



Creatively Impacting Patient Experience Rounds: Nurses’ Leveraging Technology

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Lenox Hill Hospital is a comprehensive acute care hospital facility located in New York City. It is recognized nationally for its outstanding patient care, as well as its innovative medical/surgical modalities. *Our Mission* is to improve the health and quality of life for the people and communities we serve by providing world-class service and patient-centered care. Utilizing our Professional Practice Model, the *Collaborative Care Model*, the patient is the driving force in everything we do *Our Vision* is to be a national health care leader, committed to excellence compassion and improving the health of the community. Excellence, Innovation, Caring and Integrity are *Our Values*.



Purpose

- Patients’ perception of their care significantly impacts their response to both Press Ganey and HCAHPS which is publicly reported and correlates to incentive payments.
- In 2018, the Care Transitions and Discharge Information scores revealed that they were lower than average hospital scores.
- Analysis of patient demographics and variables revealed that an area for improvement was communication about discharge information and patient education about medications prescribed.
- Ineffective transition of care and discharge instructions potentially impacts; readmission rate, patient satisfaction, medication safety, finances and employee engagement.

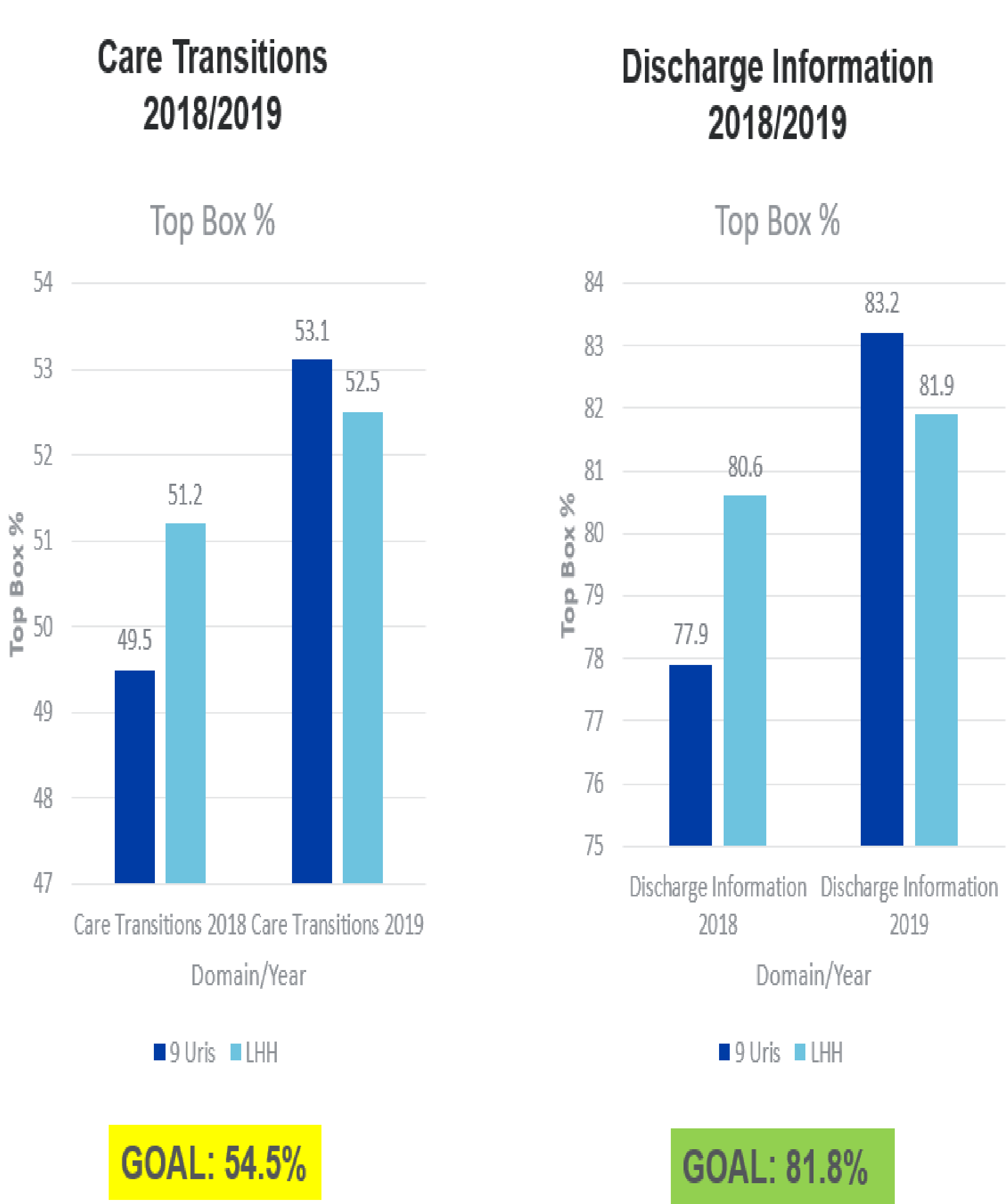
Methods

Evidence based initiatives and several best practices include:

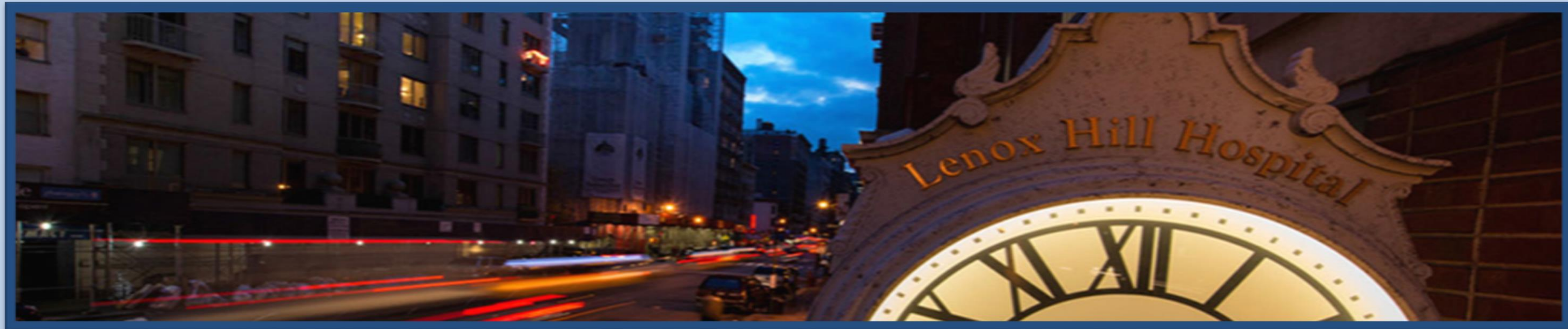
- consistent and purposeful hourly rounding
- bedside shift reporting (handoff)
- humanizing technology by the nurse introducing their computer on wheels as an adjunct to care
- utilizing medication cards for patient education and as teach back tools
- interdisciplinary rounds and rounding tool which positively influenced outcomes and scores
- discharge exit survey was implemented to confirm patient’s knowledge of the next steps in their care.

The use of an integrated interdisciplinary rounding tool that pulls data from the electronic medical record (EMR) contributes to shared communication.

Results



Discharge Scores exceeded expectations and surpassed the goal of 81.8% to 83.2 % in 2019 and in 2020 are 90%.



Conclusion

Leadership rounds utilizing a handheld digital device to access the “cipherrounds” application has been instrumental in increasing satisfaction scores and conveying issues for timely resolution. This innovative tool allows for just-in-time remediation while providing a historical record for the next leader to follow up to assure its resolution. Multiple disciplines have customized the application to facilitate care transitions and a safe discharge. Patient’s report that this follow-up makes them feel that their concerns have been addressed-and appreciate that their needs are met. It is also an opportunity for leaders to recognize staff from within the organization for their compassionate care. This has been key in engaging staff and correlating their impact to patient outcomes These innovative measures all comprise standardized and effective communication as pivotal adjuncts to; safety, quality and satisfaction, directly impacting throughput, decreased length of stay and readmission. Humanizing technology to enhance rounding with purpose has been instrumental in; increased staff and patient satisfaction, improved outcomes, and reducing harm.

