Patient Satisfaction: Making A Difference

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IDENTIFICATION:

Meeting the needs of our patients and ensuring their complete satisfaction is our #1 priority. What is patient satisfaction? The measurement of how our patients and their families feel about the care they received during their stay with us. By listening to what our patients and their families say about the care they receive we can learn how to improve our quality of care, identify areas that need improvement, and monitor our success. Studies show that satisfied patients are more likely to follow medical advice and have an enhanced ability to heal. Meeting the needs of our patients and ensuring their complete satisfaction is our #1 priority.

PROCESS:

The Medical Center randomly surveys our patients regarding the quality of services received at our facilities. The NRC picker Organization performs the surveys and analyzes our patient’s responses. Patients rate our services on a scale of 1(very poor) to 5(very good) on different aspects of their care. Our goal is to receive all 5’s in all aspects of care. 3 Layfield has come up with the following methods to improve patient satisfaction.

SOLUTION:

1. Establishing Trust
   - Staff hourly rounding addressing the four P’s: pain, positioning, potty, and personal effects
   - Daily management rounding by charge nurse and clinical manager
   - Answering call bells promptly
   - Eye contact, smiling, body language
   - Resolving complaints promptly
   - Introductions of staff daily and use of dry erase boards in room
   - Continuity of nursing staff

2. Meeting Educational Needs of the patients
   - Educational bulletin boards on area for patients and staff
   - Medication Sam bulletin
   - Bulletin board with drug of the month, which includes information on drugs and side effects.
• Medication Sam cards on lap tops to help facilitate nursing to educate side effects to pts when medications given.
• Cardiac Rehab
• Works with our patients daily as an extra education resource with assessing needs of patients.
• Healthy Heart handouts
• One of the many handouts that is given to patients as an educational tool.

3. Good communication among caregivers to improve pt care
• Verbal shift to shift report by nurses
• Charge nurse report on entire floor at 7A and 7P
• Daily meeting at 8 AM including charge RN, patient care coordinator, and cardiac rehab to coordinate each pt’s care for the day.
• CNA gets report on pts from nurse at shift change
• CRNP’s and Physicians Assistants easily accessible and available on area most of the time.

4. Emotional Support/Physical Comfort
• Private rooms
• Decrease in noise level
• Flexible visitation
• Free TV and Telephone (Local)
• Menu Choices with every meal
• Assist with activity three times daily

5. Accessibility for follow up
• Daily access to patient care coordinator for discharge planning
• Cardiac Rehab initiates outpatient follow up.
• Follow up appointments given at discharge
• Medication reconciliation process –scripts, etc.
• Discharge teaching.

6. Communication
• Plan of care discussed with patients and families with updated changes in care.
• Delays in treatments, medication changes, etc.
• Advocate between patient and doctors
• Listen to your patients and coworkers
• Staff Huddles at change of shift
• Identifying need of the floor and reporting them to the next shift coming on.
• Staff education for performance improvement
• Service excellence
• CRN monthly updates and reminders
• Monthly staff meetings
• Friendly reminders

OUTCOMES:

Exceptional patient satisfaction survey scores have shown that the methods we are using on the area have been very effective.
Before implementing the methods to improve patient satisfaction our overall rating of care was 60% in October 2008 and is currently at 100% in October 2009. We have also improved our score for the most recommended area from 70% in October 2008 to 100% in October 2009, achieving the highest inpatient score of the year in the likelihood a patient would recommend the unit to others.

Our goal is to keep up the great work and maintain our patient satisfaction scores at 100% by providing the best healthcare experience for our patients.