

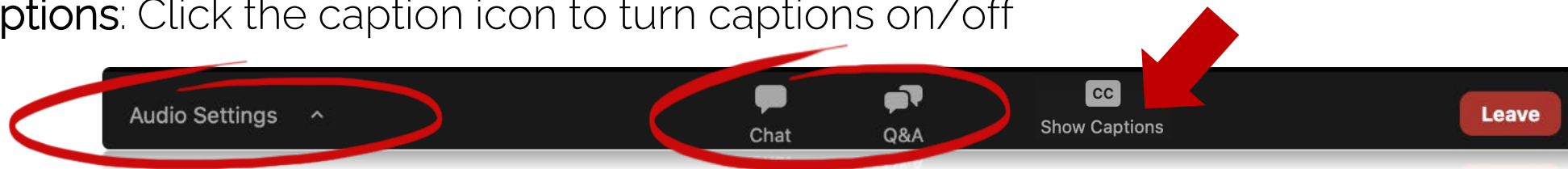
Round & Coach: Engaging Clinicians & Patients to Improve Communication and Care

February 1, 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.

Comments shared in chats do not reflect the opinion or position of The Beryl Institute, but those of individual participants. People found misusing the chat function or engaging in uncivil or disruptive ways via chat may be removed from the session at our discretion.

PX Continuing Education Credits

- This webinar is approved for 1 PXE.
- To obtain patient experience continuing education credit, participants must attend the webinar in its entirety and complete the webinar survey within 30 days.
- The speakers do not have a relevant financial, professional, or personal relationship with a commercial interest producing health care goods/services related to this educational activity.
- No off-label use of products will be addressed during this educational activity.
- No products are available during this educational activity, which would indicate endorsement.

This webinar is eligible for 1 patient experience continuing education (PXE) credit. Participants interested in receiving PXEs must complete the program survey within 30 days of attending the webinar. Participants can claim PXEs and print out PXE certificates through Patient Experience Institute. As recorded webinar, it offers PXE for two (2) years from the live broadcast date.



Our Speakers from Baylor Scott & White Health



Stacy Cooper, DNP, RN, NEA-BC
*Manager of Quality
Improvement*



LaJuana Jones, DNP, RN, NEA-BC
Chief Nursing Officer



Ben Larsen
Experience Advisor



Bert Stewart, MD, FCCP
Medical Director of Quality

Round and Coach

Engaging Clinicians & Patients to Improve
Communication and Care



Goals for the Webinar

- Learn evidence-based best practices to improve nurse communication.
- Learn evidence-based best practice to improve doctor communication.
- Learn a way to improve patient rounding program and create real-time, self-driven feedback



Agenda

1. Relationship-Centered Communication (RCC) integration
2. Nurse Purposeful Rounding “Back to Basics” (B2B)
3. Hospitalist/Physician coaching
4. “All In” leader rounding plus patient-driven feedback loop
5. Questions

Relationship-centered communication



SKILL SET

1

Beginning the conversation

- Create rapport
- Elicit the list
- Set the agenda



SKILL SET

2

Relationship-centered

- Open the conversation
- Explore perspective
- Express empathy
- Encounter intent



SKILL SET

3

Ending the encounter

- Share information
- Assess understanding
- Close the visit



Back 2 Basics (B2B) Nurse Communication Program



16-week program to standardize and routinize purposeful rounding. 4 weeks to evaluate all nurses and techs, 12 weeks to coach to standardize performance.

- Pre/post eval including RCC skills: ICE[®], PEARLS[®], Teach-back
- Evaluation rubric (Benner's Model Novice to Expert)
- Select leaders round and coach <proficient team members 1x/week using RCC Coaching Framework

Explore Perspectives & Name Emotions

- Ask about Ideas, Concerns, or Expectations (ICE)

Respond with Empathy

- **PEARLS:** Partnership, Emotion, Apology/Appreciation, Respect, Legitimization, Support

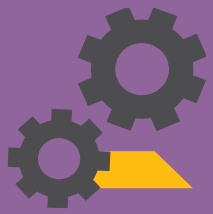
Assess Understanding

- Teach-back using ART

PEARLS[®]
Relationship Building Responses

- P**artnership language
 - “Lets work on this together.”
- E**motion
 - “I imagine this is frustrating for you.”
- A**pology or **A**cknowledgement
 - “I’m sorry to hear how hard this has been.”
- R**espect
 - “I appreciate the effort you have made.”
- L**egitimization
 - “Others in your situation often feel the same way.”
- S**upport
 - “I am going to stick with you through this.”





CNO's Role:

- Maintain accountability by reviewing program with unit leaders throughout the 16-week program
- 'Inspect what we expect' by rounding together with PX Advisor on 1 'coachees' patients, then provide feedback to unit leader and bedside nurse to

Coach's Role:

- Observe 'coachees' purposeful rounds 1x per week,
- Focus on specific learning opportunities one by one
- Facilitate self-reflection using RCC Coaching method

PX Advisor's Role:

- Provide overall facilitation of program, assisting where necessary with all components
- Provide RCC coaching training for all coaches and check in with each coach every other week
- Round on 1 'coachees' patients weekly with CNO as above



Relationship-Centered Communication Coaching for Hospitalists

Process:

- Physicians select timeslot with a certified Relationship-Centered Facilitator (RCF) Coach
- Coach accompanies physician through several patient encounters and provides RCC feedback immediately after each patient visit
- Observation and coaching encounters last about 2 hours and were held 2x per year

Key coaching program components:

- Modified motivational interview
- Communication Coaching Checklist
- Setting expectations for feedback cadence



| Provider Communication Coaching Checklist | |
|---|--------------------------|
| Communication Skills | Feedback |
| Create rapport quickly: <ul style="list-style-type: none"> • Introductions • Social comments | |
| Acknowledge communication barriers: <ul style="list-style-type: none"> • Computer/environment | |
| Elicit a list of concerns: <ul style="list-style-type: none"> • Open-ended questions • "What else?" | |
| Negotiate agenda: <ul style="list-style-type: none"> • Establish patient's priorities • State your concerns/priorities • Offer a plan and welcome input <i>"Let's decide which of these we can cover today in the time that we have"</i> | |
| ASK to understand perspective: <ul style="list-style-type: none"> • Elicit perspectives regarding ideas, concerns, expectations • Attentive and reflective listening | |
| RESPOND with empathy: <ul style="list-style-type: none"> • Nonverbal body language • PEARLS: Partnership, Emotion, Apology, Respect, Legitimization, Support | |
| TELL to build relationship | |
| Explain Plan: <ul style="list-style-type: none"> • Tailor to patient • Use plain language | |
| Assess Patient Understanding: <ul style="list-style-type: none"> • ASK>RESPOND>TELL loops • Teachback | |
| Close the visit: <ul style="list-style-type: none"> • Summary • Next Steps | |
| Coachee: _____ | Coach: _____ Date: _____ |



Relationship-centered coaching close-up



Reinforcing good practices:

- Ask: What did you do effectively?
- Respond: with empathy (PEARLS[©])
- Tell: Your observations

Correcting or modifying practices:

- Ask: What would you like to have done differently?
- Respond: with empathy (PEARLS[©])
 - *Ask permission before giving correction
- Tell: Your observations
- Share: collaborative decision-making on next steps

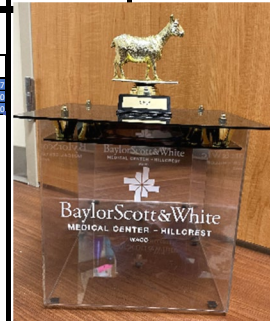


Leader rounding on patients

- Engage and educate all leaders, clinical and nonclinical, to own the patient experience through patient rounding
- Utilize a standard tracking and issue-resolution tool
- Maintain accountability for completing rounding assignments



| 4N team | 5N team | 6N team | MICU | MB/L&D | ED | Weekly Winner! | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------|----------------------|----------------------|--------------------------|-------------------|---------------------------|--|------|-----|------|-----|----|-----|----|-----|----|-----|--------|-----|----|-----|-------|-----|----|-----|----|-----|----|-----|
| Blake Herdige 0 | Kelsey Derington 0 | Carlyn Hicks 23 | Hugh Leaman 0 | Tracy Jones 0 | Amber Hernandez 6 | <table border="1"> <tr> <td>MICU</td> <td>6.5</td> </tr> <tr> <td>SICU</td> <td>5.3</td> </tr> <tr> <td>6N</td> <td>2.5</td> </tr> <tr> <td>4N</td> <td>2.1</td> </tr> <tr> <td>ED</td> <td>1.6</td> </tr> <tr> <td>MB/L&D</td> <td>0.7</td> </tr> <tr> <td>4S</td> <td>0.8</td> </tr> <tr> <td>Rehab</td> <td>0.7</td> </tr> <tr> <td>5S</td> <td>0.7</td> </tr> <tr> <td>5N</td> <td>0.3</td> </tr> <tr> <td>5S</td> <td>0.3</td> </tr> </table> | MICU | 6.5 | SICU | 5.3 | 6N | 2.5 | 4N | 2.1 | ED | 1.6 | MB/L&D | 0.7 | 4S | 0.8 | Rehab | 0.7 | 5S | 0.7 | 5N | 0.3 | 5S | 0.3 |
| MICU | 6.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SICU | 5.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6N | 2.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4N | 2.1 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ED | 1.6 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MB/L&D | 0.7 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4S | 0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rehab | 0.7 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5S | 0.7 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5N | 0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5S | 0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Alyssa Best 0 | Steeve Seby 0 | Billy Ivy 0 | Jennifer Owens 0 | Amanda Truog 0 | Cynthia Garcia Sanchez 14 | | | | | | | | | | | | | | | | | | | | | | | |
| Jak Gotsch 7 | Stacy Brady 0 | Shirley Montgomery 0 | Kristie Richardson 5 | Carly Lehmann 0 | Valkira Luna 7 | | | | | | | | | | | | | | | | | | | | | | | |
| Trevor Carlson 0 | Rhonda Laker 0 | Benjamin Larson 0 | Shade Abbott 0 | Christy Payne 5 | Christy Payne 5 | | | | | | | | | | | | | | | | | | | | | | | |
| LaJana Jones 8 | Emily Raiback 1 | Karen Grant 0 | Kelly Lindstrom 4 | Lauren Bauer 0 | Cheresa Munro 4 | | | | | | | | | | | | | | | | | | | | | | | |
| Janae Wright 0 | Arnoldy Puentes 0 | Janet Gonzalez 0 | Jennifer Martin 0 | Naci Karim 0 | Deborah Mester 3 | | | | | | | | | | | | | | | | | | | | | | | |
| Onesha Henderson 17 | Megan Washington 0 | Umal Ahmad 0 | Sharon Lizer 0 | | Dani Everett 7 | | | | | | | | | | | | | | | | | | | | | | | |
| Chasity Jello 14 | Sianer Grier 0 | Katrina George 0 | Jesse Atkins 0 | | Jessa Moore 2 | | | | | | | | | | | | | | | | | | | | | | | |
| Brianna Bocerra 0 | Rachael Oltowicz 0 | Amy Akman 0 | Mandy Bueckelt 1 | | Kirberly Grochowksi 0 | | | | | | | | | | | | | | | | | | | | | | | |
| Alexandra Griedhart 0 | Tamasha Michlewicz 0 | Anthony Ilin 0 | Terrie Spens 2 | | Steven Buesterfeld 20 | | | | | | | | | | | | | | | | | | | | | | | |
| Chelsea Gordon 0 | Darlene Scott 0 | Tommy Snel 0 | Jennifer Anko 0 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Victoria Hammond 0 | Jaclyn Webb 0 | Marti Baccenas 0 | Jennifer Mendon 0 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lindsey Hickey 5 | Patricia Mass 0 | Marquita Brown 0 | James Muhl 0 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rhonda Jones 8 | Samh Klansen 0 | Romana Contreras 0 | Adena Falco 19 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Leigh Miksch 0 | Elsa Dean 0 | Omar Garcia 33 | Alexandra Gonzalez 13 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Linnea Burgos 0 | | Yakob Scott 0 | Camelita Thomas 4 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Maria Moreno 0 | | | Elise Wingham 12 | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | Kay Webster 11 | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4S team | 5S team | 6S team | SICU | Rehab | | | | | | | | | | | | | | | | | | | | | | | | |
| Cember Boddy 2 | Lori Robb 0 | Holly Ivy 0 | Hugh Leaman 3 | Rhonda Rosbach 17 | | | | | | | | | | | | | | | | | | | | | | | | |
| Crystal Fink 0 | Maria Moreno 0 | Brittney Bohrer 0 | Jennifer Owens 0 | Trevor Carlson 0 | | | | | | | | | | | | | | | | | | | | | | | | |
| Jennifer Goodman 0 | Shahy Caplan 0 | Rachel Benson 0 | Kristie Richardson 4 | LaBae Mosler 0 | | | | | | | | | | | | | | | | | | | | | | | | |
| Cori Hagstrom 0 | Nissa Lomas 0 | Tari Doss 0 | Shade Abbott 0 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Beranna Larsen 3 | Norma Freeman 0 | Kelsi Crouch 0 | Brooke Jaster 2 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Melissa Shernick 7 | Megan Washington 0 | Janine Bradley 0 | Aim Stewart 0 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Beverly Callahan 0 | Debra Warner 0 | Omar Garcia 4 | Matthew Rosado 0 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Anne Horn 0 | Amber Tanses 0 | Carol Abbott 0 | Gabriele Woody 0 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Janae Waugh 0 | Rachel Honey 0 | Kyndall Ahrens 0 | Chire Edwards 0 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bill Edings 0 | Michael DeBartory 0 | Janita Chavez 0 | Ann Moore 0 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Elise White 7 | Kathy Jabbal 0 | Jeremy Jackson 0 | Alexander Ceram 0 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Christopher Hemard 0 | Rachael Cranley 0 | Veronica Russell 0 | Charalier Saadgrass 0 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Patricia Williams 0 | Jonathan Tandyay 0 | Jessica Vallejo 0 | Caekrah D'Angelo Lott 35 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Christina Castro 0 | Brittany Dean 0 | Philip Baha 0 | Chire Edwards 1 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Alyssa Blotnagme 0 | Sharon Barbato 0 | Melin Campos 0 | Davin Washington 12 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Kaylin Thompson 0 | Megan Hango 0 | Stam Dockery 0 | Elise Wingham 4 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Madison Smith 0 | Kathy Hutker 0 | Tammi Voigt 0 | Matt Beseda 0 | | | | | | | | | | | | | | | | | | | | | | | | | |



View Daily Rounding Summary Filter By: ALL BEDS Rounding Target: PER DAY

| Training Bed 2 | Training Bed 3 | Training Bed 4 | Training Bed 5 | Training Bed 6 | Training Bed 7 |
|--|--|----------------------------------|--|--|--|
| Attempted 01/23/2024 10:33 pm Last Service Recovery | Rounded 01/23/2024 10:31 pm Last Service Recovery | Rounded Last Service Recovery | Rounded 01/23/2024 10:32 pm Last Service Recovery | Rounded 01/23/2024 10:32 pm Last Service Recovery | Rounded Last Service Recovery 01/23/2024 10:32 pm |
| New Round New Service Recovery | New Round New Service Recovery | New Round New Service Recovery | New Round New Service Recovery | New Round New Service Recovery | New Round New Service Recovery |



Patient-driven Escalation Tool

- QR code printed and placed in each patient room
- Patient fills out short form to elevate their concern/kudos
- Using Microsoft Power Automate, leadership team is immediately notified via email and Microsoft TEAMS
- A round/service recovery/kudos can then be done by leadership



We want you to have an exceptional experience


If you have any questions or concerns during your stay, please scan the QR code below using your smart phone camera.



Please follow the prompts; our leadership team will follow up with you within 24 hours. Please be sure to include your room number: 1424

If you cannot access the QR code, please contact the Charge Nurse at 254-202-1470



 Larsen, Benjamin via Workflows 1/8 7:37 P

1504
Nursing Care
I am a family member/friend
[REDACTED] The 5th floor staff is amazing! Caring and ...
I know there were other ones but these are the names I recall. In ...

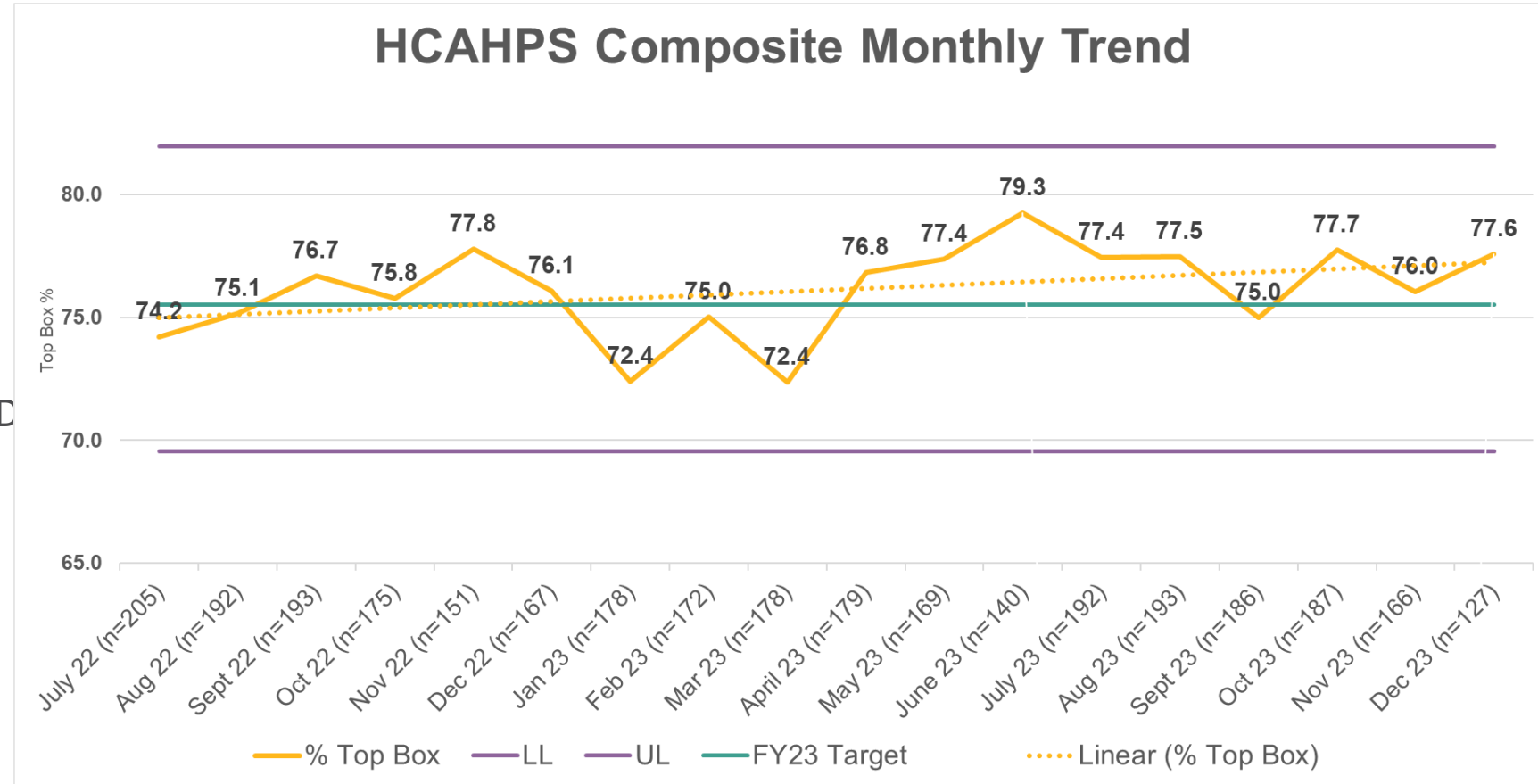
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Results:

HCAHPS Composite (all domains + 2 global items):

- Date: 1.1.2024
- HCAHPS Composite: 76.9% FYTD
- 90th %ile nationally





Take Aways:

- B2B for Nurses
- RCC Coaching for Physicians
- Leader Rounding Initiatives
- Questions?



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Upcoming Events & Programs

February 6 | Volunteer Services + Patient Experience = A Winning Team

February 27 | Escalation Management: The Journey to Support a Culture of Mutual Respect

CONNECTION CALLS

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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Denver, CO || April 3-5, 2024



Community Gatherings



Pre-Conference Workshops



Networking Dinner & PX Party

...and more!



55+

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Hear from Inspiring Keynote Speakers:



Nicole Malachowski

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

