

Inpatient Nursing Unit Patient Satisfaction JI's

Entering the Room: *I am willing to support standard work around processes that are identified as a best practice or process.*

GOAL: To successfully implement and sustain the HOW, for perfect communication with patients ALWAYS, using key words at key times.
 "We want every encounter to be a sacred encounter, because every moment matters."

HCAHPS Questions:

Communication with nurses

During this hospital stay, how often did nurses treat you with courtesy and respect?

Responsiveness of Hospital Staff

During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

AIDET	WHAT:	How:	Why:	Standards of Behaviors
A = Acknowledge I = Introduce	When entering the patient room all staff need to knock on the door before entering every time. Explain to the patient that we knock in order to respect the patients privacy and ensure dignity for each patient.	Take a second to be in the moment. Knock every time.	Knocking first provides you a second to be in the moment, because every moment matters. This helps all of us to be centered and present in a fast-paced environment prior to entering the patient's room. This also assists us in leaving personal or unit work issues outside the door and before crossing the threshold into the patient's room.	Trust: There is honesty, <u>trust</u> and <u>respect</u> between all levels and areas of the organization. Teams believe in each other and their ability to carry out their work with excellence. Constructive feedback is shared and accepted. I respond to the needs and concerns of customers and fellow employees in a timely manner.
AIDET	WHAT:	How:	Why:	Standards of Behaviors
A = Acknowledge I = Introduce D = Duration	Acknowledge the patient by name and introduce self and role. Ask "HOW may I help you?"	Come from a place of empathy and compassion versus task orientation. Be sensitive to the situation of both patient's in the room.	This demonstrates dignity and respect to the patient. This acknowledgement builds trust, reduces anxiety, and allows the patient to see that you are coming from a place of compassion and empathy and that they matter every moment that you are caring for them.	Communication: All members of the healthcare team communicate in a way that is clear and accessible to others, open minded and invites differing opinions, honest and transparent, timely and targeted to individual needs. I communicate in a respectful manner. Optimistic and Positivity: Day to day successes based on established metrics are noticed and celebrated. Rounds provide positive feedback for individual's performance. Communication focus on solutions and successes. I address co-workers, patients and customers by name.
AIDET	WHAT:	How:	Why:	Standards of Behaviors
D = Duration E = Explaining	Setting and Explaining realistic expectations with the patient on time frames for the delivery of care and meeting their requests.	Using key words at key times explains/describes timeframes for interactions, treatments. Set clear expectations to reduce anxiety, build trust and establish rapport with the patient.	Key words and time frames helps the patient to understand their care better. This aligns our behaviors and allows us to connect the "what" to the "why" in a way our patients or visitors can understand. This allows us to focus on the "quality" of time and not the "quantity" of time. When expectations are clear it avoids disappointment and decreases anxiety.	Communication: All members of the healthcare team communicate in a way that is clear and accessible to others, open minded and invites differing opinions, honest and transparent, timely and targeted to individual needs. I explain patiently and courteously to each person the information they need, including wait times, using language they understand.

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Answering Phones: *I am willing to support standard work around processes that are identified as a best practice or process.*

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HCAHPS Questions:

Communication with nurses

During this hospital stay, how often did nurses treat you with courtesy and respect?

Responsiveness of Hospital Staff

During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

AIDET	WHAT:	How:	Why:	Standards of Behaviors
A = Acknowledge	When answering the phone be courteous and respectful each and every time. Excellent phone etiquette continues from the time you pick up the phone until you hang up.	Answer the phone within five rings. A ringing phone is a " NO PASS ZONE "	If everyone communicates with empathy you will stride toward a kinder, gentler and more healing environment for patients, families and the entire healthcare team.	COMMUNICATION All members of the healthcare team communicate in a way that is clear and accessible to others, open minded, invites differing opinions, honest and transparent, timely and targeted to individual needs. I explain patiently and courteously to each person the information they need, including wait times, using language they understand.
AIDET	WHAT:	How:	Why:	Standards of Behaviors
A = Acknowledge I = Introduce D = Duration E = Explanation T = Thank you	Acknowledge the caller and explain who you are, what your role is, your unit, and ask "How may I help you."	Come from a place of empathy and compassion versus task orientation. Always place the caller on hold so they can't hear your conversation. Clarify your response before getting back timely to the caller and try to meet their immediate need. If the nurse is busy or in report, ask the caller if they wouldn't mind calling back in 15 minutes. Always say thank you at the end of your conversation.	This demonstrates dignity and respect to the caller. This acknowledgement builds trust, reduces anxiety, and allows the caller to see that you are coming from a place of compassion and empathy and that they matter every moment that you are interacting with them.	PRIDE Everyone is aware of the importance of their role in achieving our mission and vision. All healthcare team members have purposeful work that makes a difference. I identify myself promptly and courteously on the telephone or in person. I attend to individuals needing assistance wherever I encounter them. I say, "I will help you find out," rather than "I don't know" or "That's not my job."

Inpatient Nursing Unit Patient Satisfaction JI's

Leaving the Room: *I am willing to support standard work around process that are identified as a best practice or process.*

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HCAHPS Questions:

Communication with nurses

During this hospital stay, how often did nurses treat you courteously and respect?

During this hospital stay, how often did nurses listen carefully to you?

During this hospital stay, how often did nurses explain things in a way you could understand?

AIDET	WHAT:	How:	Why:	Standards of Behaviors
A = Acknowledge E = Explanation	"Is there anything else I can do for you before I leave, I have the time."	Active listening - To build a relationship so that we can individualize the patients care. Make eye contact at the bedside and not at the doorway or as you are walking away.	Validating that we have met all the patients needs while we are in the room. When you practice presence, the patient feels that they are your sole focus. This helps them feel supported, less anxious and grateful. The pivotal skill of presence doesn't take more time. It makes every moment of connection with the patient precious.	<p>COMMUNICATION All members of the healthcare team communicate in a way that is clear and accessible to others, open minded and invites differing opinions, honest and transparent, timely and targeted to individual needs.</p> <p>I listen attentively to others to understand what is being said.</p> <p>TRUST There is honesty, trust and respect between all levels and areas of the organization. Teams believe in each other and their ability to carry out their work with excellence. Constructive feedback is shared and accepted.</p> <p>I respond to the needs and concerns of customers and fellow employees in a timely manner.</p> <p>LEADERSHIP Leaders are trusted mentors and advocates for their teams. They act with integrity, listen carefully. Inspire confidence in others and help ensure success for the future by seeking and acknowledging ideas and input from staff and physicians.</p> <p>I recognize the skills, talents and contributions of others. PRIDE Everyone is aware of the importance of their role in achieving our mission and vision. All healthcare team members have purposeful work that makes a difference.</p> <p>I identify myself promptly and courteously on the telephone or in person.</p> <p>I attend to individuals needing assistance wherever I encounter them.</p>

Inpatient Nursing Unit Patient Satisfaction JI's

Answering Call Lights: *I am willing to support standard work around process that are identified as a best practice or process.*

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HCAHPS Questions:

Responsiveness of Hospital Staff

During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

AIDET	WHAT:	How:	Why:	Standards of Behaviors
A = Acknowledge	Responsiveness is within five minutes.	Make sure someone is manning the call light system at the station. Assure that all staff know how to work call light system. Assess urgency in response to call light. Call Lights are a "NO PASS ZONE" .	If a patient does have to hit the call light, a no-pass zone allows all staff to be responsive so that we can respond quickly. To create organization-wide focus and sustained results and achieve reliable outcomes.	ACCOUNTABILITY Everyone participates in designing and performing work that ensures excellence in safety, service and efficiency. There are clear measures of success and ownership of projects or tasks. I review and respond in a timely manner to all communications directed to me.
AIDET	WHAT:	How:	Why:	Standards of Behaviors
A = Acknowledge I = Introduce	Answer with "I see you pressed your call light, How may I help you?"	Respectful communication and acknowledging the patient, while managing up their expectations.	Acknowledging that the call light was pressed links our response to the patients' request for help. Most patients don't hit the call light unless they really have to.	PRIDE Everyone is aware of the importance of their role in achieving our mission and vision. All healthcare team members have purposeful work that makes a difference. I attend to individuals needing assistance wherever I encounter them. COMMUNICATION All members of the healthcare team communicate in a way that is clear and accessible to others, open minded and invites differing opinions, honest and transparent, timely and targeted to individual needs. I communicate in a respectful manner.

Inpatient Nursing Unit Patient Satisfaction JI's

M in the Box: *I am willing to support standard work around processes that are identified as a best practice or process.*

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HCAHPS

Communication about Medicine

Before giving you any **new** medicine, how often did hospital staff tell you what the medicine was for?

Before giving you any **new** medicine, how often did hospital staff describe possible **side effects** in a way you could understand?

AIDET	What:	How:	Why:	Standards of Behaviors
A = Acknowledge I = Introduce E = Explanation D = Duration	M in the Box under goals on the whiteboard for new medications and teach back opportunity.	Acknowledge the patient/care giver by name. Explain the name purpose, duration, when it will take affect and side effects of the new medication. Explain the M in the box on the whiteboard. Next have the patient repeat the name of the medicine, what it is for, and a side effect. Have the patient repeat this information at shift to shift hand-off and erase the M once the teachback is effective.	This process helps us take a team approach, including the patient, for successful learning and adherence to the new medication. Having the patient/caregiver participate in the teaching/learning curve ensures that the patient feels that they are part of their care, that they see consistency in the care that is provided and it decreases anxiety. It ensures that learning occurs throughout the admission and not only on the day of discharge.	COMMUNICATION All members of the healthcare team communicate in a way that is clear and accessible to others, open minded and invites differing opinions, honest and transparent, timely and targeted to individual needs. I explain patiently and courteously to each person the information they need, including wait times, using language they understand.
AIDET	What:	How:	Why:	Standards of Behaviors
E = Explanation	Provide printed infromation for the patient prior to administration of all new medications. We present and reinforce the information as a team and for repetitive learning.	Print out medication information from Krames for the patient/caregiver. Reivew it with them and place it in their patient education folder for continued use.	We give medications in order for patients to heal. What we tell them about those medications/as well as how oftern and how often we use them/is critical to ensuring that these intentions are met.	COLLABORATION Key stakeholders are included in decisions and changes, which are based on proven best practices. I share necessary information with my colleagues. LEADERSHIP Leaders are trusted mentors and advocates for their teams. They act with integrity, listen carefully. Inspire confidence in others and help ensure success for the future by seeking and acknowledging ideas and input from staff and physicians. I tailor each interaction to the specific needs of the person and/or situation.

Inpatient Nursing Unit Patient Satisfaction JI's

Hourly Rounds: *I am willing to support standard work around processes that are identified as a best practice or process.*

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HCAHPS Questions:

Responsiveness of Hospital Staff

How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

Pain Management

During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

Nurse Communication

During this hospital stay, how often did nurses treat you with courtesy and respect?

During this hospital stay, how often did nurses listen carefully to you?

During this hospital stay, how often did nurses explain things in a way you could understand?

Hospital Environment

During this hospital stay, how often were your room and bathroom kept clean

AIDET	WHAT:	How:	Why:	Standards of Behaviors
E = Explanation	Purposeful hourly rounding sets the expectation with the patients, such as, the 4 Ps; toileting (potty), comfort (pain), position, placement (call bell, personal items).	Active listening - To build a relationship so that we can individualize the patient's care. Make eye contact at the bedside and not at the doorway or as you are walking away.	Decreases anxiety and promotes patient safety (decreases falls), while reducing the use of call lights. Improves patient satisfaction and their perception of the care that they received.	LEADERSHIP Leaders are trusted mentors and advocates for their teams. They act with integrity, listen carefully. Inspire confidence in others and help ensure success for the future by seeking and acknowledging ideas and input from staff and physicians. I tailor each interaction to the specific needs of the person and/or situation.
AIDET	WHAT:	How:	Why:	Standards of Behaviors

<p>A = Acknowledge I = Introduce (first encounters and reinforcement when needed) E = Explanation D = Duration T = Thank you</p>	<p>The eight behaviors of hourly rounding:</p> <ol style="list-style-type: none"> 1. Using opening key words to reduce anxiety. (AIDET) 2. Perform scheduled tasks. 3. Address the 4 Ps (see above) 4. Assess additional comfort needs (see above) 5. Conduct an environment assessment (see above) 6. Prior to leaving, ask "Is there anything else I can do for you before I leave, I have the time." 7. Tell each patient when you will be back. 8. Document the round on the white board. 	<p>Purposeful hourly rounding should be associated with the care that you are already providing to the patient. Being consistent builds trust, decreases anxiety, and being consistent builds accountability into our relationships with our patients and our co-workers. Communicating time frames allows the patient to be part of the care and how their day is structured.</p> <p>This creates a culture of proactive care, rather than reactive problem solving.</p>	<p>These behaviors ensure that the patient's expectations and needs are proactively met. We want to communicate with empathy and compassion so that the "how much" of our caring shows through in purposeful hourly rounding. These behaviors will change our patient's perceptions from usually to always. This gives us the opportunity to truly connect with patient and create a sacred encounter.</p>	<p>INNOVATION</p> <p>Creativity in improving services and reducing waste is strongly encouraged and rewarded. Successes are shared and rolled out organizationally and unsuccessful efforts are shared to provide learning for the organization.</p> <p>I seek to support ways and ideas that we can continually enhance our services.</p> <p>I am willing to support standard work around process that are identified as a best practice or process</p>
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Inpatient Nursing Unit Patient Satisfaction JI's

Pain Management: *I am willing to support standard work around process that are identified as a best practice or process.*

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HCAHPS

Pain Management

During this hospital stay, how often was your pain well controlled?

During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

AIDET	WHAT:	How:	Why:	Standards of Behaviors
E = Explanation	To always manage the patient's pain.	Using key words at key times to explain to the patient that we always want to manage your pain, but being clear that they may not be pain free during their hospitalization. "We will do all that we can to make you comfortable. We may not get you pain free but we will do the best we can."	Uncontrolled pain impacts the patients ability to heal and increases their risk for complications. It also increases anxiety. This will help us to build a relationship with our patients during their most vulnerable time of need which fosters trust.	<p>LEADERSHIP</p> <p>Leaders are trusted mentors and advocates for their teams. They act with integrity, listen carefully. Inspire confidence in others and help ensure success for the future by seeking and acknowledging ideas and input from staff and physicians.</p> <p>I tailor each interaction to the specific needs of the person and/or situation.</p>
AIDET	WHAT:	How:	Why:	Standards of Behaviors
E = Explanation	Utilizie all intervieions for pain and comfort management during your hourly rounds.	Using key words (for example "I want to do everything I can to make you as comfortable as possible.") Doing everything that we can to manage their pain, whether that is through medication or therapeutic modalities.	Provides consistency in care and message. Reduces patients anxiety and allows them to understand their care and treatment plan for better pain management. This provides them with the consistent communication that we want to control their pain and that we are actively doing all that we can to manage their pain. It helps to create realistic expectations. This will allow our patients to see and feel our empathy, compassion, and how much we truly care.	<p>COMMUNICATION</p> <p>All members of the healthcare team communicate in a way that is clear and accessible to others, open minded and invites differing opinions, honest and transparent, timely and targeted to individual needs.</p> <p>I explain patiently and courteously to each person the information they need, including wait times, using language they understand.</p> <p>TRUST</p> <p>There is honesty, trust and respect between all levels and areas of the organization. Teams believe in each other and their ability to carry out their work with excellence. Constructive feedback is shared and accepted.</p> <p>I respond to the needs and concerns of customers and fellow employees in a timely manner.</p>

#8 Discharge JI's

Discharge Inform I am willing to support standard work around processes that are identified as a best practice.

GOAL: To successfully implement and sustain the HOW, for perfect communication with patients ALWAYS, using key words at key times.

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HCAHPS Questions:

Discharge Information

During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

AIDET	WHAT:	How:	Why:	Standards of Behaviors
E = Explanation	Ensuring that discharge planning begins on admission assures that the patient and caregiver is prepared for discharge.	Connect information for discharge throughout the hospital stay using key words. Use target questions, "I want to make sure you and your family are prepared for your care after discharge." This helps the patient and caregivers participate in their care and it allows them to prepare for the discharge. This provides time for the patient and the caregivers to think about what their needs will be. Use open ended questions about the help they will have at home to gather more information about their discharge needs.	Planning for discharge upon admission allows us to share, repeat, and ensure retention of important information throughout the patient's stay. It supports the continuum of care by connecting the information staff members provide during the hospital stay to the patient's care at home. This helps us to manage the patients expectations for discharge.	COMMUNICATION All members of the healthcare team communicate in a way that is clear and accessible to others, open minded and invites differing opinions, honest and transparent, timely and targeted to individual needs. I explain patiently and courteously to each person the information they need, including wait times, using language they understand.
AIDET	WHAT:	How:	Why:	Standards of Behaviors

E = Explanation	Provide patient-friendly educational materials through the stay, with reinforcement upon discharge.	Use Krames patient education materials to review this information with the patient, and use this opportunity for teach back. Don't let paper replace human interaction.	<p>Having an individualized, user-friendly record of what patients should do once they get home makes compliance far more likely. Individualized patient discharge teaching goes a long way to improving clinical outcomes and reducing rehospitalization.</p> <p>The more that we can help patients achieve a safe transition, home the more we can further our mission to provide excellent care.</p> <p>Our patients deserve the kind of guidance and instructions that will allow them to continue this excellent care at home.</p>	<p>LEADERSHIP</p> <p>Leaders are trusted mentors and advocates for their teams. They act with integrity, listen carefully. Inspire confidence in others and help ensure success for the future by seeking and acknowledging ideas and input from staff and physicians.</p> <p>I tailor each interaction to the specific needs of the person and/or situation. I seek to provide assistance that respects cultural health beliefs and practices.</p>
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