

BACKGROUND

The impact of value based purchasing on reimbursement based on HCAHPS is a reality that Health Care Organizations need to address. This Quality Improvement Project was designed by the CNO, Vice president of Nursing and the Nurse Manager to oversee the project. The decision was made to utilize an existing group of frontline staff who were engaged in efforts to improve patient satisfaction. This RN Communication Team met monthly beginning in March 2015.

OBJECTIVE

The purpose of this study was to improve the HCAHPS related to RN Communication.

METHODS

The Communication Team implemented the following strategies :

ABC'S of Communication:

Approach, **B**ody Language, **C**ommunication

How can we be sure our patients know we are carefully listening to them?

- "I want to be sure I understand what you're saying..."
- Let's talk about this so I can be sure we're both on the same page..."

How can we be sure we are explaining things to our patients in a way they understand?

- "In your own words, how will you take your medications at home?"
- "In your own words, what is your understanding of... (procedure, diet, plan, etc.)"

Consistent approach to Bedside Report

- Patients see the transition from their nurses/ care needs are communicated
- Have an opportunity to get information/clarification on plan
- Nurses see all their patients at start of shift / better able to prioritize care
- Opportunity to address issues/ask questions with nurse providing shift report

Consistent Use of White Boards as communication tool

Nurse Communication On-line Rounding Tool

- Verifies bedside report completed with each shift change
- Real time feedback related to RN Communication HCAHPS questions
- Verifies White Boards are updated

Use of Thank You Cards at time of discharge instructions

- Reinforce the value of patient feedback regarding stay

Survey patients within 3 days of discharge

RESULTS

NURSES TREAT WITH COURTESY/RESPECT

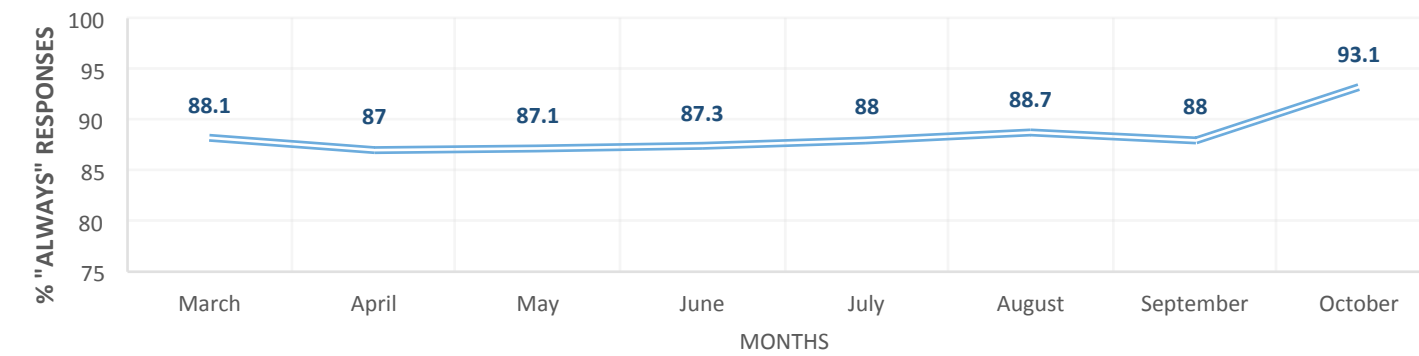


Figure 1. HCAHPS results from March through October 2015 showing the % of patients who reported Nurses "always" treated them with courtesy and respect.

NURSES LISTEN CAREFULLY TO YOU

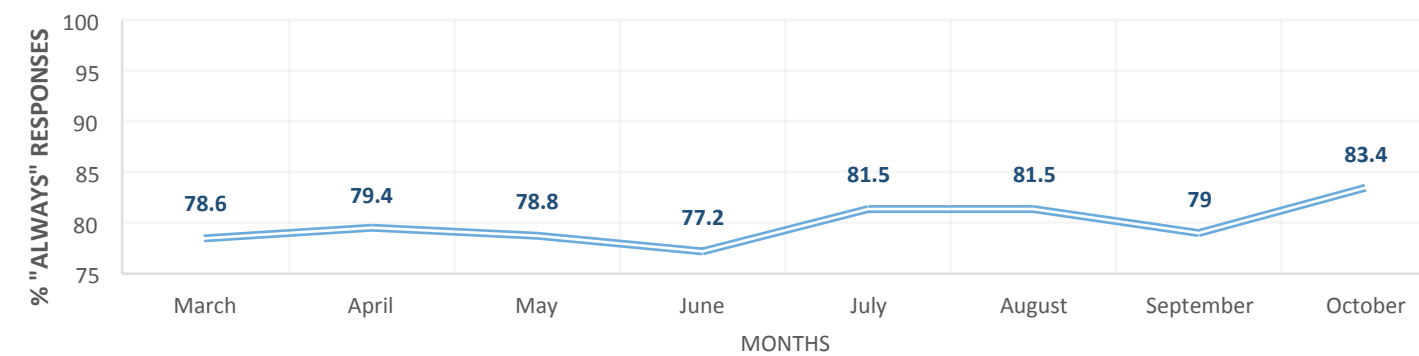


Figure 2. HCAHPS results from March through October 2015 showing the % of patients who reported Nurses "always" listened carefully to them.

NURSES EXPLAIN IN WAY YOU UNDERSTAND

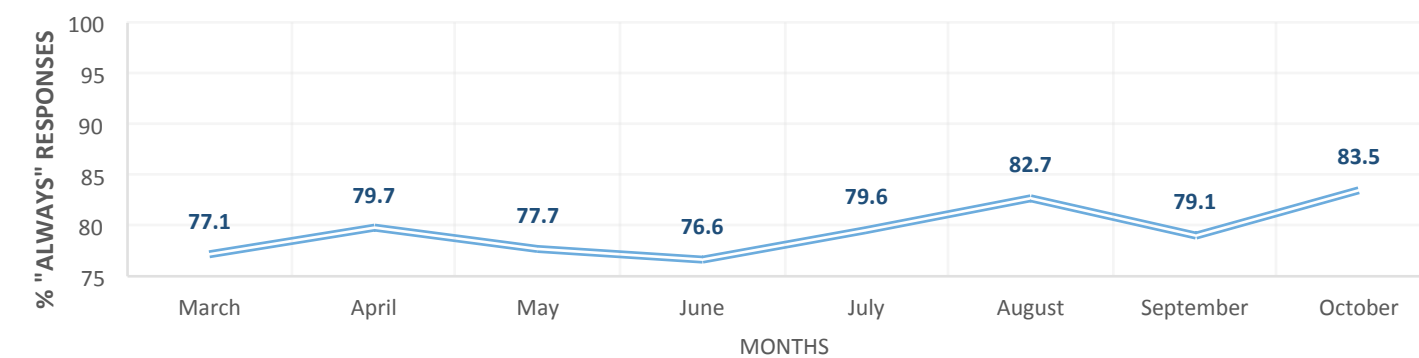


Figure 3. HCAHPS results from March through October 2015 showing the % of patients who reported Nurses "always" explained in a way they understood.

COMM W/ NURSES

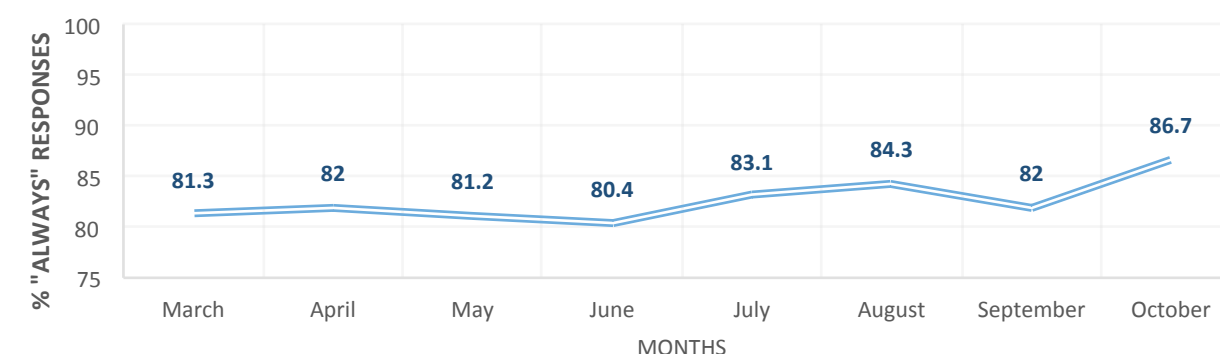


Figure 4. HCAHPS results from March through October 2015

TJUH COMMUNICATION TEAM



CONCLUSIONS

- RN communication scores improved in each HCAHPS question and surpassed the goal of 82.2%
- Utilization of a consistent approach with the input and involvement of the front line staff as communicated through the Magnet Shared Governance structure will increase HCAHPS for RN Communication

REFERENCES

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- Wolosin, R., Ayala, L., Fulton, B. (2012) Nursing Care, Inpatient Satisfaction, and Value Based Purchasing: Vital Connections. Journal of Nursing Administration 42(6): 321-325.

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