

2011 Military Health System Conference

Partnering with Patients

The Quadruple Aim: Working Together, Achieving Success

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Naval Hospital Pensacola, FL

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- Hello there!! I am so glad I got to speak to you this evening. Attached are some photos of my little miracle baby. His name is Nathan which means "gift from God", we thought it was fitting. He was born on August 6, 2010 at 1230pm weighing 1 pound 14 ounces and 13 3/4 inches long. He was on the ventilator for only 2 days which is unbelievable for a 25 weeker. We graduated from the NICU on October 21, 2010 without any oxygen or monitors. He weighed 4 pounds 8 ounces the day he came home, he is almost 3 times that now. His last visit he weighed 11 pounds 8 ounces and was 22 inches long. I hope, if ever faced with the situation again, that you can use Nathan's story to give another family hope. You were such a blessing to me that night in L & D and I will never forget your kindness and compassion that night. You were my little guardian angel. I hope you enjoy the pics and I can't wait for you to see him in the spring!

Thank you so much!

(recent email from patient to one of our nurses on the unit)

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- Goals:
 - *improving patients' satisfaction with their care*
 - *decreasing patients' need to use the call light for assistance*
- Plans based on:
 - *Studer Group website (www.studergroup.com)*
 - *Hardwiring Excellence by Quint Studer (2003)*
 - *Improvement Science in Action Course – Institute for Healthcare Improvement 2009 (ihi.org)*

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- Studer Group tools used in this project:
 - *key words at key times*
 - *AIDET (acknowledge, introduce, duration, explanation, and thanks)*
 - *managing up your coworkers*
 - *hourly rounds*
 - *bedside turnover*

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- *“Before I leave are there any questions I can answer for you? I have time.”*
- *“I am checking your ID band to ensure that you are receiving the correct medication, we will do this safety check each time you receive a medication.”*
- *“I am washing my hands to prevent the spread of infection. Please do not hesitate to remind us if we forget to wash our hands.”*
- *“Ken will be taking over your care now that my shift is over. Ken is a registered nurse that I have worked with for five years and he is excellent. I hear such nice things about him from his patients.”*

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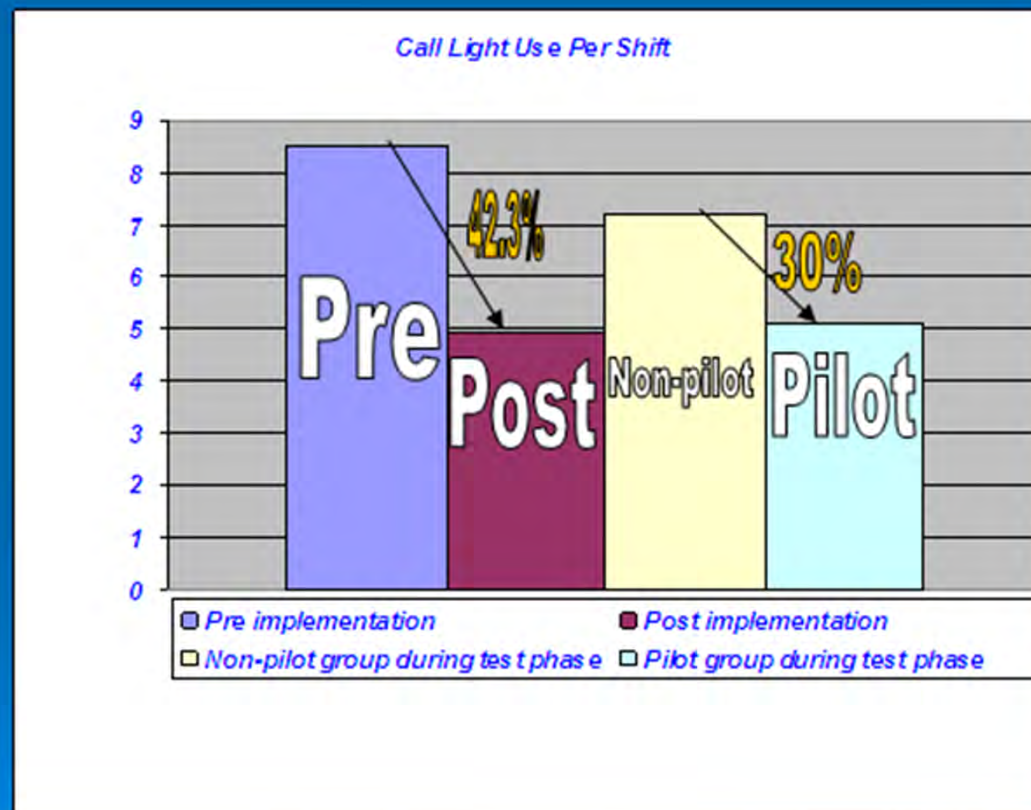


- *How often did nurses treat you with courtesy and respect?* **11.6% increase**
- *How often did nurses listen carefully to you?* **23.8% increase**
- *During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?* **16.8% increase**
- *How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted it?* **15.2% increase**
- *During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?* **21.4% increase**
- *During this hospital stay, how often did nurses treat your family or close friend with courtesy and respect?* **28% increase**
- *During this hospital stay, how often did you see staff wash their hands or use gloves before treating or checking you?* **24.1% increase**

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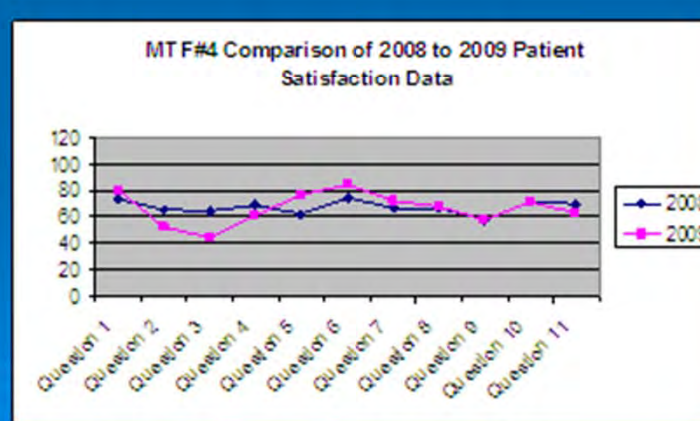
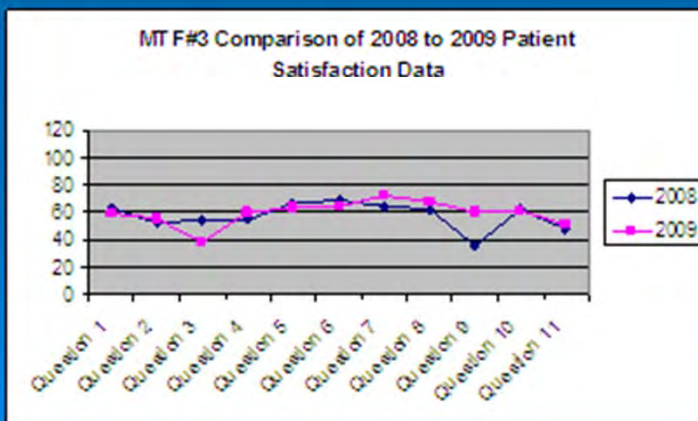
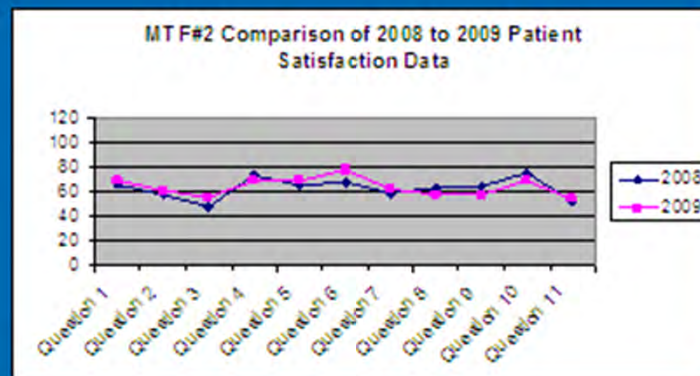
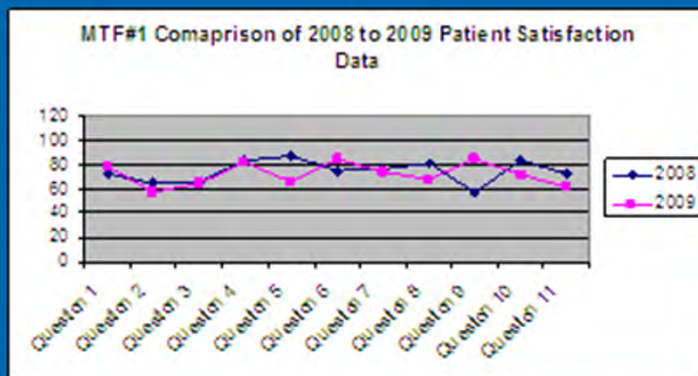
Call light data reflects a balancing measure used to demonstrate that change was occurring prior to receiving results from the patient survey.



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Four same-service Family Medicine Teaching Hospitals' comparison data for the same 11 patient survey questions. Overlapping lines demonstrate no significant change in patients' perceptions between 2008-2009.

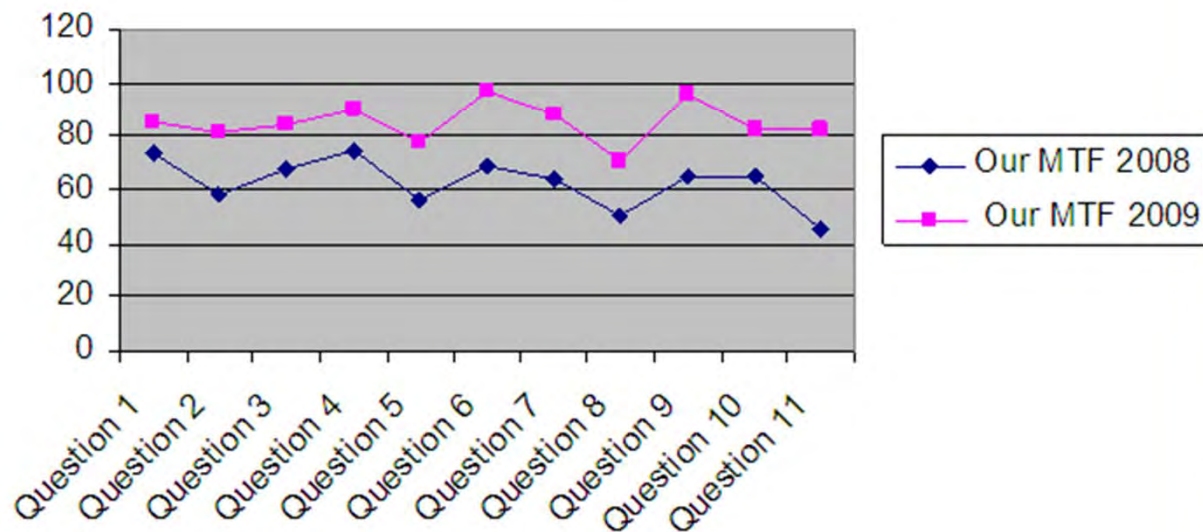


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2008-2009 Comparison data for our MTF shows two distinctly separate lines representing consistent improvement in every patient satisfaction question studied.

**Comparison of 2008 to 2009 Patient Satisfaction Data
for Our MTF**

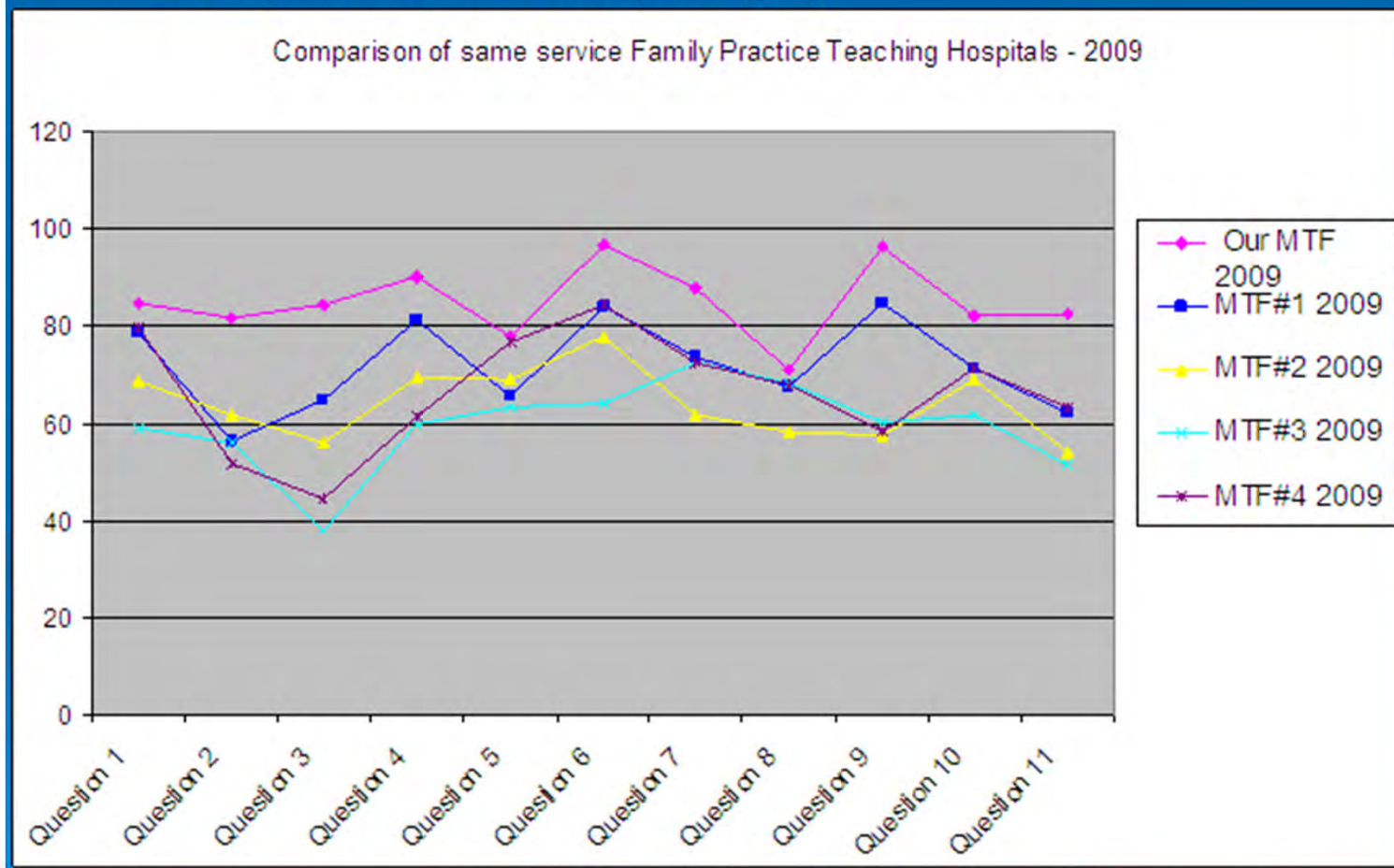


The percentage increase in improvement ranged from 11.6% to 36.7% and averaged 22.5% across 11 survey questions.

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This graph shows 2009 data from all five hospitals. The pink line across the top shows that Our MTF's 2009 patient satisfaction rates exceed similar OB inpatient units in every category.



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- Next steps
 - Hardwiring leader rounds on patients
 - Developing visual control boards

