Retrieving a Reputation
436-0
The Story of an ED Turn-Around
Problems

Low Patient Satisfaction


Overall Rating: Mean Score: 3.2  Rank: 6
Problems

Low Family/ Friends

Mean score 77.0 Rank 8

Unfriendly Visitor Policy
Problems

- High Levels of LWBS (Left Without Being Seen)
- LWBS TREND FY 06 TO 12/31/09
Problems

• Low Staff Engagement and Satisfaction

• Overall Employee Satisfaction Gallup Scores
  • Percentile Grand Mean
    | 2007 | 2008 |
    | 4.21 | 4.32 |

• NDNQI (National Database of Nursing Quality Indicators)

  Nurse Satisfaction
    | 2007 | 2008 |
    | 48.0 | 51.91 |

  Hospital Emergency Mean
    | 2007 | 2008 |
    | N.D. | 50.96 |
Problems

• Outdated Facility
Trends

Mean Trends

Emergency Department

Baptist Hospital

Baptist Hospital
Actions

• Hourly Rounding – Studer Concept Initiated March 2007
  - Hardwiring Patient and Staff Rounding

• Managerial Courage – Modeling Behaviors
  - Raising the bar to a higher level
  - Giving consistent recognition for a job well done

• Right People on the Bus
  - Keeping High Performers while allowing Low Performers to move on.
Actions

• Targeted Concerns

• Employee Forums

• Shared Governance
Actions

• Went from Closed to Open Visiting
Actions

• Lobby Rounding
Actions

New ED
Outcomes

• High Patient Satisfaction
Outcomes

• Benchmark LWBS Rate

December 2009 1.10%
## Outcomes

### High Staff Engagement

Current Gallup

<table>
<thead>
<tr>
<th>Overall Workgroup Engagement (Mean)</th>
<th>Overall Satisfaction</th>
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</thead>
<tbody>
<tr>
<td><strong>2009</strong></td>
<td><strong>2008</strong></td>
</tr>
<tr>
<td>Now 4.54</td>
<td>Past 4.32</td>
</tr>
<tr>
<td>Now 4.59</td>
<td>Past 4.34</td>
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</tbody>
</table>
### Outcomes

#### Emergency Room Nurse Satisfaction

<table>
<thead>
<tr>
<th>Year</th>
<th>2008</th>
<th>2009</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>51.91</td>
<td>53.76</td>
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</table>

#### Hospital ED Median

<table>
<thead>
<tr>
<th>Year</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>50.96</td>
<td>51.91</td>
</tr>
</tbody>
</table>
Outcomes

• High Family/Friends
  - Patient Satisfaction Scores
  - 1/10-1/31/10

Mean: 91.5
Rank: 91
Outcomes
37% Volume Increase
Adult ED Visits
June 1, 2007--September 30, 2009
Summary

99 % Satisfaction