The Patient Experience/HCAHPS: NICU Improvement Strategies

Jim Rost, M.D.
Hospital Consumer Assessment of Healthcare Providers and Systems
The NEW ENGLAND JOURNAL of MEDICINE

Patients' Perception of Hospital Care in the United States

Abstract

Purpose: To determine whether hospitals where patients report higher overall satisfaction with their interactions with the hospital staff and clinical care are less likely to have higher hospital readmission rates.

Methods: We examined the relationship between patient satisfaction and hospital readmission rates using a national sample of Medicare patients discharged from hospitals in the United States. We used hospital quality scores from the Hospital Quality Alliance to assess technical performance and surgical processes of care and calculated patient satisfaction indicators to measure hospital readmission rates.

Results: The overall rating of the hospital and willingness to recommend the hospital had strong correlations with the hospital readmission rates. Patients who were more satisfied with their hospital care were less likely to be readmitted within 30 days of discharge. The relationship between patient satisfaction and hospital readmission rates was independent of demographic and clinical factors.

Conclusion: Patient satisfaction is a strong predictor of hospital readmission rates. Improving patient satisfaction may help to reduce hospital readmissions and improve patient outcomes.
Aim: To improve communication through the implementation of team behaviors, including the family, into neonatal care.
Habit 1: Multi-disciplinary Rounds
Multi-disciplinary Rounds

Benefits

- Includes all team members (Family, RN “drives,” Charge RN, MD, Pharmacist, Social Work, Case Management, Nutritionist)
- Everybody agrees on daily plan of care
- Reduces follow-up phone calls, orders are clarified
- Improves families perception of care
Habit 2: Formalize Communication

AIDET
Habit 3: Nurse Manager Rounding
Habit 4:

Family Involvement in Handoffs/Handovers
Habit 5: Family Lunches
Habit 6: Post-Discharge Patient Phone Calls

- Staff connects with patients
- Confirm understanding of DC instructions
- Demonstrate empathy
- Provides an opportunity for service recovery
Habit 7: Brag and Manage Up

It's not bragging if you can back it up.

(Muhammad Ali)
NICU PATIENT EXPERIENCE

Likelihood to Recommend

- Patient Advocacy
- Target
- World Class

Time:
- Apr-Jun'12
- Jul-Sep'12
- Oct-Dec'12
- Jan-Mar'13
- Apr-Jun'13
- Jul-Sep'13
- Oct-Dec'13

Percentile Ranking:
- 0%
- 20%
- 40%
- 60%
- 80%
- 100%
- 120%

- 72%
- 63%
- 97%
- 97%
- 93%
- 99%
- 90%
- 75%
NICU PATIENT EXPERIENCE
NICU PATIENT EXPERIENCE
NICU PATIENT EXPERIENCE

Discharge Information

- Discharge Information
- Target
- World Class

Percentile Ranking

100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%

Time
- Apr-Jun'12
- Jul-Sep'12
- Oct-Dec'12
- Jan-Mar'13
- Apr-Jun'13
- Jul-Sep'13
- Oct-Dec'13

- 72%
- 96%
- 89%
- 98%
- 99%
- 90%
- 75%
Service Excellence is not about smile school, it is about proven evidence based behaviors that are requisites for clinical effectiveness, marketplace competitiveness, malpractice protection and the quality of our work life.