Call Bell Satisfaction



*Data was lost 10/8 – 10/21

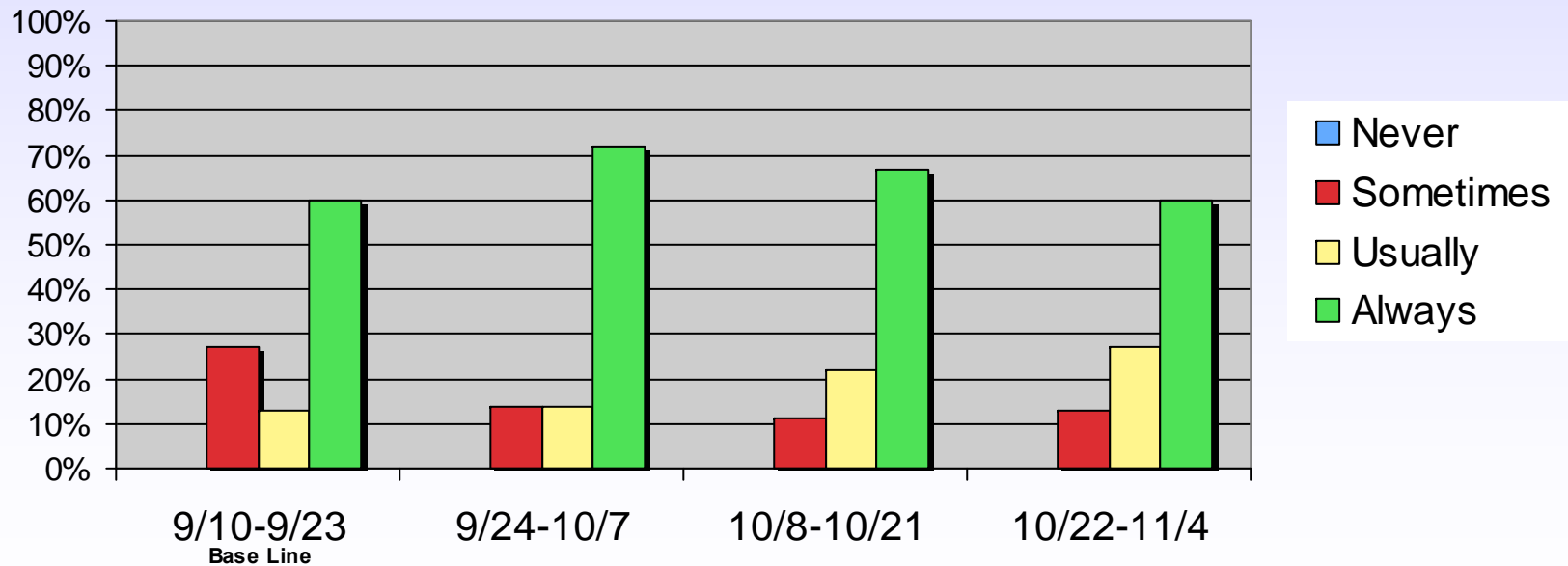
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Quantitative Results

Overall

1N Call Bell Satisfaction



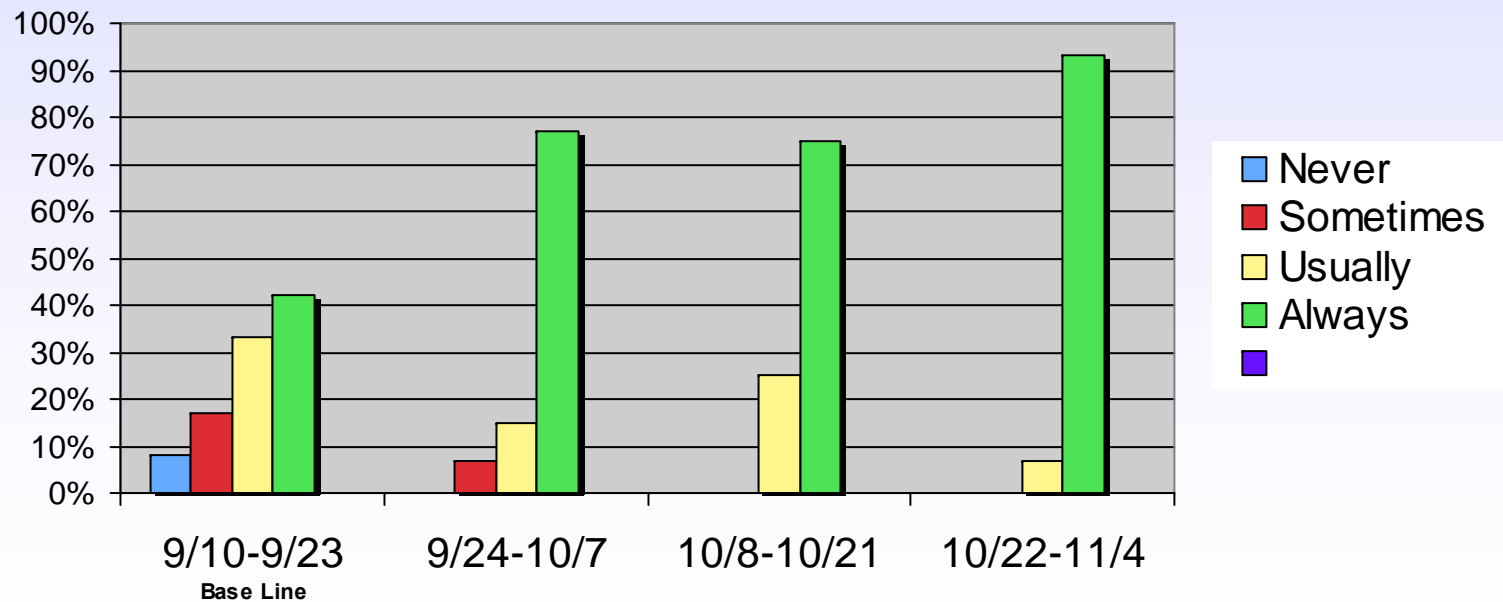
Labor-Management Project



Quantitative Results

Day Shift

1N Call Bell Satisfaction



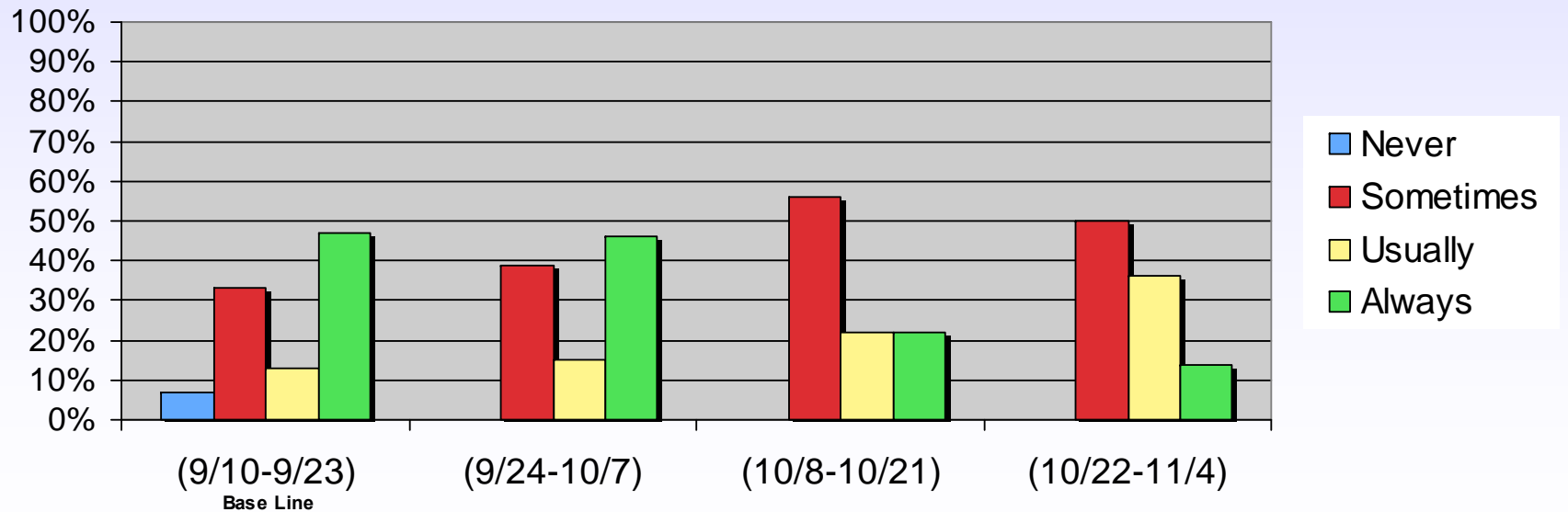
Labor-Management Project



Quantitative Results

Evening Shift

1N Call Bell Satisfaction



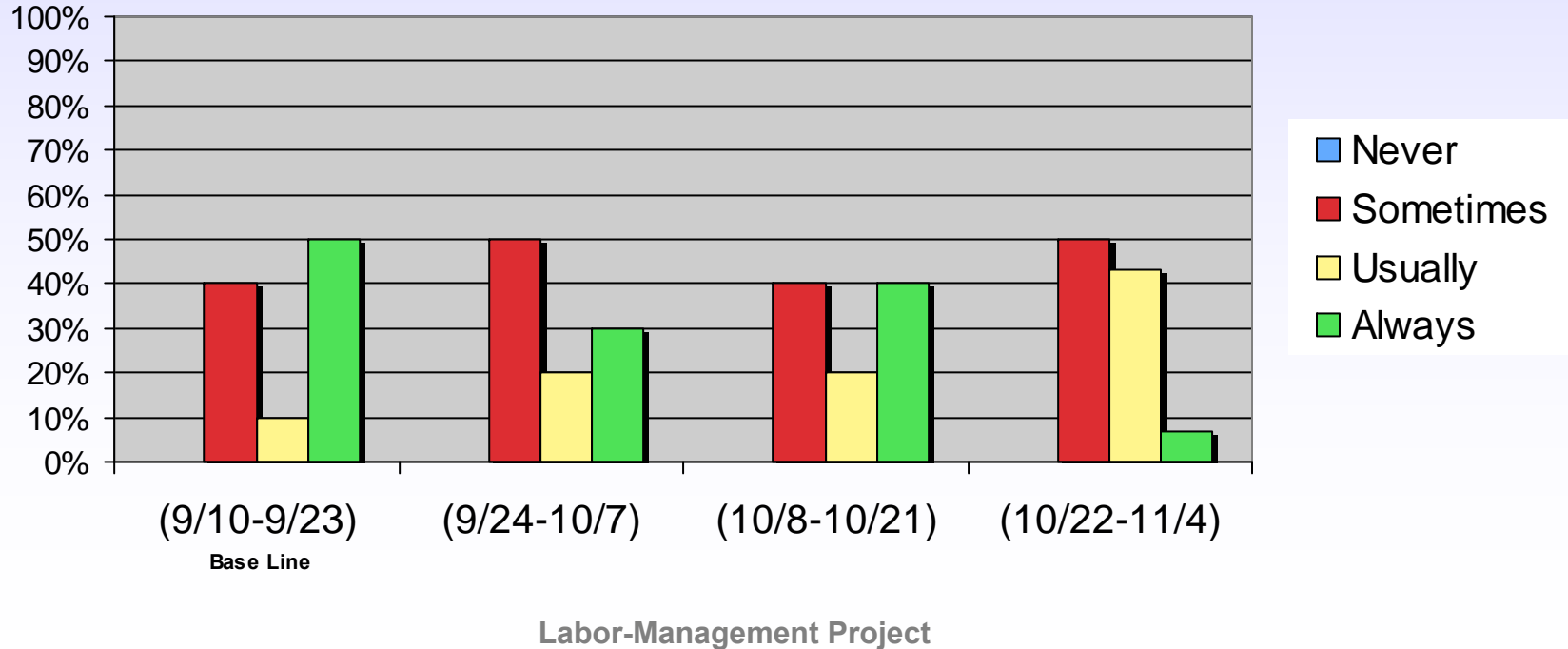
Labor-Management Project



Quantitative Results

Night Shift

1N Call Bell Satisfaction

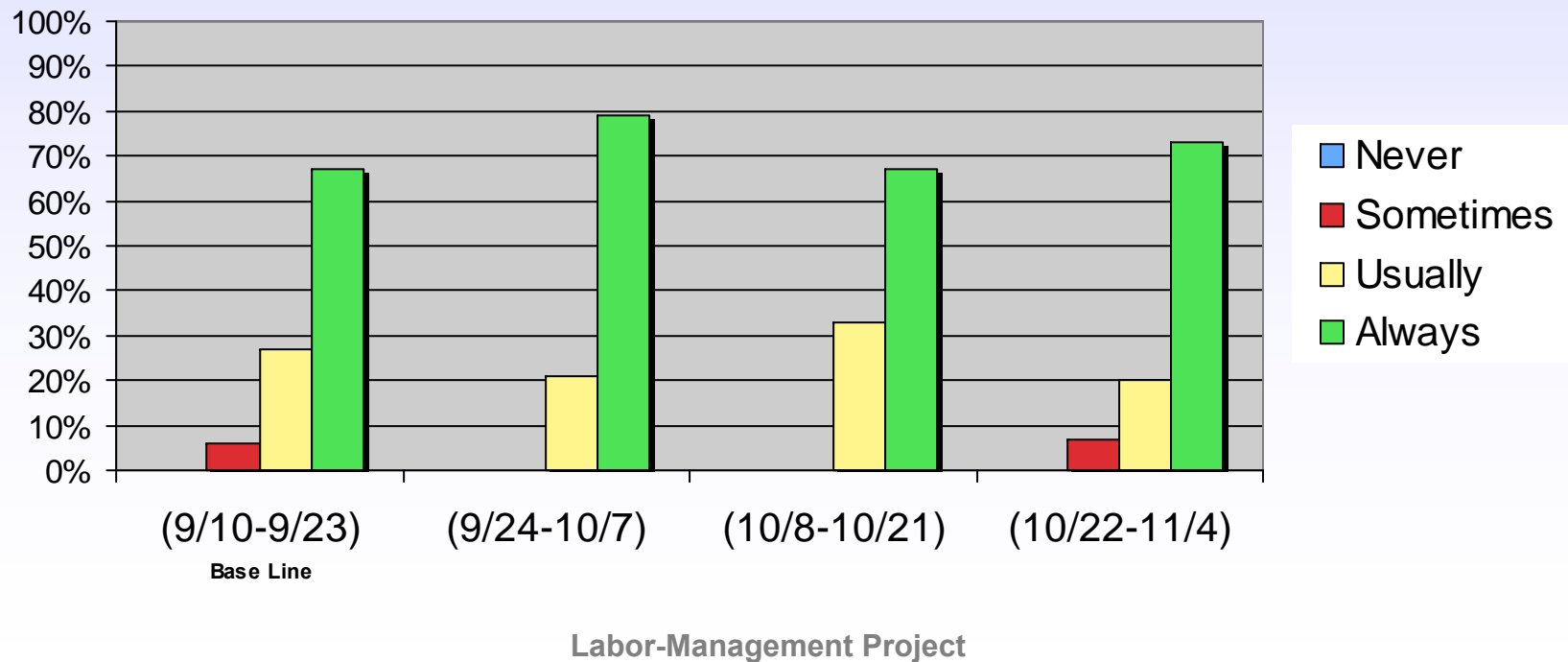




Quantitative Results

Courtesy & Respect

1N Call Bell Satisfaction





What is different? (Qualitative Results)

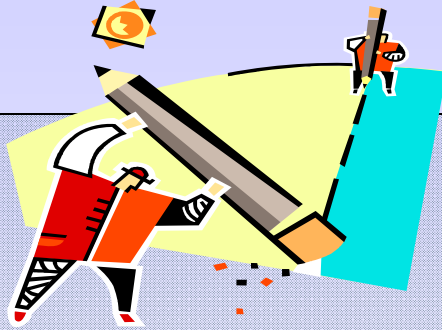


Qualitative Results:

- ✦ So quiet! Less bells ringing!
- ✦ Union and Management working well together on our team
- ✦ See more team work on the unit
- ✦ People answering calls quicker
- ✦ See other disciplines answering call bells
- ✦ Patients are happier and more satisfied
- ✦ One patient compared our unit to the service received on another and said we are more 'hands on.' Another said 'staff is beautiful here!'
- ✦ Our morale has increased - you can feel it on the unit



Challenges and Strategies (Resolved)



Challenge: Initial resistance and lack of team work on the units: “It’s not my job”

Strategies that were successfully implemented:

1. Conduct in services and meetings to reinforce the team concepts, train, solicit staff ideas
2. The **team members coaching each other** to answer the call bell (unit clerks, PCA’s, Transporter spreading the word! Holding each other accountable)
3. 3E staff having meals together (potlucks) Really increased morale and improved results!
4. Reward and recognition - Management Sponsors rounding to the units.
5. Pizza party and looking at data (improvement) together.
6. Slogan campaign via dietary team member!



Challenges and Strategies (Not Fully Resolved)

1. **Challenge:**

On 1N the call bell patient satisfaction scores were much lower on evening and night shift. We think this is from lack of team representation from these shifts. Although the day shift reached their improvement goal, they could not reach their overall improvement goal without eve/night shift improvement:

Strategy (still in process, not yet resolved):

- ✓ Conducted special meetings to review the data and problem solve with eve/night staff:
- ✓ Reinforce support on 1N eve/night
- ✓ Enlist the help of the unit clerk & others to be more pro active with response to call bells
- ✓ Attempted to get eve/night representation on team with little success

2. **Challenge:** Some Nurses not working with PCA's to help with call bells:

Strategy (still in process, not fully resolved):

- ✓ NM's meet with Nurses who are not on board with the team concept to reinforce the importance of this and find out if they have any concerns -
- ✓ Hold focus groups with Nurses/PCA's to ID root cause. problem solve & team build



What's Next?



What the team will do continue their progress:

- ✓ Continue to remind, encourage, and hold each other accountable to answer the call bell - it is my job!
- ✓ Continue hourly rounding (RN's, PCA's)
- ✓ Continue the Breakfast Club and start a Super club for eve/night on 3E (Peggy L.); Do the same for IN
- ✓ Hold unit celebration on each shift at end of project - hand out presentations and host a special meal
- ✓ Measure again in January to ensure continuous improvement and follow-up (Grace). Share progress with the unit - reward and recognize!



What's Next?

What will the units do to continue the progress:

- ✦ NM's hold regular staff meetings per each shift (1x per month)
- ✦ Continue the practice and support of hourly rounding and quick response to call bells
- ✦ Nurse Managers round to staff 1x per day
- ✦ Follow up on IN: More supervision; unit clerk, RN and others coach each other to answer the call bell
- ✦ Measure IN in late November to check for improvement

What will the institution do to continue progress?

- ✦ Administrators round to the NM's and the units 1x per week
- ✦ Institute rounding throughout the hospital - 2 units at a time (Grace)