



WORKSHOP SUMMARY SHEET

TITLE: NYULMC Transport: Creating an Ideal Experience

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SUMMARY: Performance Improvement efforts impact Patient Transport. NYLMC shares the necessary tools to improve the patient experience and providing world class customer service, ultimately leading to improved patient satisfaction.

THE CONTENT OF THIS WORKSHOP WILL FOCUS ON:

IMPROVING STAFF/RESIDENT/PATIENT SATISFACTION & IMPROVING QUALITY

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

- Labor and Management working together can identify the ways to address concerns/issues related to the patient experience and develop, implement and monitor solutions.

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

- Scripting the patient transport experience.
- Developing and implementing a “Mentor program” to provide peer to peer training and make the workforce a part of the solution.
- Developing a Patient Transport Brochure
- Empowering the employees to take “ownership” in sculpting the face of world class customer service.

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

- 1) Developing better scripting tools.
- 2) Focusing on staff interaction with patients, encompassing caring, compassion, safety, and information.
- 3) Advantages of engaging focus groups comprised of both labor and management.