

# Leveraging Technology to Inspire Leaders Towards Streamlined Communication During Hospital Surveys

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## IMPACT

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## ISSUE TRACKER

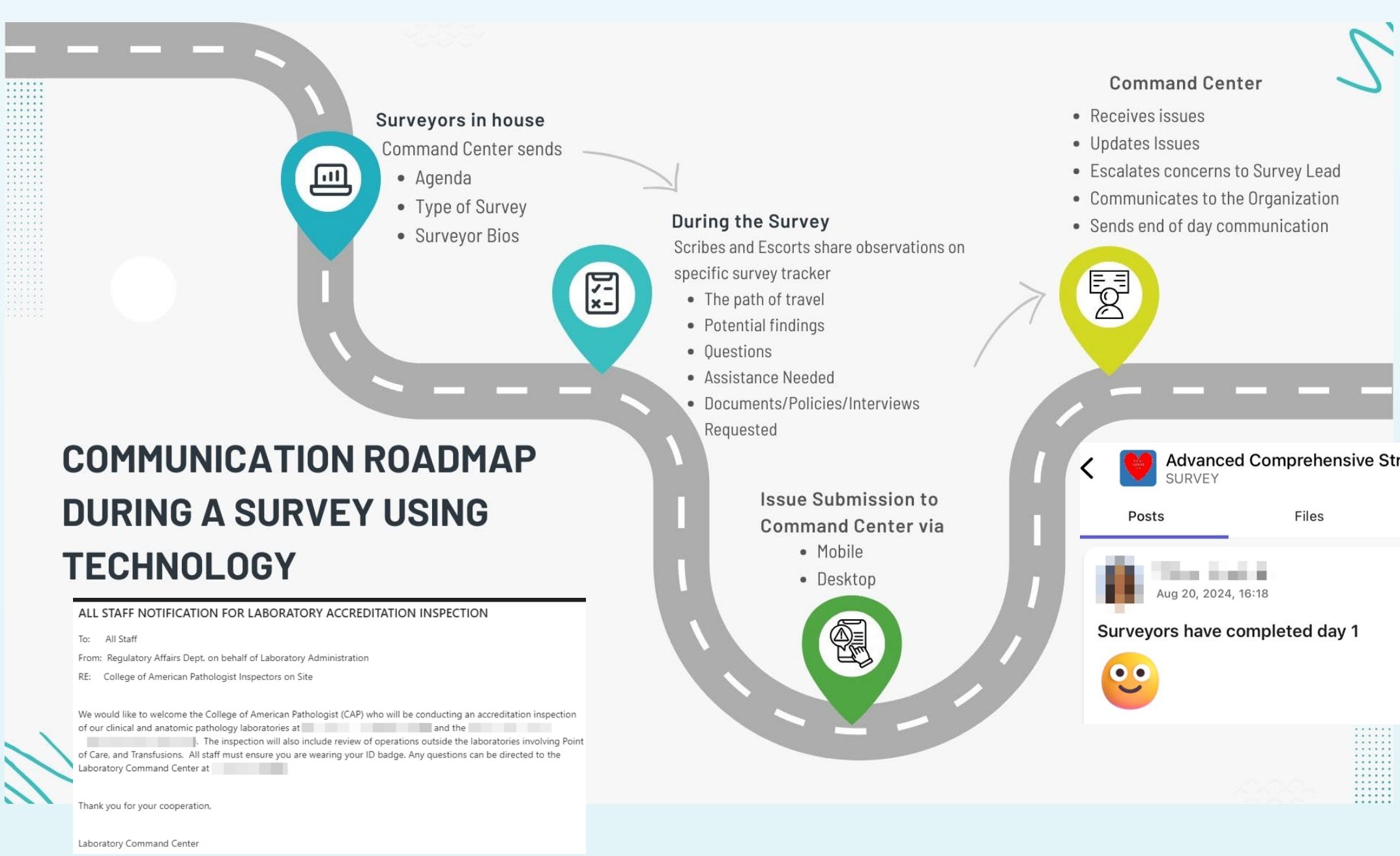
**Command Center personnel:** Regulatory Affairs, Nursing, Pharmacy, Infection Prevention, Electronic Medical record team, Nursing Informatics, Facilities, Information systems, etc. (some may work remotely)

**Electronic tracker:** A system that consolidates patient, staff, and stakeholder feedback into one platform, with tagging and categorization to prioritize areas needing attention

## LESSONS LEARNED & PRACTICAL TAKEAWAYS

- In today's day and age, there are many means of communication, which can lead to delays in getting information to the right people and duplicative efforts when working on larger efforts.
- When tools exist within a business enterprise specifically for communication, it is worth investing time and energy into a strategy that works for the people and resources available within the organization.
- Simply implementing a communication strategy has inspired nursing leaders to mirror the work in other quality improvement and process improvement efforts; we recommend designing a similar communication strategy using tools already available at your organization.

## Communication ROADMAP



The scribes report issues and possible findings through a mobile device. This information is viewable for the Command Center to review, prompting further action if needed.



## IMPLICATIONS

Legacy communication strategies are familiar, but can cause redundancies, inefficiencies, and unnecessary work.

## APPLICATION TO OTHER SETTINGS

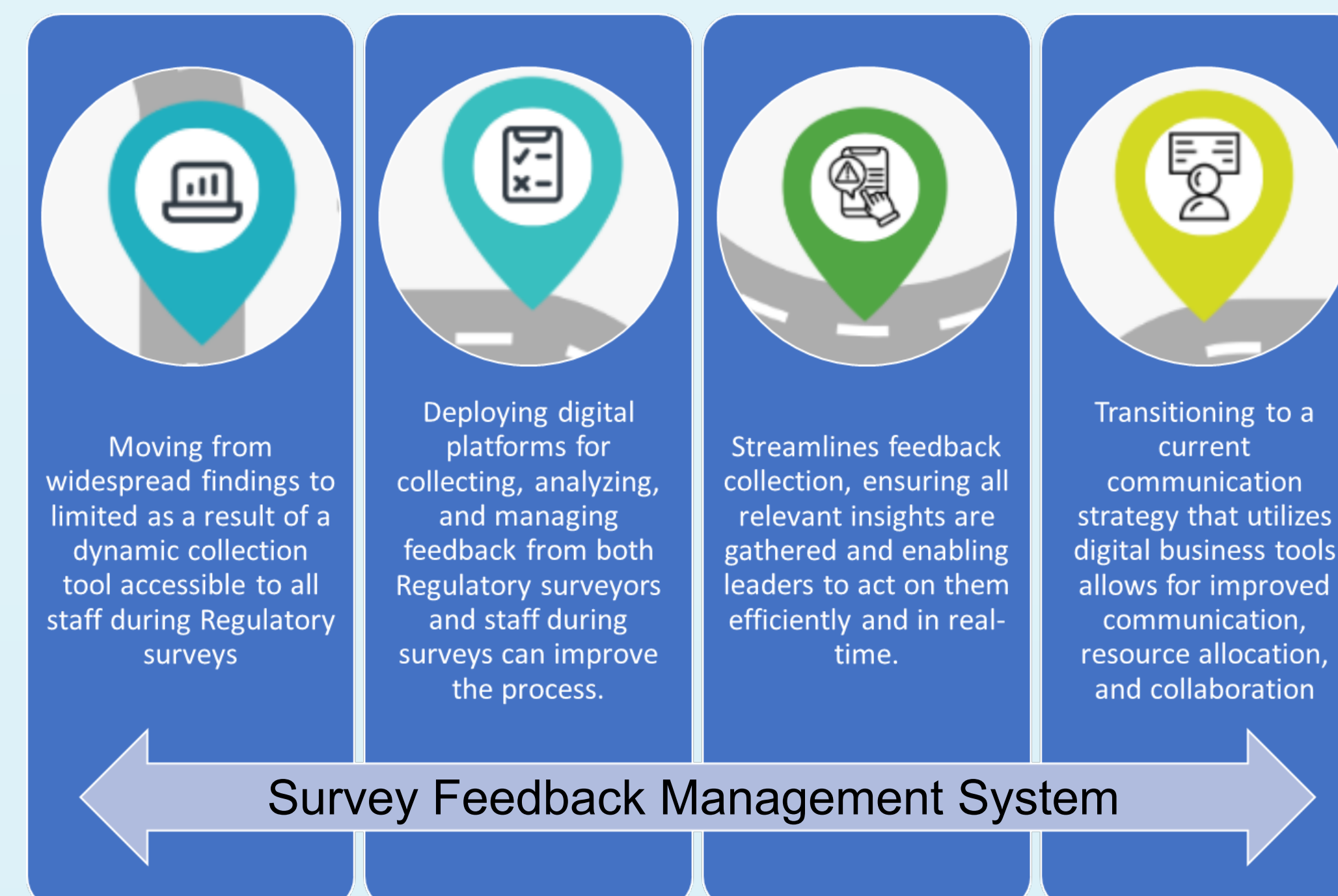
This digital communication strategy has inspired various nurse-led initiatives within the organization. This can be applied to other forms of internal communication that requires prompt responses while tracking items to help determine the severity and scope of an issue. One department applied the strategy for status updates to the team.

The Nursing Informatics (NI) team mirrored the strategy for tracking questions and feedback received from a recently-acquired community hospital during the implementation and go-live phases. The NI team intends to use the information obtained when rounding to support initiatives. It has also inspired a department to track issues reported by staff as a means of open communication and transparency.

## OUTCOME

Various licensing, re-licensing, certification, and re-certification surveys performed by the California Department of Public Health (CDPH) and The Joint Commission (TJC) with reductions in overall findings, specifically how widespread an issue was, resulting in a reduction in action plans needed for follow-up. Additionally, the means of communication was primarily performed on the designated app, allowing for more leaders to be aware of the status of the survey.

- Mobile Solutions**
  - Mobile apps or systems can be utilized for survey tracking and communication on-the-go, so hospital leaders can stay connected even when they're away from their desks
  - Real-time updates on survey progress or compliance statuses, and the ability to assign tasks or communicate directly through the electronic application
  - Provides flexibility for busy leaders, ensuring they can monitor, respond, and take actions during surveys without being restricted to a specific location.
- Automated Reporting & Alerts**
  - Automation tools can generate and send reports or alerts based on survey results or performance thresholds being met or missed. Direct access to a live tracker where findings are identified
  - Saves time on manual reporting, helps hospital leaders focus on areas requiring immediate attention, and ensures the communication of critical issues promptly. Eliminates need to send out end of day status email.
- Collaborative Virtual Meeting Platforms**
  - Virtual meeting tools enable collaborative discussions among hospital leaders and teams during surveys
  - Facilitates frequent check-ins, brainstorming, and problem-solving sessions to ensure smooth communication and timely responses
  - All team members are aware of the progress of the survey at all times



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