St. Elizabeth
HEALTHCARE

Training & Education Center

PATIENT EXPERIENCE ON INPATIENT ADMISSION

2023 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.

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]

[1]The Sentinel Watch, 2018
[2]Journal 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.