Through Our Patients Eyes
Why The Fuss

- If you do not have customers, you do not have a job.
- On average, 25% of customers are *disgruntled* enough to seek care elsewhere.
- For every client who bothers to complain there are 26 others who remain silent.
- The average “wronged” client will tell 8-16 other people.
Always Bringing Loving Care to Healthcare

Families

Patients
WOW-Values in Action

A core group of VALUES were developed and adopted to aid us in staging a better patient care experience. They included:

- First Impressions
- Personal Appearance
- Caring Customer Service
- Communication
- Patient Information and Education
- Customer Interactions
- Respect
- Etiquette
- Commitment
Our Commitment

I conduct myself in a way that:

– makes patient-centered care my highest priority
– fosters preeminent medical care and service
– contributes to excellence in innovation, education, and research
– demonstrates mutual trust, respect, and dignity for others
– continuously improves my work processes and performance
Patient Rights

Mountain States Health Alliance caregivers are to provide patients with considerate and competent care without discrimination.
Patient Rights Include

- Competent & Courteous treatment
- No Discrimination
- Involvement in all aspects of care
- Information to make informed choices
- Spiritual Counseling

- Assistance with communication
  - AT&T Automated Translator
- Visitors and Phone Calls
  - VIP Program
- Discussion of Ethical Issues
  - Ethics Team
- Privacy and Confidentiality
- Secure Environment
HCAHPS

Provides public reporting & comparison to other CMS providers

- Metric represents quality of care, patient’s experience and outcomes
- Shifts measure from satisfaction to frequency
- Only “Always” is counted towards organization’s score

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

- 1. Never
- 2. Sometimes
- 3. Usually
- 4. Always
- 5. I never pressed the call button
HCAHPS Domains Reported

HCAHPS survey consist of 27 questions
- 18 of the questions focus on critical aspects of the hospital experience.

Public reporting includes the following Domains:
- Communication with Doctors: 3 questions
- Communication with Nurses: 4 questions
- Personal toileting needs: 2 questions
- Pain Control: 3 questions
- Communication about Medicines: 3 questions
- Discharge Information: 3 questions

And these individual questions
- Cleanliness of Hospital Environment: 1 question
- Quietness of Hospital Environment: 1 question
- **Overall Rating of this Hospital**: 1 question
- **Willingness to Recommend this Hospital**: 1 question
Key Drivers

CGCAHPS
- Timely Care, appointments and information
- How well doctors communicated
- Helpful, courteous, respectful office staff
- Patient’s rating of doctor
- Health promotion and education
- Shared decision making
- Health status/functional status

HCAHPS
- Communication with Doctors
- Communication with Nurses
- Responsiveness of Hospital Staff
- Pain Control
- Communication about Medicines
- Discharge Information
- Overall Rating
Creating the 5 Star Experience!

What Do Patients Want?
Communication

Four action measures that **ALWAYS** impact patient experience

**Nursing staff:**

- Updated my care board with new caregivers’ names and plan
- Asked me for input about my daily care
- Introduced new nurse at shift change
- Reviewed my daily care in a way I could understand
Maximizing Encounter

**Acknowledge**—Acknowledge the patient by name. Make eye contact. Ask: "Is there anything I can do for you?

**Introduce**—Introduce yourself, your skill set, your professional certification, and experience.

**Duration**—Give an accurate time expectation for tests, physician arrival, and tray delivery.

**Explanation**—Explain step by step what will happen, answer questions, and leave a phone number where you can be reached.

**Thank**—Thank the patient for choosing your hospital, and for their communication and cooperation. Thank the family for assistance and being there to support the patient.
Patient-Centered Rounds

- Better connect with patient and family members
- Ensure patient and family know who the caregivers are
- “Manage up” or position well any other staff members to assure patient and family of continuity of care with all caregivers
- Respond to key issues raised through patient satisfaction survey
- Provide opportunity for staff or physician recognition
Managing UP

Technique that promotes confidence, increases patient compliance and improves outcomes and satisfaction
MSHA Belief

To be able to truly WOW our customers, MSHA understands the importance of viewing team members as customers too.

Satisfied Employees = Satisfied Patients = SUCCESS

Hire the right people, for the right job, and get the right fit, and work to RETAIN!
Every job is a self-portrait of the person who did it. Autograph your work, your work area, and yourself with excellence!
We are The MSHA Difference