

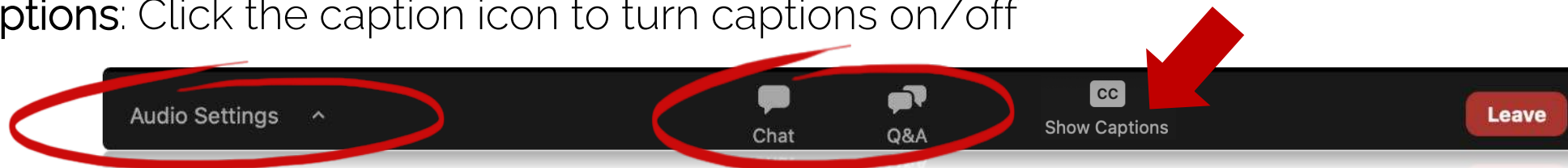
# See It, Say It, Save It: Empowering Employees to be a Part of the Solution to Patient Belongings

January 16, 2024



# Housekeeping

- 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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# Our Speakers from University of Vermont Medical Center



Kristine Buck, BS  
*Program and Resource Coordinator,  
Patient and Family Experience*



Kelly Holland, MHA, CPXP  
*Manager, Patient and Family  
Experience*

# See it! Say it! Save it!

## Empowering Employees to be a Part of the Solution to Patient Belongings

*Kelly Holland, MHA, CPXP, Manager, Patient and Family Experience,  
University of Vermont Medical Center*

*Kristine Buck, Program Coordinator, Patient and Family Experience,  
University of Vermont Medical Center*

# Learning Objectives

1. Explore the patient belongings process, the challenges associated with keeping a patient's belongings safe, and create an improved process that is meaningful and actionable.
2. Identify the impact of lost belongings on patient trust, their healing process, perception of the hospital including the financial impact to patients, families, and organizations
3. Learn an innovative practice for empowering and motivating staff around the patient belongings process through awareness, education, recognition and incentive programs.

**TRUST ME...**

**I'M A PROFESSIONAL....**

Houston we have a problem!









# Why does it matter?

## **Cost to the Patient**

- Emotional
- Inconvenience/Frustration
- Health and Recovery
- \$\$\$\$

## **Cost to the Organization**

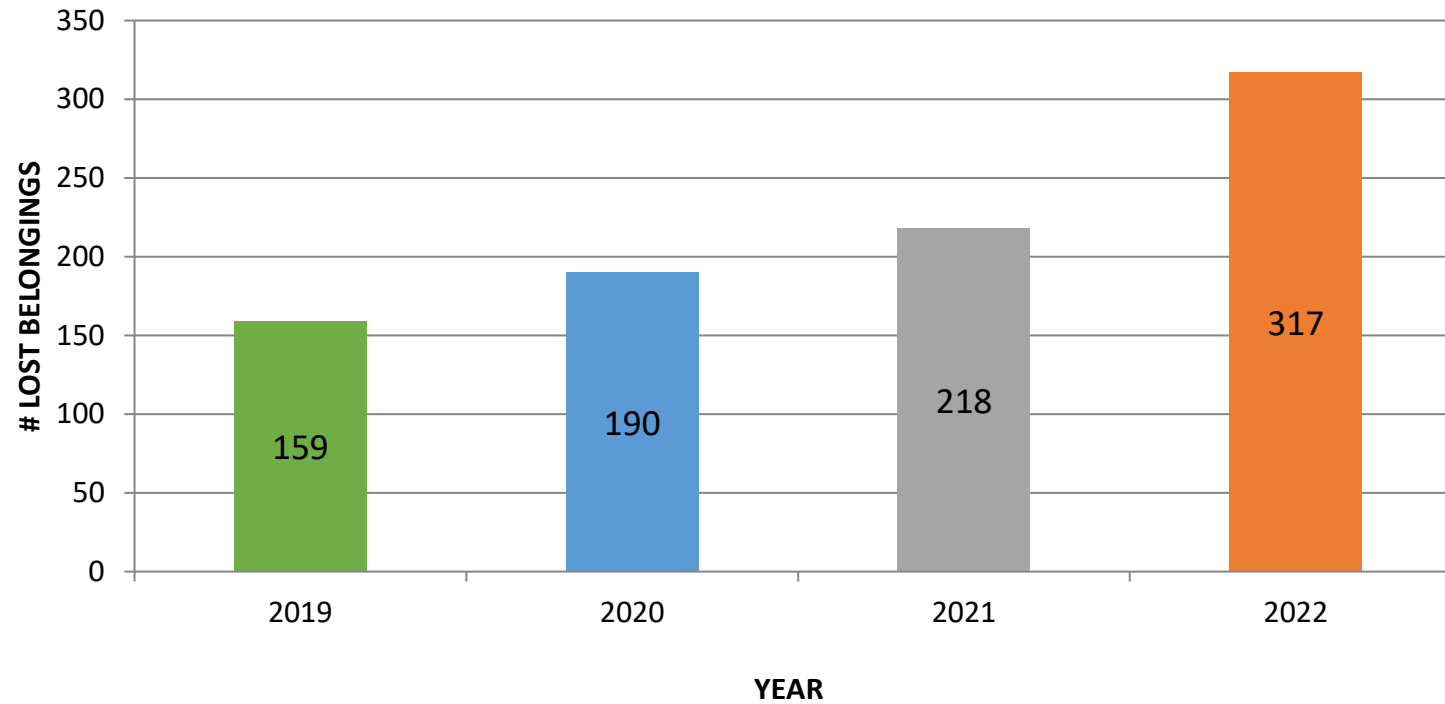
- \$\$\$\$
- Valuable Staff Resources

# Cost to the Patient: A Tale of Two Belongings



# The data is in the details

## LOST BELONGINGS REPORTS



# Who's responsible?




# How did we get here?

## GENERAL DISCUSSION SETTINGS


COMMUNITY HOME | DISCUSSION 8.9K | LIBRARY 399 | EVENTS 0 | MEMBERS 23.7K

← BACK TO DISCUSSIONS Expand all | Collapse all | sort by thread ▼

PATIENT BELONGINGS Following ★

➤  MELONIE KNIGHT 04-20-2021 15:15  
[Interested in your Best Practices for the patient belongings process including inpatient, ED and hi...](#)

1. PATIENT BELONGINGS 0 RECOMMEND



[Melonie Knight](#)

ACTIONS ▼

Posted 04-20-2021 15:15 REPLY ▼

Interested in your Best Practices for the patient belongings process including inpatient, ED and high acuity. All the way from admission to discharge, central location or not, including what bags you have found that work the best.

Also your process for items left in the room or lost during stay including dentures, hearing aids and glasses. Dentures in particular are a big problem and I know of at least 4 sets we have replaced in the last 6 months.

I'm looking forward to hearing from you!

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Melonie Knight  
Patient Advocate  
St. Bernards Medical Center  
Jonesboro AZ

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# We had collaboration, brainstorming and creativity







Creative

Think

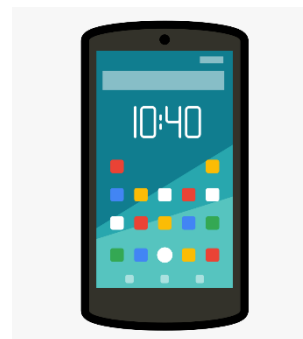
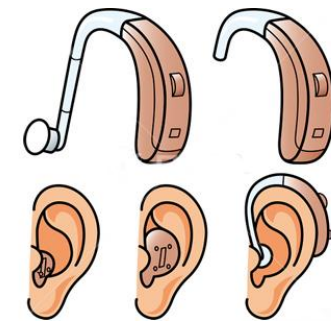
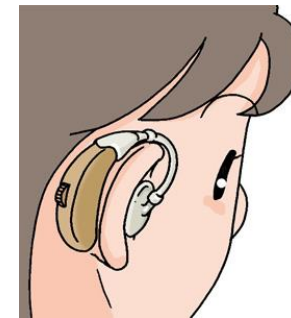
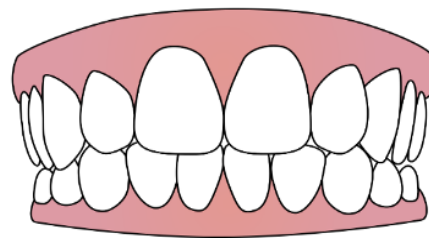
Design

IDEAS



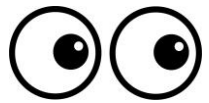
# See it! Say it! Save it! Program

Our patient's personal items are important to them!  
Let's help keep them together!



# Defining the SSS

This is an opportunity to empower, engage, incentivize and recognize your staff.



- **See it!** – Take note of belongings in room. Are they safe?



- **Say it!** – Verbalize awareness and concern for safety.



- **Save it!** – Help pt to secure belonging(s), or return misplaced belongings back to the patient, unit desk, or security.

# Say it! Communication tools for staff

- “Enjoy your meal and make sure to keep your personal items off of your tray... I don’t want you to lose anything.”
- “All finished? Let’s check your tray to make sure none of your belongings are on your tray before I take it away.”
- “Excuse me, are these your (glasses, dental items, hearing aids, etc.?) I don’t want you to lose anything.”
- “These look like they are important to you...I want to make sure you keep them.”
- Here is your (item), I checked for you to make sure nothing gets lost.”

# Prizes and Recognition



- Letter and Certificate of appreciation
- \$25 award in upcoming paycheck
- \$5 cafeteria voucher
- Photo in department newsletter
- Feedback in Workday (our HR portal)
- Annual Prize for “great save leaders”



# Award

## See it! Say it! Save it! Monthly Winner

*Presented to*

**XXXXX**

In recognition for your commitment in improving the overall patient experience, demonstrated by your dedication to helping patients keep their belongings safe.

Patient & Family Experience

Kristine Buck, Program Coordinator

Award Sponsor

Awarded by

Date: June 2023

THE  
University of Vermont  
MEDICAL CENTER

# Engagement

- Create a project plan/proposal and identify your stakeholders
- Identify funding sources for prizes
- Recruit 1-2 units/departments to pilot the project
- Meet with unit/department leaders
- Educate staff who are participating in the program
- Create organizational awareness of the program

# Staff education



## SEE IT

LOCATE LOST PATIENT BELONGINGS

## SAY IT

NOTIFY LEADERS IN YOUR DEPARTMENT OR ON THE UNIT, OR THE PATIENT IF YOU KNOW WHO IT BELONGS TO.

## SAVE IT

RETURN LOST ITEM TO THE PATIENT, THE UNIT DESK, YOUR LEADER OR SECURITY

FREQUENT ITEMS THAT GO MISSING DURING A STAY WITH US



**DONT THROW THESE ITEMS AWAY...  
SEE IT, SAY IT, SAVE IT!**

VOIR – LOCALISER LES EFFETS PERSONNELS PERDUS DES PATIENTS  
DITES-LE – INFORMEZ LES DIRIGEANTS DE VOTRE SERVICE OU DE L'UNITÉ, OU LE PATIENT SI VOUS SAVEZ À QUI IL APPARTIENT.

ENREGISTREZ-LE – REMETTEZ L'OBJET PERDU AU PATIENT, AU BUREAU DE L'UNITÉ, À VOTRE CHEF OU À LA SÉCURITÉ  
NE JETEZ PAS CES OBJETS... VOYEZ-LE, DITES-LE, ENREGISTREZ-LE !

POGLED – PRONAĐITE IZGUBLJENE PACIJENTOVE STVARI  
RECITE – OBAVIJESTITE SVOJE RUKOVODSTVO ODJELA ILI JEDINICE. ILI PACIJENT AKO ZNATE KOME PRIPADA.  
SNIMITE TO – VRATITE IZGUBLJENI PREDMET PACIJENTU, UREDU JEDINICE, SVOM ŠEFU ILI OBEZBJEDENJU  
NE BACAJTE OVE PREDMETE... VIDI, RECI, SAČUVAJ!

यसलाई हेर्नुहोस् — हराएको बिरामी सामानहरू पत्ता लगाउनुहोस्  
यसलाई भन्नुहोस्— तपाईंको विभाग वा एकाइमा नेताहरूलाई सूचित गर्नुहोस्। वा बिरामीलाई थाहा छ भने यो कसको हो।  
यसलाई बचत गर्नुहोस् — बिरामी, इकाई डेस्क, तपाईंको नेता वा सुरक्षामा हराएको वस्तु फिर्ता गर्नुहोस्  
यी वस्तुहरू नफाल्नुहोस्.... यसलाई हेर्नुहोस्, यो भन्नुहोस्, यसलाई बचत गर्नुहोस्!



# The nuts and bolts

For staff who “saved” a patient’s belonging(s) from becoming lost they can enter into a monthly drawing for prizes and recognition.

Ways to do this:

- Raffle box
- Email
- EHR Chat



# Sharing our success

## October 2022 through December 2023

- Number of belongings saved - 73
- Approximate value - \$25,000

### Notable saved belongings:

- DME - 10 pairs of glasses, 3 sets of dentures, 2 hearing aids
- Electronics - 5 cell phones, 2 iPads, 2 pairs of earbuds, 1 laptop
- Misc valuables - 2 rings, 1 wallet



# The path forward

Addition of inpatient units –  
engaging Unit Secretaries, LNAs,  
RNs

- Nursing Director Meeting
- Meeting with Unit Nurse Managers as a group and 1:1
- Unit roll out

Goal – all inpatient units  
participating including patient  
support services (PSS)



# Leveling up

- Patient Belongings Assistance Sheet (Northwell - Lenox Hill Hospital)
- Bed Rail Bags (LifeBridge Health)
- Taking photos of patient belongings and adding to EHR

# Leveling up cont'd

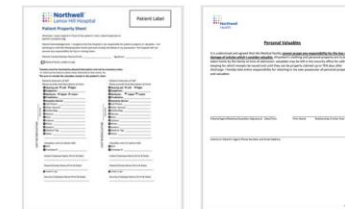


## Patient Belonging Assistance Sheet

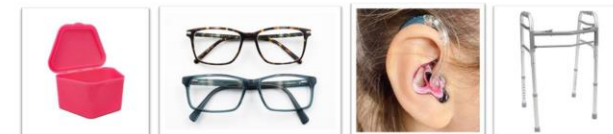
### HELPFUL TIPS TO ASSIST WITH PATIENT BELONGINGS

NURSING	NON – NURSING
<ul style="list-style-type: none"> <li>PCA goes over checklist w/ patient upon arrival.</li> <li>Advise patient to send all valuables home.</li> <li>Confirm if patient does / doesn't need denture cup. Place patient identification sticker on denture cup.</li> <li>Educate patients not to leave valuables on meal tray.</li> <li>Checklist goes <b>IN FRONT</b> of chart.</li> </ul>	<ul style="list-style-type: none"> <li>Team member asks, "Would you please let me know if there is anything valuable on this tray before I remove it?"</li> <li>Team member takes a second look on tray, under &amp; behind the bed, cabinets and closets.</li> <li>PSF ensures all patient charts have a completed belongings list.</li> </ul>

### CHECKLIST & PERSONAL VALUABLES FORM SHOULD BE IN THE FRONT OF THE CHART



### VALUABLE EXTENSIONS OF SELF



Pink Cups should be labeled and hold patient dentures.

Eyeglasses & Hearing Aids all look different. Please take note if a patient has them.

Prosthetics, walkers, canes, crutches etc. are also considered extensions

DOWNGRADED & DISCHARGED PATIENTS	UPGRADED PATIENTS
<ul style="list-style-type: none"> <li>Sweep room &amp; engage patient in the discussion.</li> <li>Use original checklist for reference.</li> <li>Double check linens, under &amp; behind the bed, cabinets and closets.</li> </ul>	<ul style="list-style-type: none"> <li>Sweep room as soon as clinically feasible.</li> <li>Any recovered items should be sent <b>immediately</b> to unit nurse manager.</li> </ul>

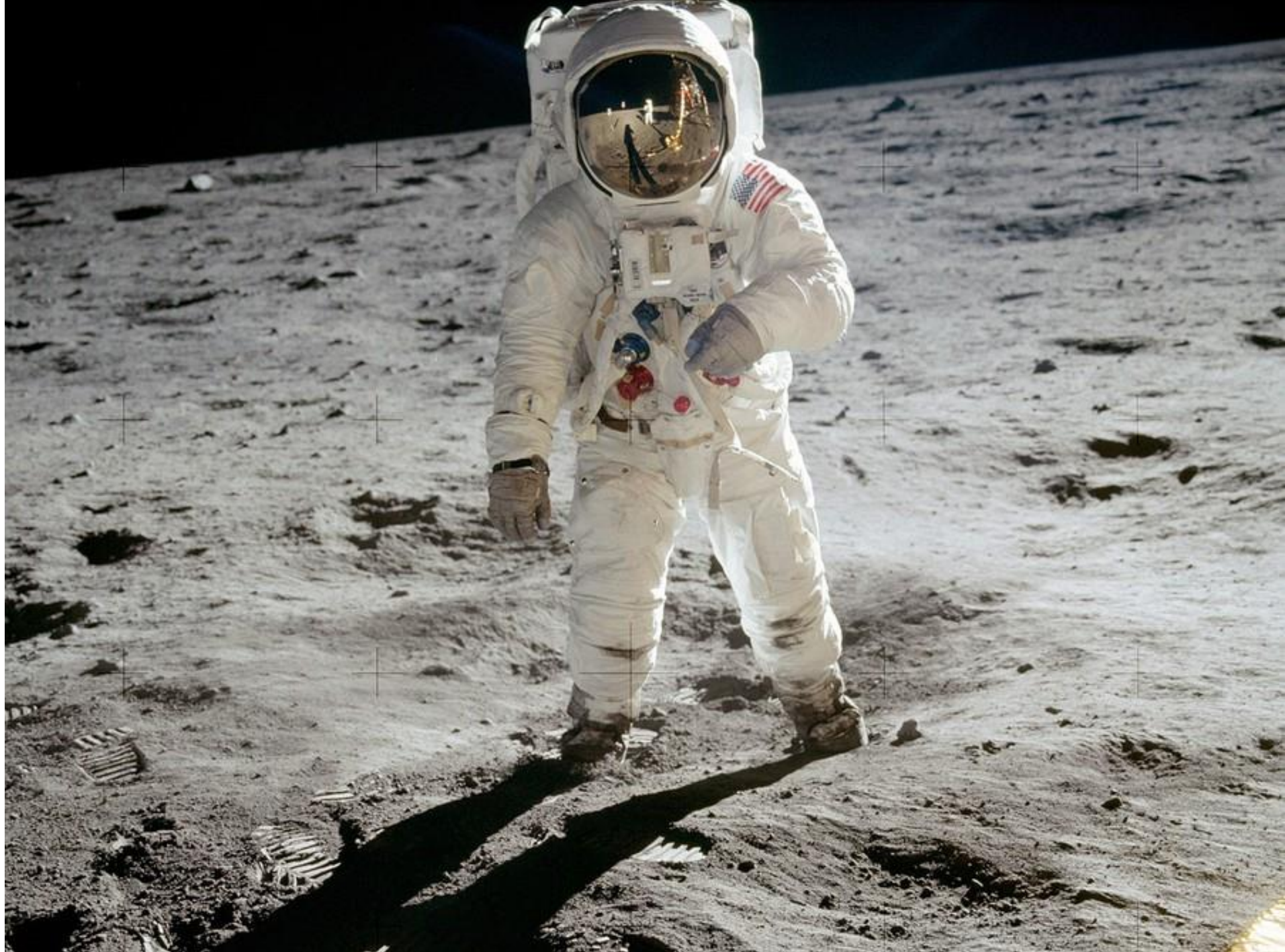
**DO NOT!!!!**

Put patient belongings in biohazard bag | Tape hearing aids to patient gown | Put hearing aids in denture box

**TRUST ME...**

**I'M A PROFESSIONAL....**

We sent a man to the moon - why can't we manage belongings?




A black background with a horizontal white line. A bright spark or explosion effect is centered on the line, with white and yellow particles radiating outwards. The text is overlaid on this background.

**IT'S TIME TO**

**CHANGE THE NARRATIVE**





“It reveals how well you value someone – the way you handle their belongings.”

- Joyce Rachelle



# Questions?

Please feel free to join us on the Beryl Institute Lost Belongings Workgroup.

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# Upcoming Events & Programs

## WEBINARS

January 23 | Empowering Families in the NICU: The Transformative Impact of Family Integrated Care

January 25 | Why it's Vital to Adopt an Aggressive Patient Experience Strategy

January 30 | Improving The Patient Experience by Adopting a Culture of Safety

## CONNECTION CALLS

January 17 | Volunteer Professionals Community Connection Call - Junior Volunteers

February 7 | PX Connect Live: Patient Relations in Academic Medical Centers

February 14 | Lost Belongings Workgroup

## PROGRAMS

February 6-27 | Foundations of Volunteer Management



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with the Institute.*

THE BERYL INSTITUTE

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## The Global Patient Experience Event

ELEVATE PX is a combination in-person/virtual gathering bringing together the voices of the global community committed to elevating the human experience in healthcare.

**Denver, CO || April 3-5, 2024**



Community Gatherings



Pre-Conference Workshops



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**...and more!**



**55+**

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First Woman Thunderbird Pilot, Combat Veteran



**Dennis W. Pullin**

President & CEO, Virtua Health



**Rick Guidotti**

Photographer & Founder, POSITIVE EXPOSURE



**Samantha Harris**

Breast Cancer Survivor, Emmy-Winning TV Host

Thank You

