

PATIENT EXPERIENCE ON INPATIENT ADMISSION

2022 VERSION

BETSY DIRR, EDUCATION SPECIALIST

ORGANIZATIONAL DEVELOPMENT

OBJECTIVES

- To increase knowledge and decrease inconsistencies among nurses related to Patient Experience best practices.
- To provide educational tools by role modeling to increase nurse accountability for Patient Experience best practices.
- To educate staff about introducing the patient to Patient Experience best practices during the inpatient admission process.

WHAT IS PATIENT EXPERIENCE?

The sum of all **interactions**, shaped by an organization's **culture**, that influence patient **perceptions** across the **continuum** of care.

Beryl Institute, 2018

It's about honoring what's important to our patients and their families.

4 CORE PRINCIPLES OF PATIENT AND FAMILY CENTERED CARE



These principles are what our patients state are important to them.



ST. ELIZABETH'S PATIENT EXPERIENCE BEST PRACTICES

Dynamic
Caring
Model

Get Well
Network

AIDET

Bedside
Report

Pull 20
process

Hourly
Rounding

Managing
Up

Partners In
Care

Leadership
Rounds+

Commit To Sit

BEST PRACTICES AND PATIENT EXPERIENCE

Studies show a direct correlation between best practices and Patient Experience scores

Hourly Rounds...

Reduced patient falls by 52%

Reduced patient use of call bells/lights by 37%.

Caused a decline in skin breakdowns & pressure ulcers by 14%.

Caused an increase in patient satisfaction ratings by 12%.¹



Bedside Report...

Saves lives and is an effective communication tool shown to increase patient communication and patient safety, decrease medication errors and improve patient outcomes.²

¹The Sentinel Watch, 2018

²Journal of Healthcare Communications, 2018

PATIENT EXPERIENCE KEY ALWAYS BEHAVIORS



INTRODUCE
YOURSELF BEFORE
STARTING
CARE/SERVICES



SMILE



ACKNOWLEDGE
PATIENT/ LOVED
ONES WITH A
FRIENDLY GREETING



BEDSIDE REPORT AT
THE BEDSIDE



INVOLVE THE
PATIENT IN BEDSIDE
REPORT



TELEPHONE/CALL
LIGHT ETIQUETTE



MANAGE UP OTHER
TEAM MEMBERS



ENCOURAGE POSITIVE
RESPONSES "LET ME FIND
SOMEONE TO HELP YOU"

PATIENT EXPERIENCE KEY ALWAYS BEHAVIORS



MAINTAIN EYE
CONTACT



SIT WHEN POSSIBLE



ACKNOWLEDGE
PATIENT BY NAME



GREET VISITORS



HOURLY ROUNDING



INTRODUCE
PARTNERS IN CARE



INTRODUCE
GETWELL NETWORK



ESCORT LOST
PATIENTS AND
VISITORS

PATIENT EXPERIENCE KEY WORDS

“For your safety”

“How can we help control your pain and keep you comfortable?”

“Purpose and side effect for new meds”

“What are your goals or what is most important for you today?”

“What questions or concerns do you have?”

“Communication Journal”

“Thank you for allowing me to be part of your care today.”

“Can I close your door so you can have a restful night and stay?”

Narrate as you perform duties.

CONNECTING WITH OUR PATIENTS

How do we connect our patients with St. Elizabeth's Patient Experience?

It starts on Admission



The following video will guide you, as the admission nurse, on how to introduce the patient to Patient Experience best practices, such as *Get Well Network*, *Bedside Reporting*, and *Hourly Rounding*.



You will also learn what tools are given to the patients and families to foster partnerships with the healthcare team. These are called **Partners In Care tools**.

PATIENT EXPERIENCE ON INPATIENT ADMISSION

Please watch the following video.

[Patient Experience](#)

REFERENCES

Mitchell, A., Gudeczauskas, K., Therrien, A. & Zauher, A. (2018). Bedside Reporting is a Key to Communication. *Journal of Healthcare Communications*. doi: 10.4172/2472-1654.100124.

Robinson, L. (2016). *Patient Experience Training* [PowerPoint slides].

The Sentinel Watch. (2018). *About Hourly Rounding as an Effective Patient Safety Strategy*. <https://www.americansentinel.edu/blog/2015/06/02/hourly-rounding-is-an-effective-patient-safety-strategy/>.

Attestation Statement

I have read this module and agree to abide by the expectations in this module.