Improving Responsiveness of Hospital Staff to Drive Patient Satisfaction Scores

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Background

Nursing theorist Hildegarde Peplau was best known for her theory of interpersonal relations. She believed that the relationship between nurses and patients is primarily transactional and that there is a positive correlation between the degree of dependence on the staff and the patients' stage in the recovery process. The central aim of this project was to establish a plan for delivery of care that was patient and family centered. Achieving this goal was dependent on educating the staff about Peplau's theory, understanding the perceptions of the care they provide and being receptive to making changes in their current practice. Assessing the attitudes of staff prior to any changes was necessary to plan effective interventions. Using input from staff surveys, the facility's Patient and Family Advisory Council and reviewing the comments left by patients on the Press Ganey surveys helped shape the project and guide its direction.

Purpose

In an effort to increase patient satisfaction in an acute care setting, an intervention was implemented on a 32 bed Telemetry Unit. This was a combination of staff education about Peplau's interpersonal relations theory, leadership rounding, purposeful hourly rounding, staff scripting and distribution of an admission packet to patients and families.

Hospital and Pilot Unit Characteristics

- Community Hospital in suburban New York
- 128 Acute Care Beds
- 35,000 Emergency Department visits per year
- 2 Labor Unions for employees

- Telemetry is a 32-bed unit
- Nurse Manager on the unit
- 6:1 Nurse to patient ratio
- LPN as a cardiac monitor technician

Nursing Sensitive Indicators

Over Time on the Pilot Unit

- Hospital rating 9 or 10 increased by 17%
- Likelihood to recommend increased by 13.8%
- Responsiveness of staff increased by 21.7%
- Call bell answered quickly increased by 47.6%

Over Time on the Comparison Unit

- Hospital rating 9 or 10 increased by 10%
- Likelihood to recommend increased by 10%
- Responsiveness of staff increased by 9.5%
- Call bell answered quickly decreased by 29%

Practice Issues and Challenges

- All changes were made following staff input and buy-in.
- Cross-functional involvement in scripting and distribution of admission packet.
- Nurse Manager on the unit.

Visual Representation of Press Ganey Results

Blue Bar: Baseline 2017-2019
Orange Bar: Intervention Period Q2-3 2019

Pilot Unit

Comparison Unit

Implication for practice

- Practice change was easy to support. There was little financial or human capital expenditure needed for successful outcomes.
- Plan was adaptable to different nursing units and practice settings.
- Leader engagement and active role modeling of patient and family centered care is critical for success.
- Provided clarity on areas that the organization as a whole was doing well and where it was struggling. This enabled some plans to be generalized for more uniform outcomes.

References


About the Author

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