

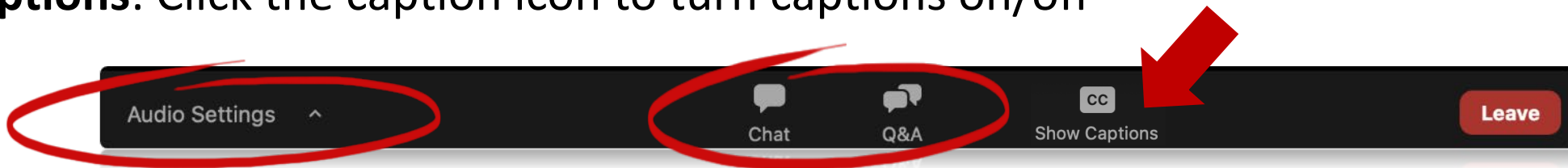


How Teamwork Improves Patient Experience in the Emergency Department

July 11, 2023

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- All participants are muted.
- **Audio Settings:** ability to select your speakers and adjust your volume.
- **Chat:** for sharing of ideas, interacting with speakers and attendees; not for promoting services and products. Make sure you choose '**Everyone**' in the dropdown in the chat box.
- **Q&A:** for submitting questions to review at the end of the webinar
- **Captions:** Click the caption icon to turn captions on/off



- Receive follow up email tomorrow with webinar slides, recording and link to survey.

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- This program is approved for 1 PXE.
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Our Speakers



Kathleen Kennybrook, DNP, RN
Director of Emergency Services | Behavioral Health | Nursing Administration
AdventHealth Deland



Hollie Steele, MSN, RN
Director of Emergency Services
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Matthew Forester, MBA, BSN, RN, CEN
Nurse Manager
AdventHealth Deland



Daphne Shields, MSN, RN, CPN
Regional Patient Experience Manager
AdventHealth North Pinellas



AdventHealth Deland

Kathleen Kennybrook, DNP, RN
Emergency Department Director

Matthew Forester MBA, BSN, CEN, RN
Emergency Department Manager



Facility Introduction

- Annual Emergency Department visits 46,000 in 2021
- 28-bed Department
- Serves West Volusia & Lake Counties in Florida
- Primary Stroke Center

A Story



Learning Objectives



EXPLAIN HOW THE TEAM'S CULTURE FOCUS AND ITS IMPACT ON PATIENT EXPERIENCE

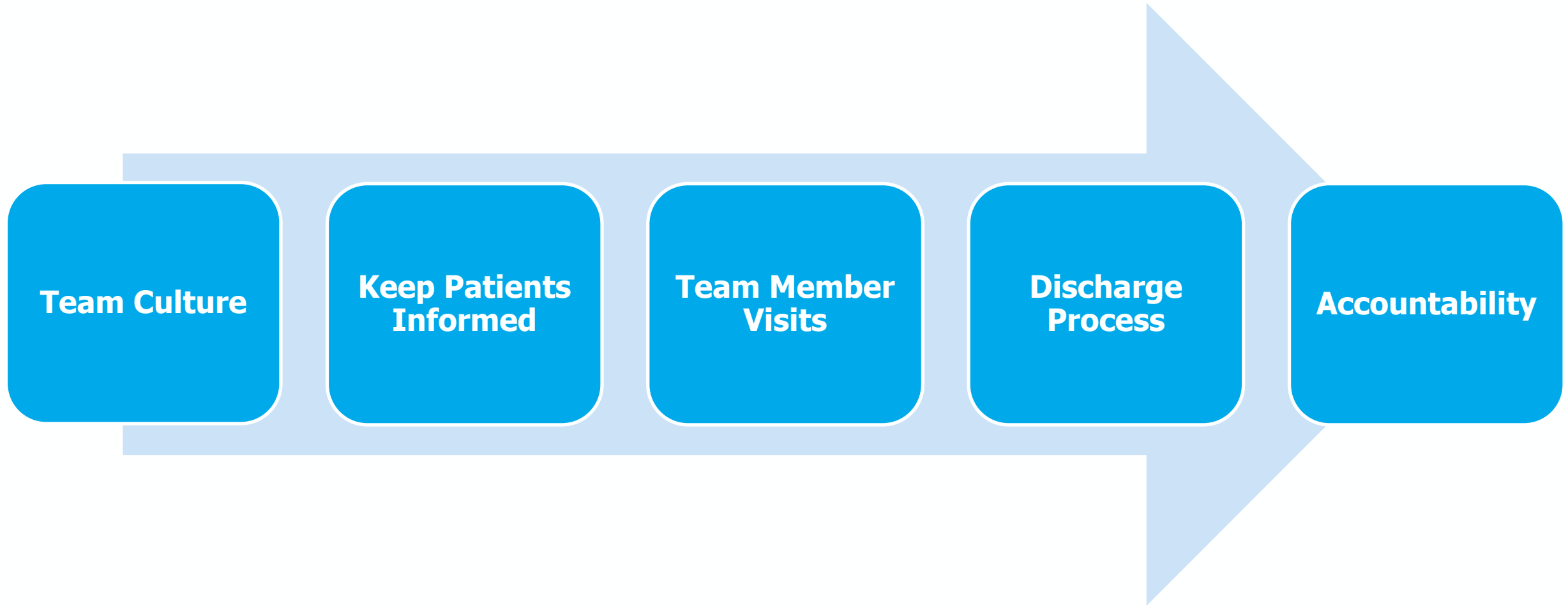


WHAT IS THE STRATEGY USED TO ENGAGE TEAM MEMBERS

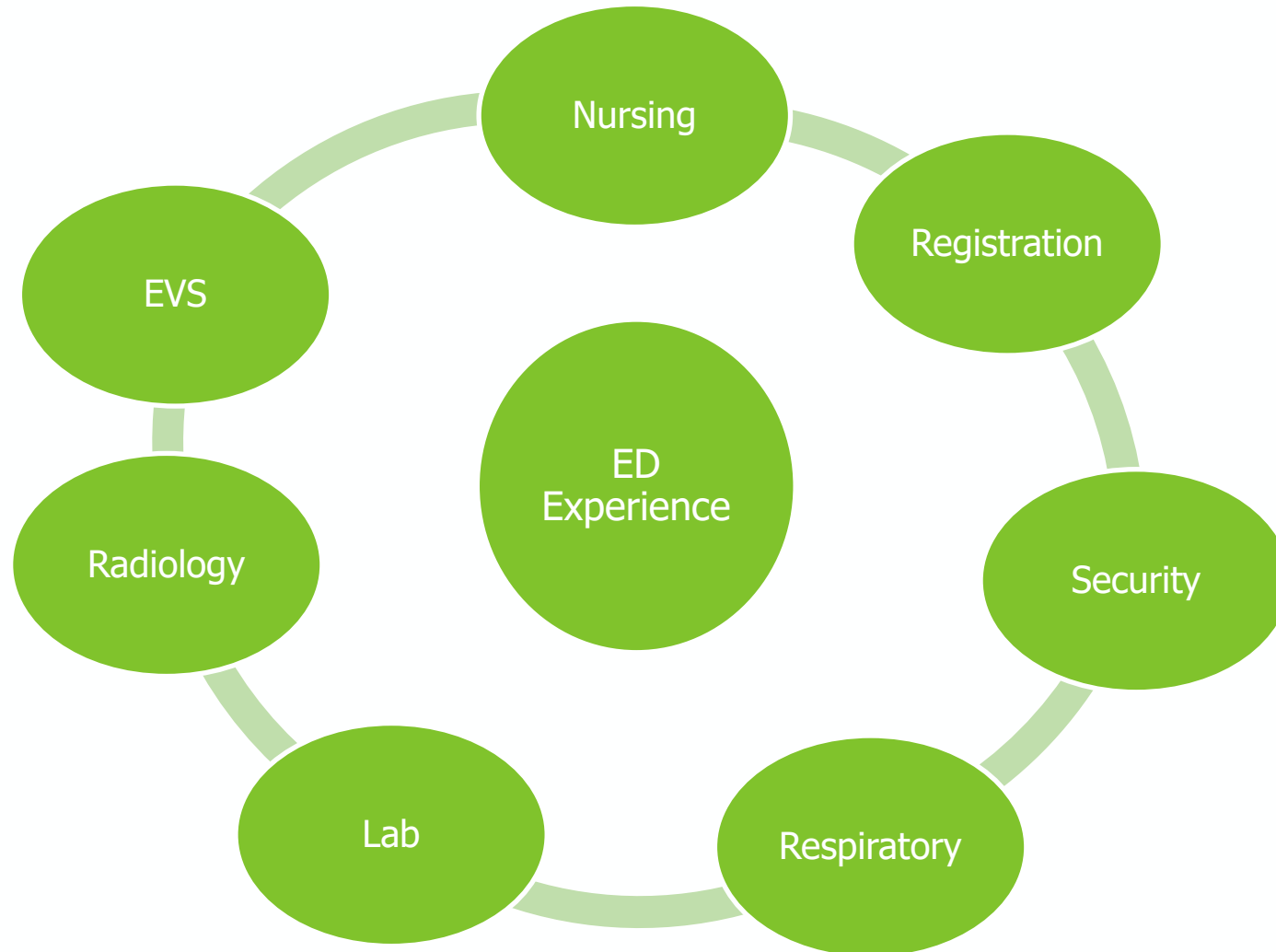


IDENTIFY TOOLS AND PROCESSES USED TO IMPROVE PATIENT EXPERIENCE

Experience Focus



Multidisciplinary ED Clinical Experience Class



Team Culture

- Team culture impacts “Staff worked together” and “Staff cared about you”
- Team Members’ engagement
- Interdepartmental relationships
- Team celebrations

Keep Patients Informed

Arrival and Wait Times

- Pull-to-full
- Radiology visibility
- Department flow and layout
- Surge and Intake Process
- Communication Boards
- Initial/Sit Visit

Team Member Visits

Emergency Care Treat & Transition Survey



Frequent Visit



Pain: Partner with patient to determine their current pain level and pain goal, identifying medication and/or alternative ways to treat pain as appropriate. Explain they may not feel pain-free as a result of their illness or injury, but your goal is to make sure they are at a tolerable/comfortable level until transitioned home or to the next level of care.



Personal Comfort: Provide additional blankets or pillows to patients. Offer help to the bathroom proactively or check patient's brief or bed linens. Ensure patient's personal belongings are neatly placed in one location (*belongings bag, etc.*).



Plan of Care: Update the patient on next steps, wait times for tests and any delays in care.



Privacy: Close the patient's door/curtain while narrating it is for their privacy. If they want doors/curtains open, honor their preference as appropriate. For open areas, be aware of the volume used in sensitive conversations.



Parting: Explain to the patient what time you will return for another Frequent Visit.



Team Member Visits Reference Guide

Emergency Care Experience Standards



Key Takeaways



AT ADVENT HEALTH, WE ARE
EXTENDING THE HEALING MINISTRY
OF CHRIST



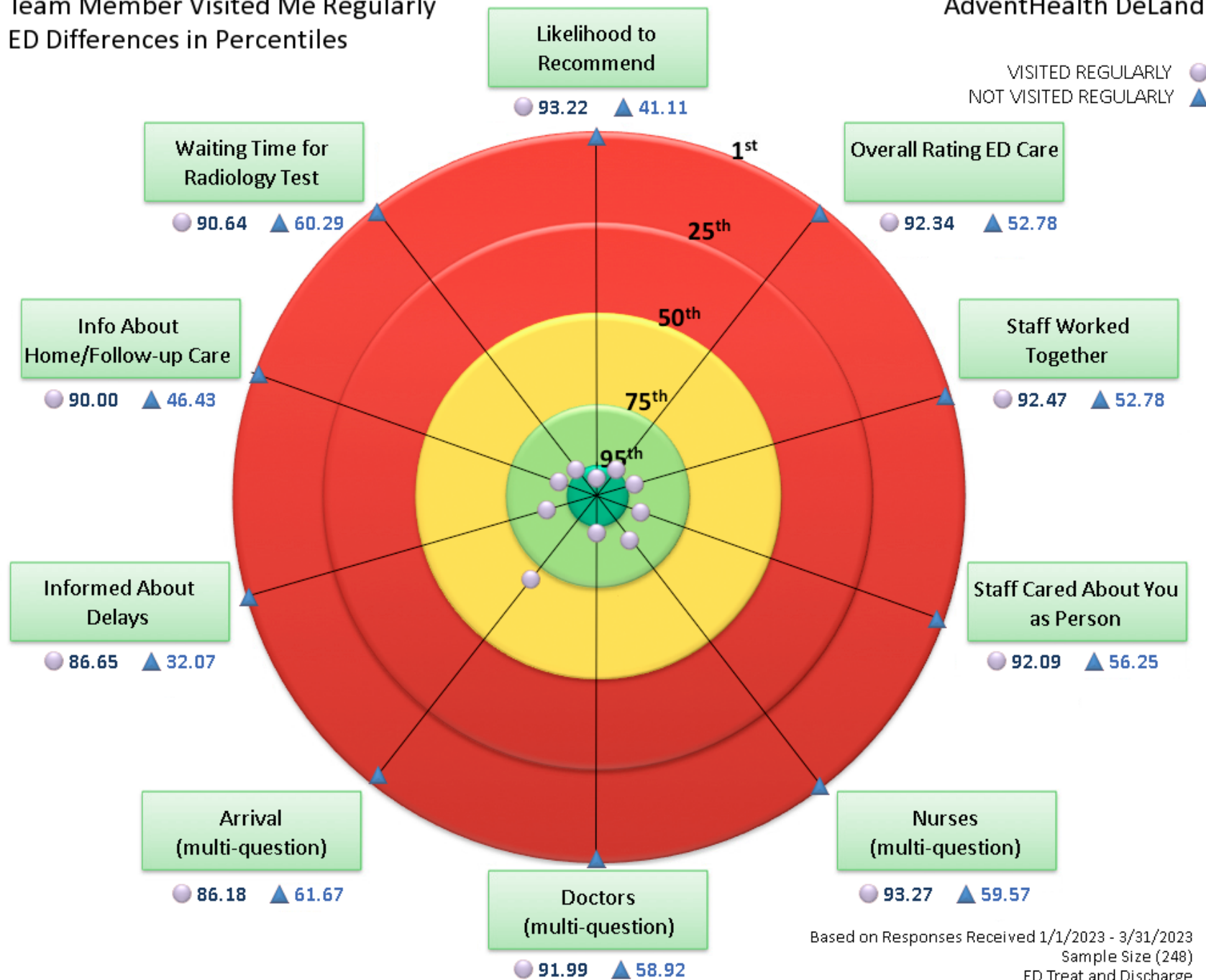
WE ARE HERE TO CARE FOR PATIENT'S,
FAMILIES, AND FELLOW TEAM
MEMBERS



WE ALL OWN THE PATIENT'S
EXPERIENCE

Team Member Visited Me Regularly
ED Differences in Percentiles

AdventHealth DeLand



Based on Responses Received 1/1/2023 - 3/31/2023
Sample Size (248)
ED Treat and Discharge



AdventHealth ED Patient Experience

Hollie Steele MSN, RN

Director of Emergency Services AdventHealth North Pinellas and Palm Harbor ER

Daphne Shields MSN, RN, CPN

Regional Patient Experience Manager

Facility Introduction

North Pinellas Emergency Department located in Tarpon Springs, Florida

- 18 bed ED
- All private rooms
- 21, 636 patients in 2022

Palm Harbor ER, located in Palm Harbor, FL

- 24 Bed ED
- 9,466 patients in 2022

Objectives

- I. Discuss our Patient Experience process
- II. Breakdown Patient Experience tools and tactics
- III. Explain Patient Experience education
- IV. Describe Patient Experience accountability strategies
- V. Discuss our Patient Experience challenges

Our Process

- **Make it easy**
 - Focus on teaching patient about tests, team member visits, and new medications
 - Weekly patient experience themed huddles
- **Love Me**
 - Care & listen to patients – help them feel like we know them and hear them
 - “Thank You” cards
 - RN coordinates at least 5 cards per day, NM mails

Our Process

- **Keep me safe**
 - Teamwork – Coordinate with care team and make the patient a part of their care
 - Pull to full
- **Own it**
 - Nurse Leader Visits to validate the quality of care
 - Bi-weekly PRCs

#1 Priority: Team Member Culture

- **Recognition**

- Celebrate birthdays – birthday cards sent to team member homes
- Personalized thank you card with small token of appreciation when patient leaves comment by name
- Kudos Corner with cards, comments, and letters
- Weekly newsletter to all care team and physicians including recognition
- Team member of the quarter

- **Team building outings**

- Focused outdoor - picnic, soccer, rafting down the river
- Include providers in outings
- ER physician hosting 2022 Christmas party for team in their home

Tools & Tactics

- **Communication Boards**
 - Filled during assessment
 - Estimated wait times on board
 - In previous design used cards for curtain rooms
- **Ongoing reinforcement in Staff Meetings and Huddles**
 - iCARE
 - Nurse Leader Visits
 - Frequent Visits

Education

Patient Experience Manager

- Patient Experience 3-hour in-service at orientation
- Bi-annual simulated patient experience competency

ED Director & Nurse Manager Visibility

- Daily pulse of team to provide tips (i.e. time management, stress management, etc.)
- Include patient experience in 1:1 monthly connections

Accountability

- Nurse Leader Visits
- Real-time observations and coaching
- Recognition from patients
- Biweekly PRCs
 - Attended by CNO, patient experience manager, Director, and Nurse Managers from PHER and NP.
 - Go over data from past 2 weeks, focusing on all priority indexes and patient comments with focus on likelihood to recommend.

Challenges

- Higher volume/acuity with 18 beds
- Staffing challenges
- LWOT – large bolus of patients at one time
 - Triage RN proactively rounds on waiting room
 - Started R3 process (super track)
- Starting shift with Holds
 - Leader Visits by ED Director, ED NM or Inpatient NM

Key Takeaways

- Team culture
- Teamwork
- Care, listen, and involve the patient in their care
- Observation, Coaching and Education of team





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Upcoming Events & Programs

WEBINARS

July 18 | Modern Strategies for Purposeful Rounding

July 25 | Storytelling and its Practical Influence

July 27 | Interconnectedness of the Human Experience: Building a Unified Vision for Healthcare Leadership

CONNECTION CALLS/PX CHATS

July 12 | Volunteer Professionals Community Connection Call: Onboarding and Recruitment

July 19 | Ambulatory Care Community Connection Call – Effective Patient Experience Training in an Ambulatory Setting

July 31 | Patient Advocacy Community Connection Call: Protecting Mental Health

PROGRAMS

July 13- August 3 | Foundations of Volunteer Management

August 8-29 | CPXP Prep Course



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Thank you!