NYULMC Patient Transport

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One of the top four predictors of patient satisfaction has been identified as:

The patient experience while being transported through the medical center.
Improving the Patient Experience

We set out to further enhance the experience. We recognized added value in:

1. Developing better scripting tools

2. Focusing on staff interaction with patient which encompasses:
   - Caring
   - Compassion
   - Safety
   - Being informational

3. Engaging a focus group comprised of labor and management
Putting Together *the* “TEAM”

- Patient Transport Management and Union Staff
- 1199 SEIU/League TEF Labor Management Project
- Human Resources
- Labor Management Committee
Patient Transport Team Members
Three Day Rapid Improvement Event

Utilizing lean management strategies, the team collaborated in developing a world class program:

Day 1
- Reviewed current procedures by mapping out process
- Analyzed data, surveys, and comments
- Role play (patient and transporter)

Day 2
- Focused on best practices for customer satisfaction
  - Develop Recommendations
  - Presentation to Senior Sponsors

Day 3
- In-service and Skill Development
• Focused attention to critical patient experience opportunities is essential to improving the perception of care.

Outcomes

• Scripted the patient transport experience

Developed and implemented a “Mentor program” to provide peer to peer training

Developed a Patient Transport Brochure

Empowered the employees to take “ownership” in sculpting the face of world class customer service
Patient Drop Off

To Test Area
- Tell patient we have arrived at their testing destination
- Place patient in holding area. Place brakes on the stretcher or wheelchair.
- State to patient: We have reached your destination. Someone will be with you shortly. We have wonderful staff here, they will take good care of you.
- Inform patient that another Patient Transporter will be back to pick them up after their procedure is completed and the transport request is submitted.

To the room
- Inform Patient Unit Clerk you have returned with: Patient name, Room #, Bed #. Ask for Nursing’s assistance.
- Set up patient for transfer for bed
- Inform patient of the transfer to bed: Follow established procedures.
- Tell patient: “We have wonderful staff here who will take good care of you”.

Transporting with Care
Do’s and Don’ts

Do’s:
- Establish a friendly, courteous and professional relationship with the patient at all times
- Do check-in with the patient to see if he/she is comfortable during the transport
- Do communicate in a positive and effective manner with co-workers, nursing staff and all other staff
- Do wear department uniform and name badges in a professional manner

Don’ts:
- Don’t talk negatively about the hospital at any time
- Don’t speak in foreign languages in front of patients with other hospital staff, unless the patient is involved.
- Don’t leave the patient unattended while engaged in a conversation with other hospital staff
Mentor Program

• Received hospital wide recognition

• Met with senior leadership to discuss roles and outcomes

• Recognized as Team Candidate for Service Excellence award

• Spotlighted in Hospital’s NYULMC Squared Weekly Magazine
Progress

Increases in patient satisfaction!
Continuing to Strive for Excellence

Mentors:

• Meet monthly to review customer survey results, hot comments, and other comments received via patients and staff

• “get the word” out their peers

• Assist in training of all new hires
Please fill out your evaluation...
Thank You