

INTRODUCTION

- 265 bed Children's and Women's Hospital in urban southeastern United States.
- States only Level I trauma center
- States only Level VI Neonatal ICU
- States only Pediatric Burn Program

OBJECTIVE

Improve willingness to recommend scores from the Hospital Consumer Assessment of Healthcare Providers and Services (HCAHPS) survey utilizing a multidisciplinary approach.

Leverage automated reports of the Patient Safety Bundle (PSB) and Press Ganey comments in conjunction with a structured biweekly meeting cadence to identify areas of opportunity and implement targeted interventions to improve patient experience.

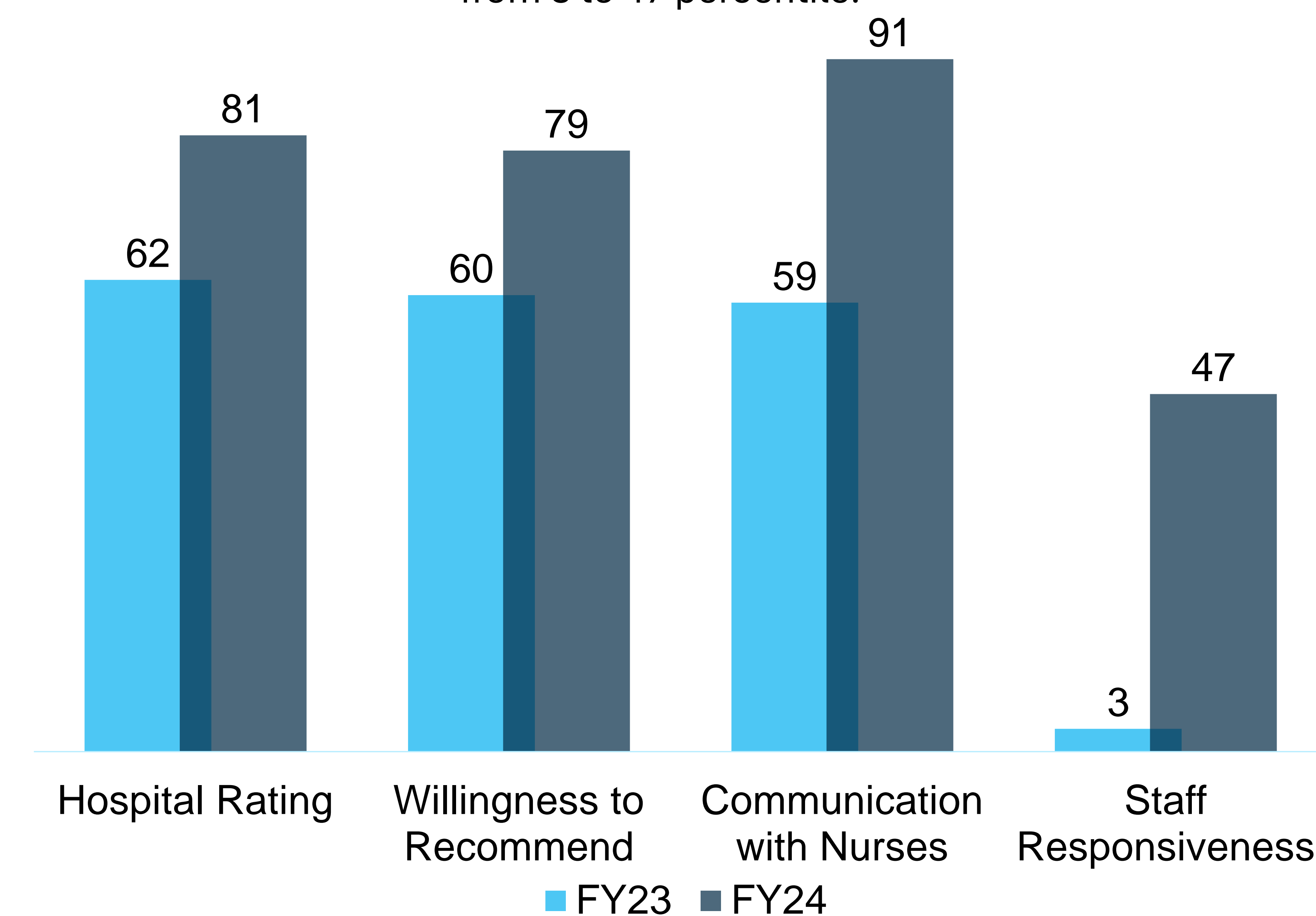


METHOD

- Multidisciplinary teams were formed for each inpatient unit with children's and women's leveraging the unit nurse managers and medical director dyad relationship.
- A uniform cadence of meetings initiated where the nurse manager and unit medical director partnered with patient experience team and reviewed their current experience scores and areas of opportunities based on priority index.
- Child HCAPHS and PSB education was initiated for unit nurse managers and clinical care team members.
- Designed and implemented tools focused to women's and children's supporting communication and engagement with families.

RESULTS

When compared with the teaching group, hospital rating increased from 62 to 81 percentile, willingness to recommend from 60 to 79 percentile, communication with nurses 59 to 91 percentile, and staff responsiveness from 3 to 47 percentile.



CONCLUSIONS

Engagement of the entire children's hospital team was instrumental to improving the overall patient experience scores.

With the development and implementation of unit focused teams engaging both nursing, physician and patient experience leadership team's patient experience scores will improve.

REFERENCES

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