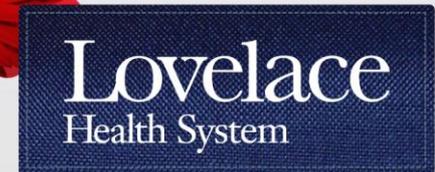




The Lovelace Patient Experience and Your Role





We believe that every healthcare provider has his/her patients' best interests at heart. Today's health care customers expect not only high quality and safe care but also a demonstration of compassion and respect by those rendering the care. We feel this is an appropriate patient expectation and we want to ensure we are meeting and exceeding that expectation.



Why Focus on Improving the Patient Experience?

Improve Clinical Outcomes

- Improve patient's perceived quality of care
- Improve treatment and medication adherence
- Decrease unplanned readmissions

Improve Doctor-Patient Relationship

- Patients consider you their “primary care” in the hospital even if for a short while
- They see you as the leader of their care in the hospital
- Patient's are putting their trust in you at a vulnerable time. If trust is established, patients are more likely to comply with the plan of care post discharge



Why Focus on Improving the Patient Experience?

Studies

- Improved patient's perception of quality of life and care (447)
- Increased pain tolerance (49 Langer, 50 Bowers)
- Faster recovery from illness (526 Greenfield)
- Increased perception of benefit from treatment
- Decreased patient stress
- Decrease Physician Risk

(Henry Stelfox, American Journal of Medicine; 118(2008); pg.5-12)

- ✓Studies have shown that for every one-point decrease in satisfaction, there is a 6% increase in complaints and a 5% increase in rate of risk management episodes.
- ✓Physicians in the **middle third** of patient satisfaction rankings had **26% higher malpractice** lawsuit rates than doctors in the top third. Physicians in the **lowest third** of patient satisfaction rankings had **110% higher malpractice** lawsuit rates than those in the top third.



HCAHPS

Hospital Consumer Assessment of Health Providers and Systems

CMS survey results are tied to hospital reimbursement (Value Based Purchasing)

Reported publically @ (www.hospitalcompare.hhs.gov).

Survey

11 Domains:

Communication with Nurses, Communication with Doctors, Responsiveness of Hospital Staff, Cleanliness of the Hospital Environment, Quietness of the Hospital Environment, Pain Management, Communication about Medicines, Overall Rating of the Hospital, Willingness to Recommend, Transition of Care

32 questions:

21 patient perspective questions, 4 screening questions, 7 demographic questions

Scale:

Only count the Top Box answers- Always (4), Yes, 9 or 10, Definitely Yes, Strongly Agree



HCAHPS Physician Questions

During this hospital stay, how often did doctors treat you with courtesy and respect? Would you say....?

During this hospital stay, how often did doctors listen carefully to you? Would you say...?

During this hospital stay, how often did doctors explain things in a way you could understand? Would you say...?



Small Change, BIG Results

	10 th %tile	20 th %tile	30 th %tile	40 th %tile	50 th %tile	60 th %tile	70 th %tile	80 th %tile	90 th %tile
Communication with Doctors	77.5%	79.5%	80.8%	82.1%	83.4%	84.5%	85.8%	87.1%	89.3%
During this hospital stay, how often did doctors treat you with courtesy and respect?	83.7%	85.6%	86.8%	88.0%	88.9%	89.8%	90.8%	92.1%	93.8%
During this hospital stay, how often did doctors listen carefully to you?	75.8%	78.0%	79.3%	80.8%	82.1%	83.4%	84.7%	86.6%	88.8%
During this hospital stay, how often did doctors explain things in a way you could understand?	72.1%	74.4%	76.1%	77.5%	79.0%	80.4%	81.7%	83.5%	86.1%

Top Box %tile Rank: Relative position within the benchmark group of the database in terms of the Percentage of hospitals it scored higher than.

Top Box % : Percentage of respondents who answered using the most positive response



Tips to succeed

Use these simple steps every time with every patient



AIDET

Acknowledge, Introduce, Duration, Explanation & Thank You

Use open-ended questions to gather clinical data throughout the AIDET framework.

This supports collaboration with the patient and demonstrates a genuine interest on the part of the provider.

- Upon entering the room, knock, ask permission to enter, and then enter the patient room.
- Address the patient by name, introduce yourself and explain the purpose of the visit.
- Do not appear rushed and **take a seat** when possible. Provide the impression **that the patient is important to you.**
- Ask permission to examine patient and maintain conversation during the assessment, giving results of your findings (i.e. lung sound clear, heart rate sounds normal, no swelling, etc.)
- Explain plan for care **in terms that the patient and family can understand.** *Always include family/caregivers when appropriate.*
- Inquire as to concerns, needs, or questions regarding care, medications, condition, or diagnosis by asking, “What questions do you have?”
- Thank the patient and family for their time and for allowing you to lead their treatment.



Every Patient Every Time

How to demonstrate privacy, respect, courtesy, and listening

1. Close the door whenever you are discussing a patient's information.
2. Use their name and give them your name.
3. Explain your role in their care.
4. If the TV is on and loud, ask to turn it down to make sure they are able to hear what you are saying.
5. If visitors are present, ask about the relationship and if it is ok to discuss their case in front of them.
6. Sit if possible. If not possible, use appropriate touch on their arm, hand, or even lower leg/foot. You may place a hand on the handrail and lean in at the beginning and end of the interaction.
7. Make eye contact.
8. Use the phrases, "I see", "I understand", "Of course", or simply nod your head.
9. Rephrase what you heard to ensure you understand and to demonstrate to them that you are listening.
10. Ensure them that you are working with their healthcare "team" to make sure we are providing coordinated, high-quality care.



Every Patient Every Time

Other Factors

If it is important for you to have the family/patient representative present during rounds to discuss the patient's plan, let the RN know ahead of time so that he/she can notify the family **OR** make it a priority to attempt to call or arrange a specific time to meet. **(supports explaining things in a way that they understand)**

Whenever possible have the patient's RN round on the patient with you. When the team is present, questions can be better answered later for family or to remind the patient.

(The RN can be your biggest advocate- work as a team!)

Collaboration with the patient, the family/caregiver, nursing, and case management has shown to decrease hospital readmission. Addressing the unique concerns and needs for discharge for every patient requires this collaboration. These needs include: discharge care (i.e.: home health, skilled nursing), medication reconciliation, follow up appointments, and transportation to be ordered and arrange prior to discharge. Patients expect us to collaborate and provide a seamless experience.



Lovelace Health System Provider Patient Experience Expectations

Formal and informal observations will be done to validate patient satisfaction with the provider as well as offer opportunities for improvement if needed.

Failure to comply with the LHS provider service standards to promote a positive patient experience will result in counseling and can lead to termination.

Results of HCAHPS performance will be recorded on the provider scorecard and also be reported to the Medical Executive Committee and Board of Directors



Lovelace
Health System

Thank you for all that you do to provide an exceptional, high quality patient experience with every patient, every time!