



WORKSHOP SUMMARY SHEET

TITLE: “Why We Care...Heads Up”- Engaging Staff and Patients to Enhance Quality Care

LEADERS: Mount Sinai Queens Hospital staff:
Sonia Campbell, Housekeeper; **Lilian St. Hilaire**, Nursing Assistant;
Agnieszka Jakubowska, Nursing Assistant; **Stephanie Jalinis**, Social Work Assistant Director;
Theresa Krockel RN, BC, MSN, Clinical Nurse Manager; **George Lowe**, Director of Radiology;
Chet Ostrowski, Director of Food and Nutrition; **Ellie Rosales**, Patient Financial Representative

SUMMARY: It is the vision of the Responsiveness Committee to improve patient satisfaction and quality of care through labor management collaboration, teamwork and patient engagement. This presentation outlined the Responsiveness Committee’s collaborative effort to increase staff engagement and patient responsiveness.

THE CONTENT OF THIS WORKSHOP APPLY TO THE FOLLOWING AREAS:

Wellness and Medical Home Transitioning

THE MOST SIGNIFICANT ROLE LABOR-MANAGEMENT COLLABORATION CAN PLAY IN SUPPORTING THIS WORK IS:

- The Responsiveness Committee’s most significant role is to encourage staff engagement and teamwork to improve patient satisfaction.

THIS INFORMATION WILL AID YOUR FACILITY IN THE CHANGING THE HEALTH CARE ENVIRONMENT BY:

- Improving awareness of HCAHPS scores and patient satisfaction.

THE THREE MOST IMPORTANT IDEAS OR LESSONS TO BE SHARED WITH OTHERS ABOUT THIS INITIATIVE:

1. Patient and staff engagement is an important part in providing quality care.
2. Working as a labor-management team is important to achieving successful outcomes.