Patient Responsiveness

Everybody’s Responsibility

“All-Ways”

Mount Sinai Queens
Labor Management Partnership Responsiveness Guide
January 19, 2012
Introduction

• At Mount Sinai Queens, it is everyone’s job to assist our patients, their families our visitors and each other. As with all best-practice patient-centered organizations, Mount Sinai Queens is dedicated to providing very good care, “all ways”.

• The Responsiveness Committee is committed to improve our patients’ experience by responding to our call bells more quickly and effectively. We plan to accomplish this by fostering an environment of caring...so keep your “Heads Up” our patients need you.

• Mount Sinai Queens Senior Leadership along with 1199SEIU have approved and endorsed this plan and we need each and every one of you to make this work. Together we will make a difference!

• When a call bell lights and you are near by, spring into action and follow these quick and easy steps outlined for you in our guide. After all, you are an important part of our Mount Sinai Queens team and...

“WE CARE!”
WHY

Compassion
Commitment
Sympathy
Responsibility
Empathy
Values
Kindness
Nurturing

WE

CARE
At Mount Sinai Queens we care about our patients, our hospital, our community and our future.

We pledge to **Commit** to provide very good service to our patients and to being **Aware** and **Responsive** to their needs so that we can be **Effective** workers and provide positive outcomes.

Our pledge to **C.A.R.E.** is our avenue to achieve a new attitude in our hospital, focusing not only on patient satisfaction but fostering a culture of caring. We the employees of Mount Sinai Queens pledge to achieve this together.

All of our efforts are tied into the concept of Caring. Our patient’s comfort level, well being, family life and overall needs are continually addressed by the use of many of our other initiatives such as **AIDET, QUIET TIME, THE TREE OF LIFE** as well as others. “We Care” is being added to tie these all together to further enhance the Caring Process.

**Heads Up, Respond** and show that “**YOU CARE**”

**We know you do, but tell us… Why do You Care?**
HEADS UP

Be Alert!
Patients with Needs Ahead...
Whenever you are on a patient unit remember to follow this simple rule

“HEADS UP”
Be Alert! *All are Required*

H eads up! Look for the light.
E nter the room and introduce yourself.
A ttend to and inquire as to the patients’ needs.
D etermine what you can or cannot do.
S afety first! Make sure we never put our patients at risk.
U nderstand and provide what the patient is asking for.
P ass it on if you can not fill the need yourself.
What to do when Non-Nursing Associates respond to a patient call light

If you can fill the request

Go for it!
Fill Patient Request. Provide excellent patient care

Turn call light off. Ask patient if there is anything else you can do for them before you leave

If you cannot fill the request

Go to the Nursing Station and inform unit clerk that there is a patient in need.

If Unit Clerk is not Available

Look for on duty Nursing Attendant or Nurse

If Nursing Attendant or Nurse is not available

Go to Unit Nurse Manager for assistance

Return to patient room and let them know that you brought their request to the appropriate person and they will be there ASAP.
What non-nursing associates CAN assist with:

If you see a call light on, anyone can do the following if the patient asks for assistance:

- Move the call bell bedside device, telephone, bedside table, chairs, trash can, tissues, or other personal items within reach.
- Assist with making phone calls, or answering the phone if it is beyond reach.
- Change TV channels or turn the TV on or off.
- Turn bed lights on or off.
- Obtain blanket, pillow, towel, washcloth, slippers, and toiletries in the room or from linen cart or other unit storage area.
- Open and/or close privacy curtains.
- Obtain any other non-medical miscellaneous items such as pens, pencils, books, magazines etc...

You’ve got the Green Light!
What Non-Nursing associates **CANNOT** assist with:

**Only Nursing Staff can:**
- Physically assist a patient
- Turn off any alarms
- Enter an isolation room (unless trained or authorized)
- Offer pain relief
- Explain clinical matters
- Explain tests and treatments or patient scheduling
- Deal with an IV
- Move meal trays and or water pitchers. Assist patients with eating, give a drink of water
- Raise or Lower a patient Bed
- Assist a patient in or out of bed.

**Please remember to use key words if you cannot assist.**
- I’m sorry but I am not trained to do that. I will get someone to assist you as soon as possible.

Stop, listen, ask for assistance!
Remember to use AIDET

- **Acknowledge**: Knock on patient door before entering room. Address the patient by name when possible. State your purpose. Ask if this is a good time for you to perform the task you need to do.

- **Introduce**: State your name and department. Let the patient know the reason you are there. Provide your skill set, training, certifications and experience. Manage up yourself, your co-workers and the hospital. Let the patient know you are there to provide very good care “all ways”.

- **Duration**: Let patients and families know how long a task, procedure or test may take. Set realistic timeframes and meet or exceed their expectations. Remember honesty is the best policy.

- **Explanation**: Explain what you are doing and why you are doing it. Give the patient a step-by-step account of what is happening. Let the patient know what to expect. Never use acronyms or abbreviations when talking to patients or family members. Keeping the patient well informed will reduce their anxiety and make your job easier.

- **Thank you**: Let our patients, families and guests know that we appreciate them. Thank them for choosing Mount Sinai Queens. Always ask if there is anything else you can do for them before you leave their room.

*Smile is worth a 1000 words!*
Hello Mr./Mrs. (state patient name), my name is (state your name), from the (state your department). I noticed that your call light is on. Is there something that I can do for you?

If you Can: Sure, I can help you with that_____ (provide what is requested)

If you Cannot: I will be happy to get someone qualified that can assist you. We are all here to take very good care of you, let me go get someone to assist you as soon as possible.

Remember before leaving to ask: Is there anything else that I can help you with before I go? Have a good day, I hope I was able to respond to your needs.
Other Patient Initiatives

Tree of Life

The purpose of the Tree of Life is to provide a forum for all caregivers to present individualized relationship based care with our patients and families. The Tree of Life is a pictorial representation of the patient’s social support systems. Designed primarily to increase patient satisfaction and enhance therapeutic relationships with patients and families. The Tree of Life has strengthened our connection with our patients and their families.

Quiet Time

The Quiet Time project was designed to enhance our patients experience and provide a therapeutic healing environment for our patients. Our goals were to increase patient satisfaction and to positively influence the work environment for the staff.

Tree of Life Story

Patient’s Name
Our Mission and Vision

It is the Mission of Mount Sinai Queens to provide EVERY PATIENT the best possible experience and outcome in a safe supportive environment while serving all with compassion, competence and respect.

It is the vision of the Responsiveness Committee to improve patient satisfaction and quality of care through labor and management collaboration, teamwork and patient engagement.

* Working together to achieve excellent patient care all-ways *

Remember people don’t care how much you know, until they know how much you care.

Thank YOU for making a Difference!
Mount Sinai Queens Responsiveness Team

**Team Members**
Sonia Campbell  
Kelly Daly  
Agnieszka Jakubowska  
Stephanie Jalinos  
Theresa Krockel  
George Lowe  
Lilian St. Hilaire  
Chet Ostrowski (Co-Leader)  
Juan Eli Rosales (Co-Leader)  
Marta Yushuvaya

**Sponsors**
Saily Cabral  
Norma Calame  
Ilyssa DeCasperis  
Amy D'Assuncao  
Kathleen Scher  
Judy Trilivas  
Betty Wharton  
Henry Williams

**Facilitator**
Regina Censullo

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(A special thanks to Barbara Winter for her assist on infection control and hand washing)

**Please do not hesitate to contact any team member with any questions, concerns or suggestions.**

**We value everyone’s opinion.**

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Pilot Project

Improve Responsiveness HCAHPS scores

January 2012
Work as of now...

**Measure**

- Patient Survey on Food/Bathroom/Pain responsiveness
- Focus group sessions with RNs, C.N.A.s and Unit Clerks on the pilot unit
- Response Time Measurement of call bells
- Health Care Team Vitality Instrument surveys
- Compiling Patient Satisfaction Survey comments and reviewing HCAHPS
- Trends
Focus group session findings (RNs, C.N.A.s and Unit Clerks)

- **Movement**: patient room changes/Isolation rooms/transporting patients for testing and treatments
- **Broken/missing/unavailable equipment and supplies**: finding stretchers can take over 30 minutes in pm, broken call bells and bedside BP cuffs, need gowns with snaps-c.n.a.s need to wait for IVs to be removed prior to changing patients
- **Challenging patient population**: requires a great deal of attention due to addiction and confusion (geriatric population)
- **Information sharing**: patients want more opportunity to speak with physicians, nurses unable to give new information to patients and MD’s not available causing patient dissatisfaction, need to share reports with c.n.a.s
- **Staffing**: safe rooms, isolation rooms and 1:1’s resulting in short staffing at times
- **Language**: Diverse population, need more teaching materials in Greek and Russian
- **Pharmacy**: missing, delayed or wrong medication
- **Food**: patients request for more snacks and trays in pantry do not get replenished
- **Noise**: traffic due to patient/staff access to the Annex Building
- **Teamwork**: need to develop better relationship with the team, patients and families
Next Steps

- Continue compile patient survey and comments from the HCAHPS surveys to monitor the progress
- Develop “Why We Care...Heads Up” implementation plan for the pilot unit
- Implement “Why We Care...Heads Up” on the pilot unit
- Continue communication with pilot unit staff on progress
- Continue measuring and analyzing outcomes
- Institution-wide implementation