

Mission Health System: iRound Spotlight

February 2018

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Introduction

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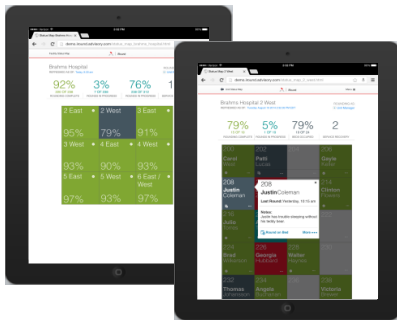
Highlights from Mission Hospitals

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Q&A

Introducing iRound for Patient Experience

Technology-Enabled Connectivity and Data Capture



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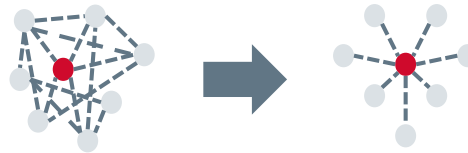
Rounding Technology Enables Better Connection with Patients

- ↑ Real time responses
- ↓ Latency of data

Benefits

- Hearing from more patients can surface counterintuitive insights
- Feedback more actionable when returned in minutes vs. weeks

Embedded Service Recovery Alert System



2

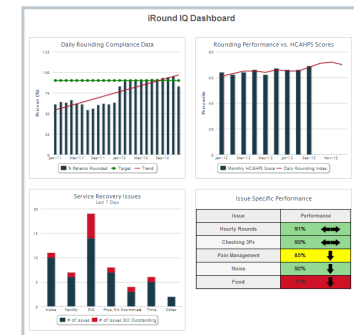
Service Recovery Hardwires Identification and Resolution of Issues

- ↑ Responsiveness to complaints
- ↑ Recognition of excellent care

Benefits

- Increased patient responsiveness & satisfaction with real-time feedback
- Provides more meaningful recognition to staff & promotes ideal behaviors

Housewide Visibility and Accountability



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Analytics & Support Drive Continuous Process Improvement

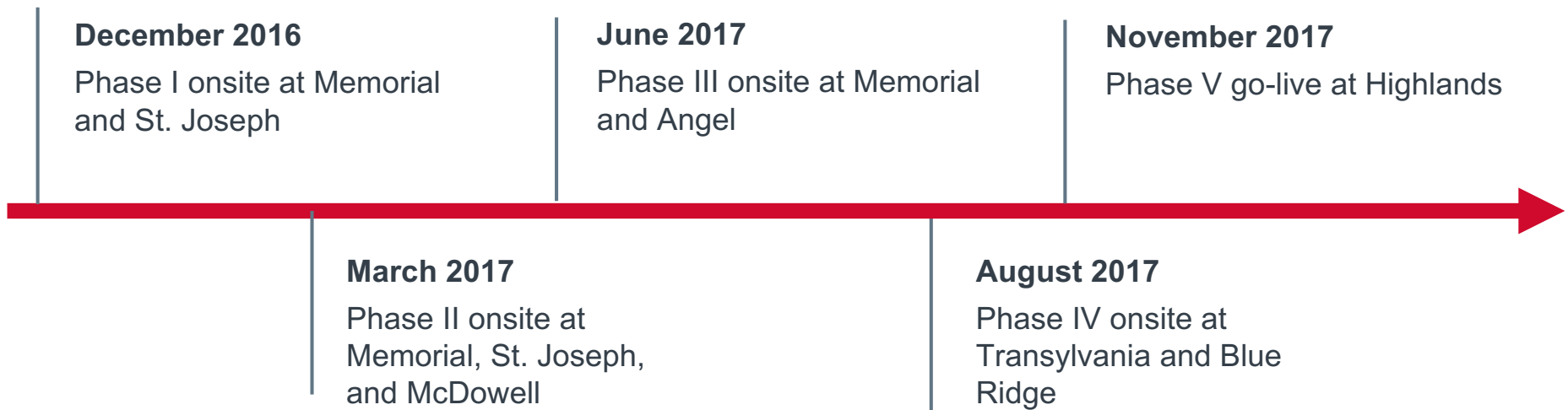
- ↑ Relevancy of patient feedback
- ↓ Improvement cycle time

Benefits

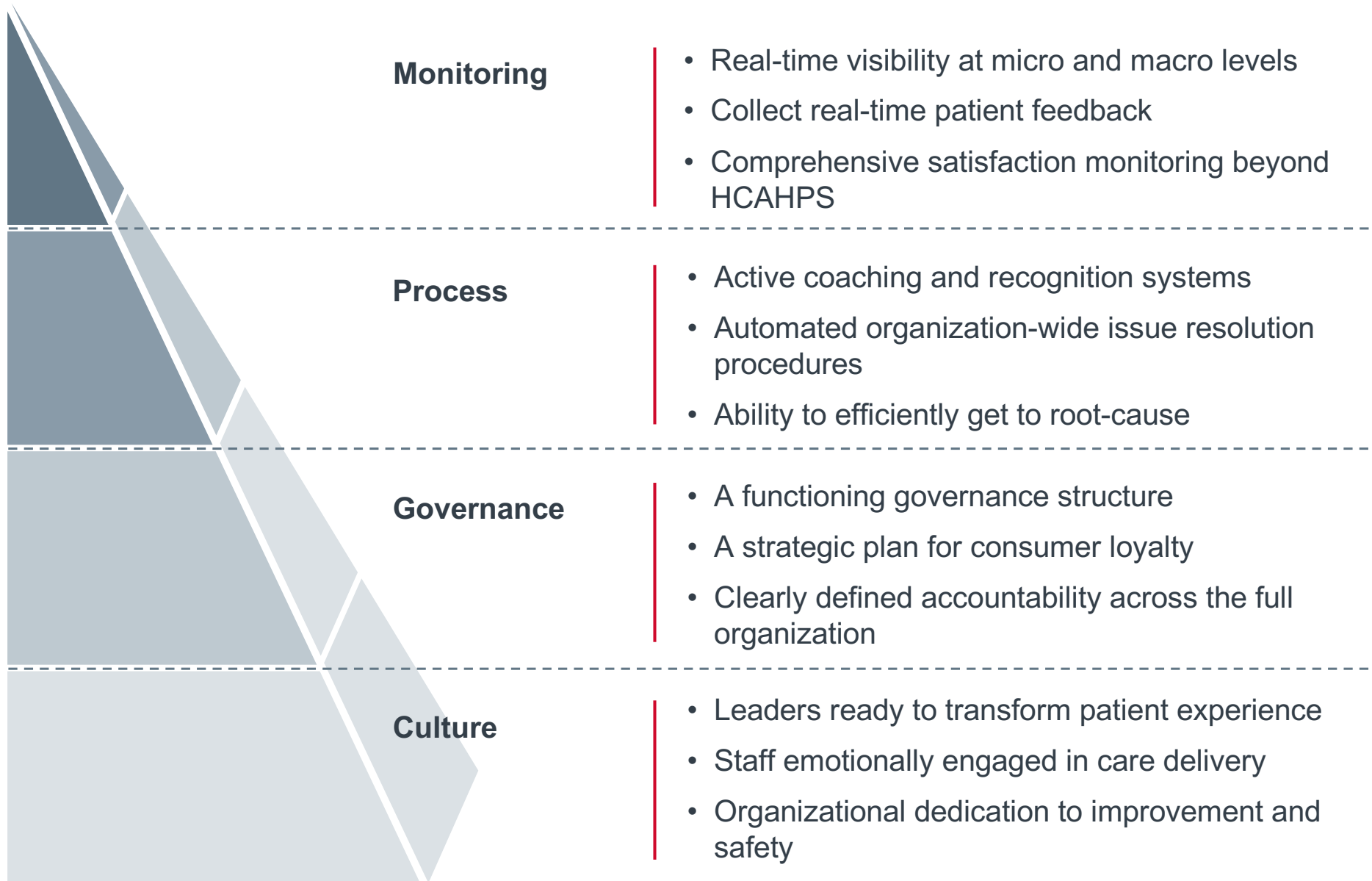
- Application of data-driven approach to more problems with faster cycle time
- Leveraging best practices for specific interventions & change management

Objectives & Implementation Milestones

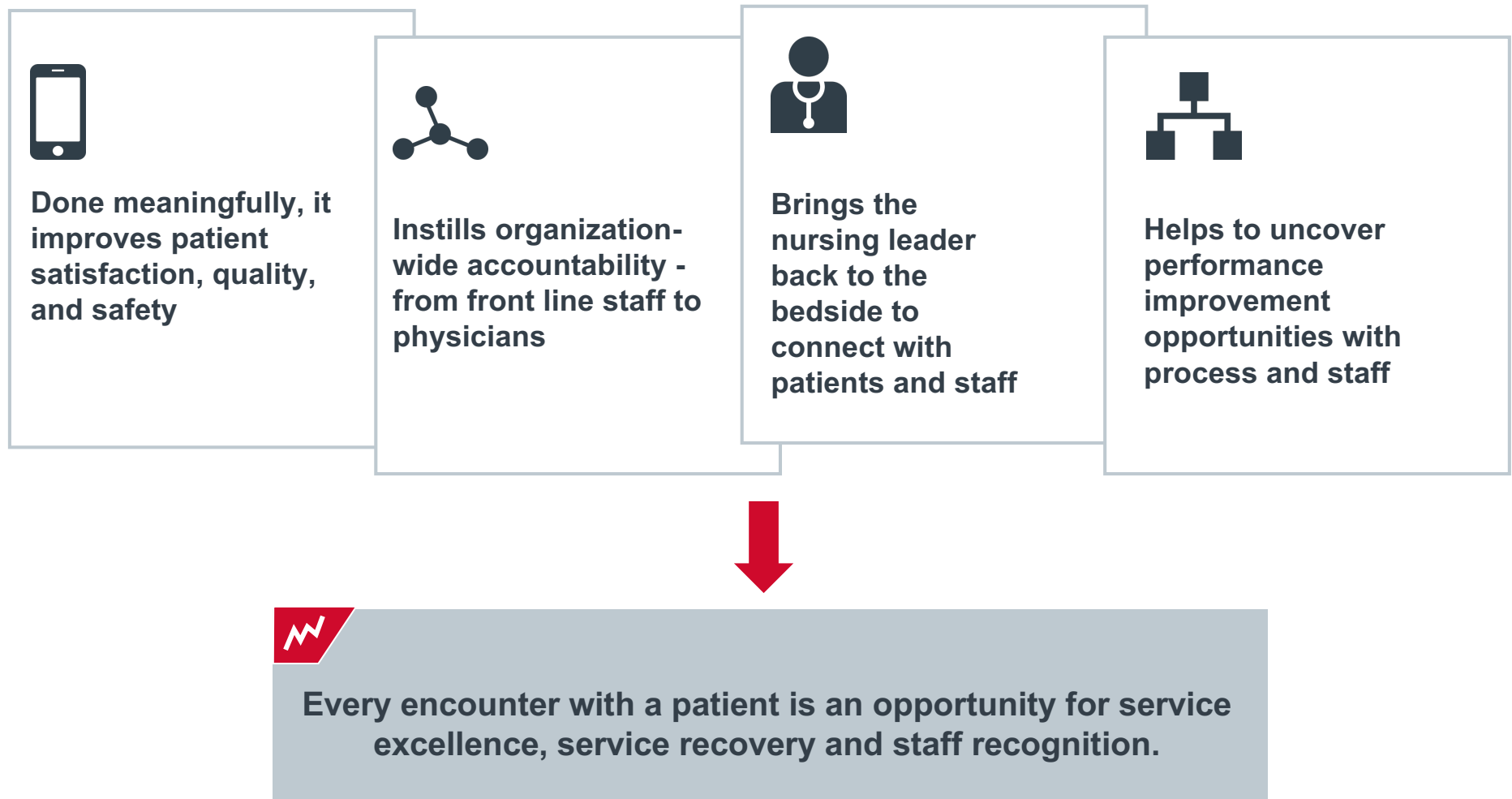
Objectives
Hear from a larger number of patients <i>in real-time</i> (vs. HCAHPS scores) to uncover areas of opportunity and address prior to discharge
Hardwire consistency of rounding and accountability for rounding
Improve Service Recovery process; engage ancillary departments in patient experience
Recognize staff for exceptional performance; hardwire best practices
Elevate patient experience and scores; maintain an upward trend



Hierarchy of Patient Experience Organizational Needs



Importance of Daily Leader Rounding



Never Lose Sight of the Real Purpose

If you're not taking care of the **whole person**,
you're not taking care of the **patient**



Nurse Perception of Patient

Patient in room 182 admitted two days ago

- Diagnosed with **gallstone pancreatitis**
- Scheduled for an **ERCP**
- Acting **irritable** today
- Requested **additional pain medication** twice

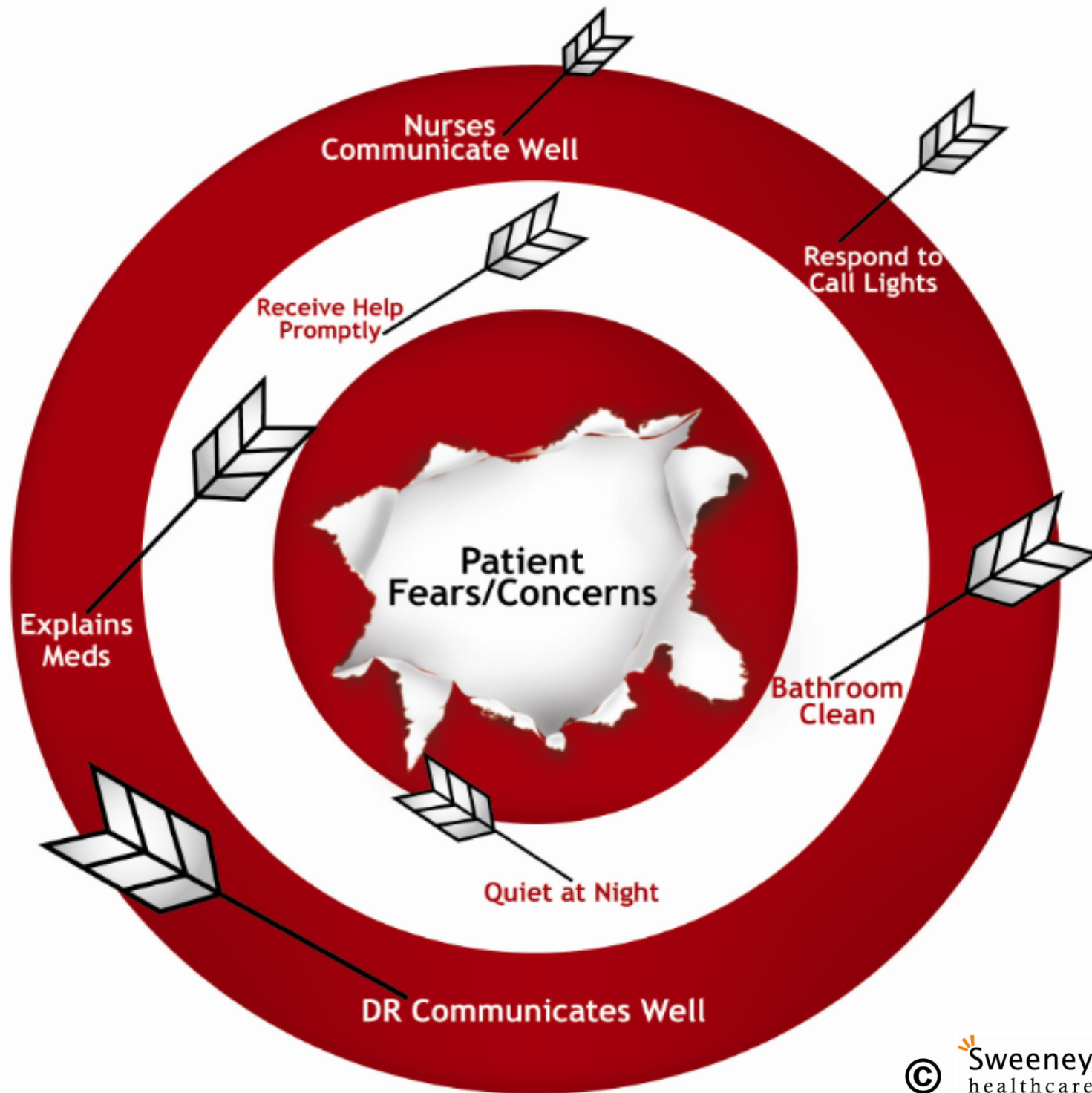


Patient Perception of Experience

"I've never been admitted to the hospital before."

- **Anxious** about inpatient stay
- **Concerned** about long-term impact of surgery on ability to work physically demanding job
- **Worried** about missing daughter's upcoming wedding

HITTING THE TARGET -MISSING THE MARK



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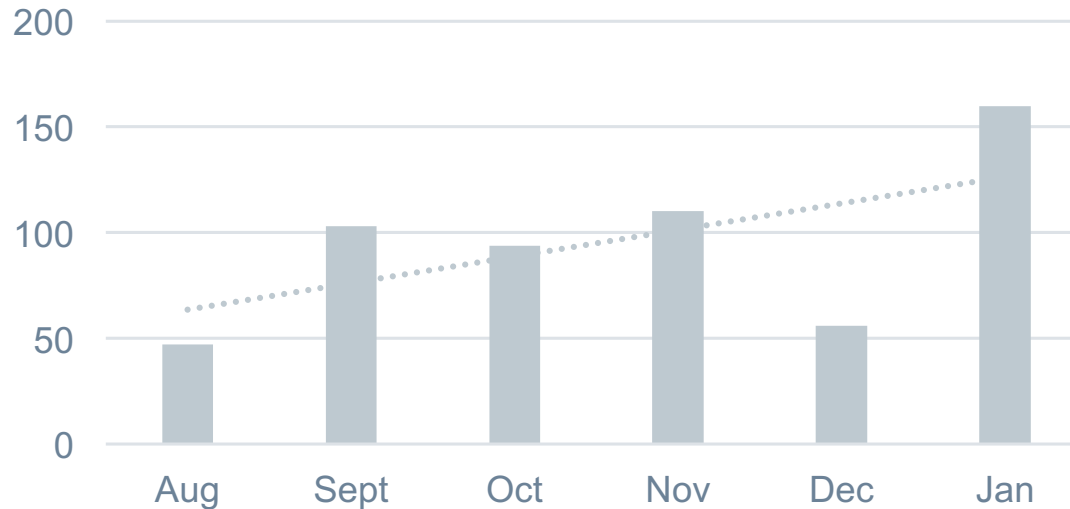
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Angel Medical Center: Rounding Progress

AMC Patient and Family Connections (Roundable = Yes) by Month



Beginning in January, rounders discuss barriers to rounding during daily huddle



iRound Huddle Insights¹

- Overall, the largest call light use reason is **bathroom** (58%), followed by **pain** (22%)
- Began **tracking use of side effects teaching sheet** in January; 49% of patients rounded on had the medication side effect sheet present thus far

1) Data reflects all to date huddle report; as of 2/12/18

Action Steps:

- Developed schedule for rounding involving all managers
- Barriers discussed every morning during safety huddle
- Bi-monthly patient experience meetings
 - Icare
 - Commit to Sit
 - No Pass Zone



Beginning in January, rounders discuss barriers to rounding during daily huddle



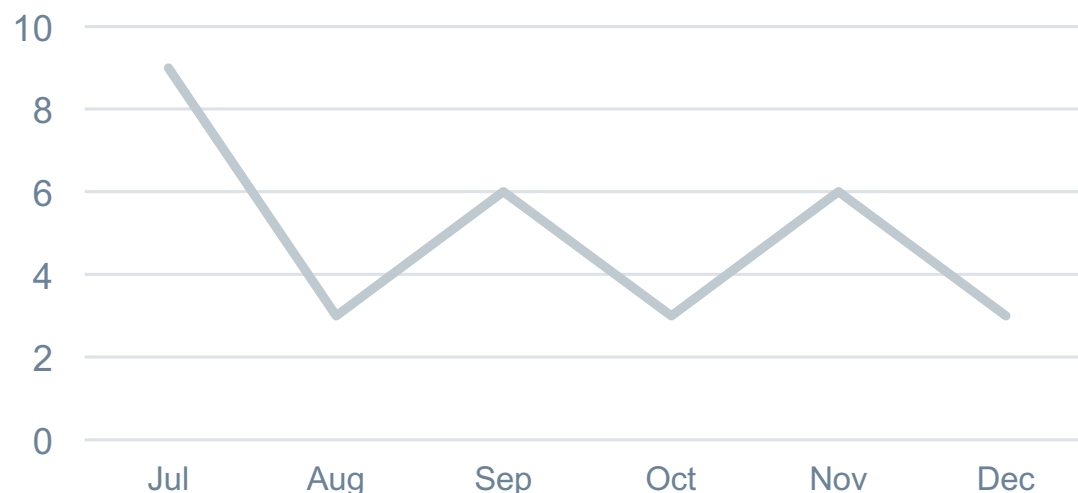
iRound Huddle Insights¹

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Angel Medical Center: Tracking Rounding Outcomes

Number of Complaints & Grievances (Monthly)¹



67%

decrease in the
number of complaints
& grievances²

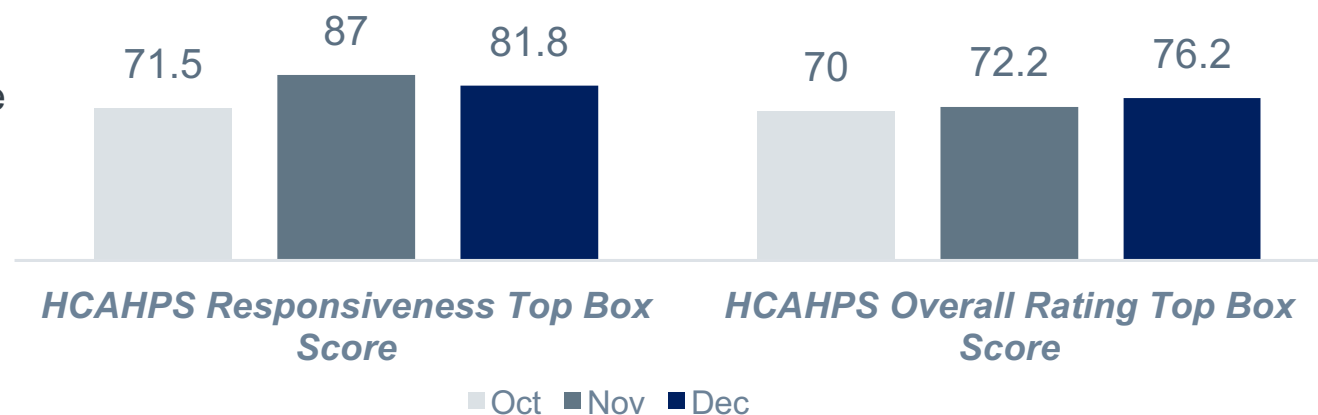
14%

Increase in
responsiveness score

9%

Increase in overall
rating

HCAHPS Improvements (Monthly)

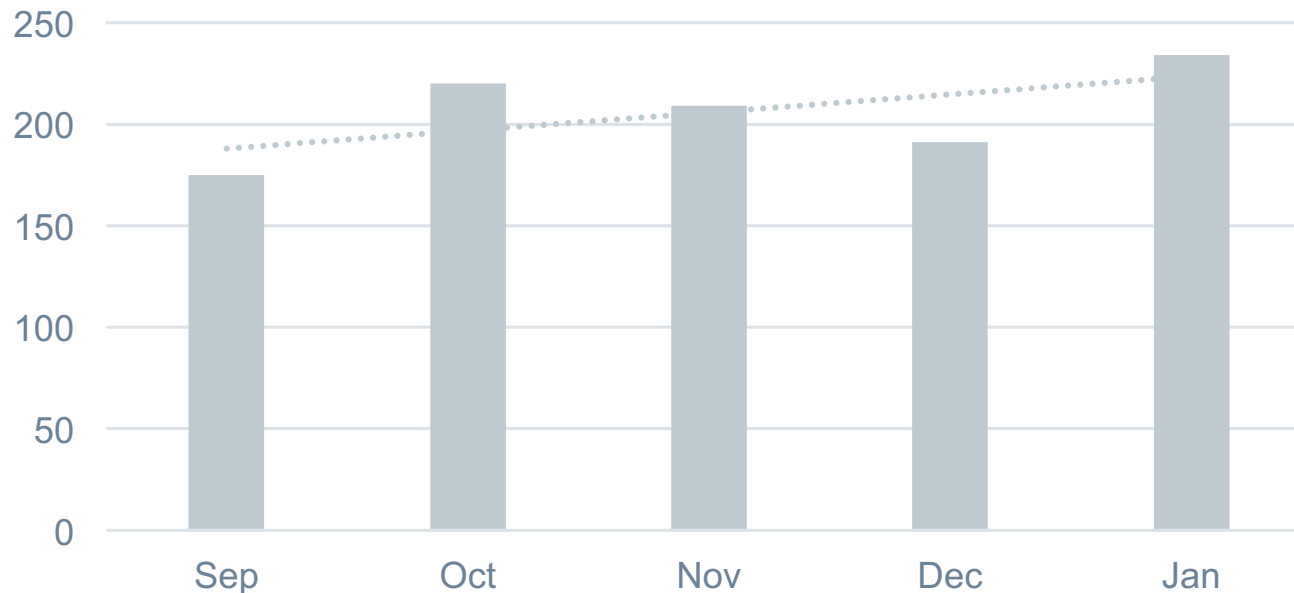


1) Count encompasses ED complaints, ED grievances, inpatient complaints, inpatient grievances

2) Compares baseline grievances from month prior to rounding go-live vs. Dec 17 grievances

Blue Ridge Regional Hospital: Rounding Progress

BRRH Patient and Family Connections (Roundable = Yes) by Month



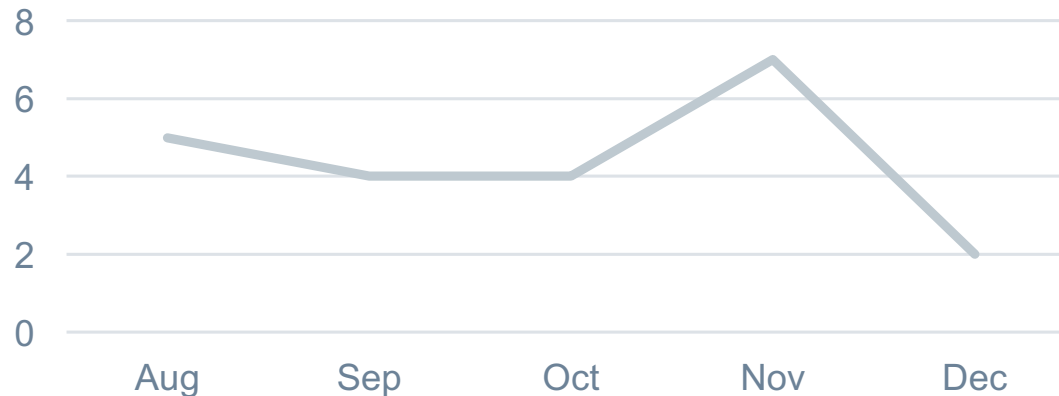
iRound Huddle Insights¹

- Overall, 48% of patients rounded on stated that they did **not have to use their call light**, indicating that hourly rounding is purposeful
- Began **tracking use of side effects teaching sheet** in January; 84% of patients rounded on had the medication side effect sheet present thus far

1) Data reflects all to date huddle report; as of 2/12/18

Blue Ridge Hospital: Tracking Rounding Outcomes

Number of Complaints & Grievances (Monthly)¹



Data indicates variability in month over month complaints & grievances

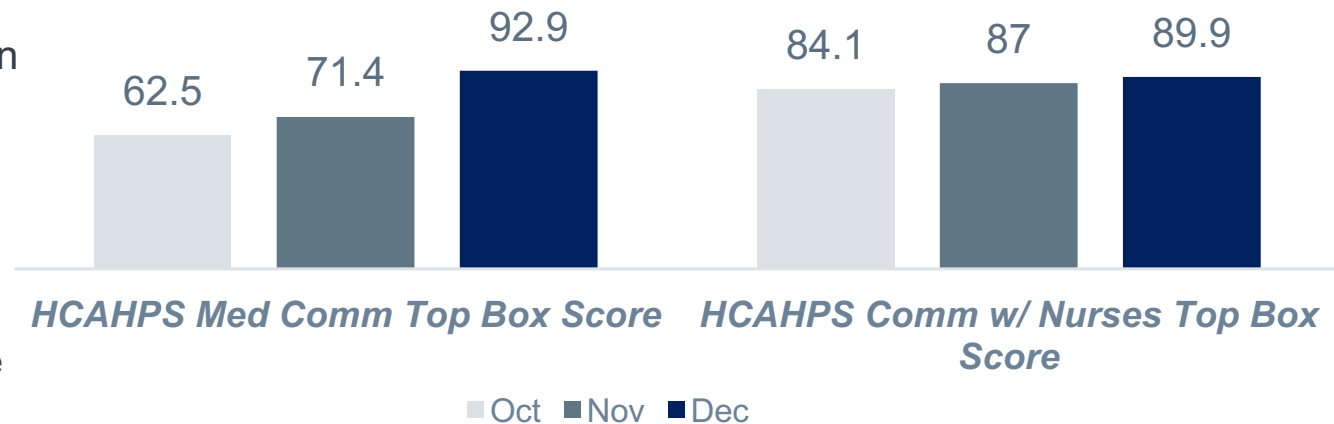
49%

Increase in medication communication score

7%

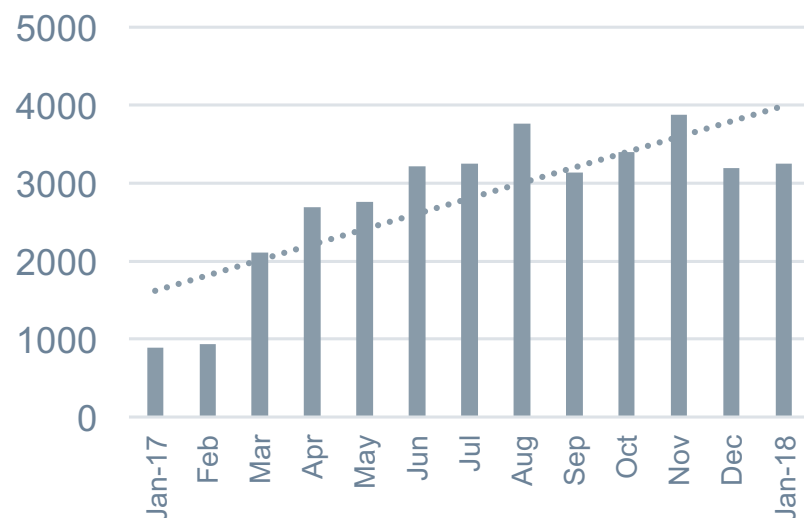
Increase in nurse communication score

HCAHPS Improvements (Monthly)

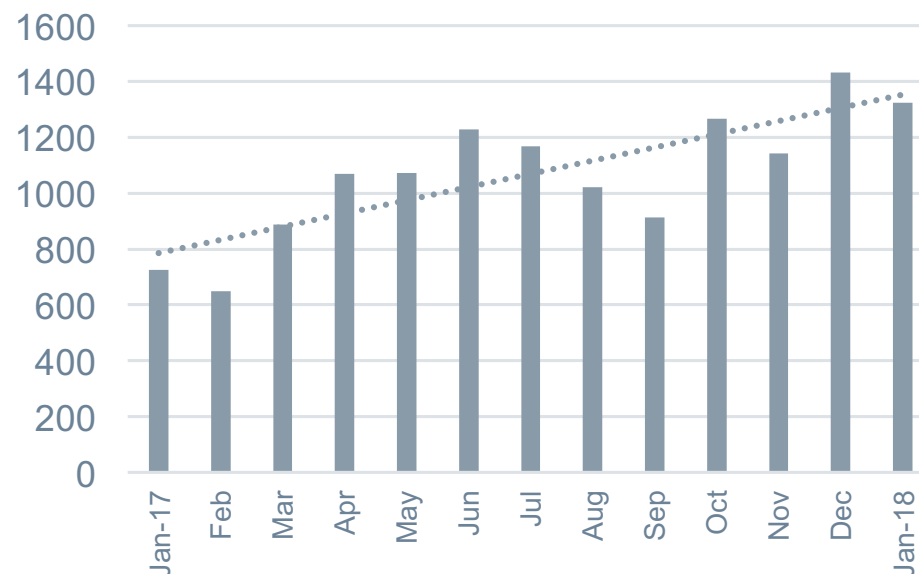


Mission Main Campus: Rounding Progress

**Memorial Patient and Family Connections
(Roundable = Yes) by Month**



**St. Joseph Campus Patient and Family Connections
(Roundable = Yes) by Month**



iRound Huddle Insights¹

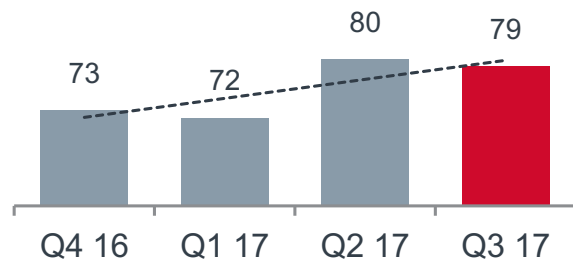
- 77% percent of rounds indicated that the careboard was up-to-date to improve patient and family communication
- 93% of patients rounded on indicated that staff were responsive when they had to use their call bell

1) Data reflects all to date huddle report; as of 2/13/18

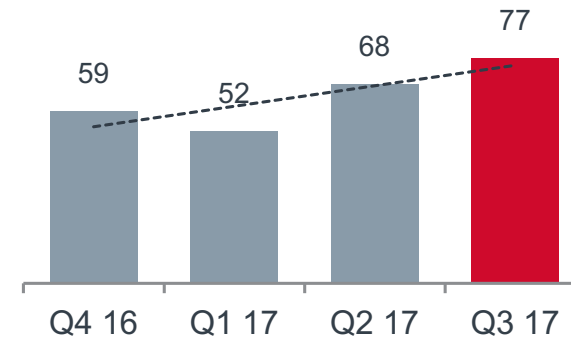
Mission Memorial: Example Outcomes in the ED

Changing the Patient Experience and the Patient Perception

**Nurses Understanding and Caring – ED
% Excellent Rank**



**Overall Quality of Nursing Care – ED %
Excellent Rank**



ED Ambassador
rounding, in addition
to other nurse leaders



Rounded on over **11,000**
patients/families between
March 2017 and January 2018

Celebrating Exceptional Care: Real-Time Kudos

Examples from Recognition Rounds Across Mission Health System

“

Stated that her provider was very friendly and not rushed with her, **willing to listen & talk** to her, **took the time to explain** what was being done & why, kept her up to date -- came back into room often to keep her informed of results. - *Mission Hospital - Memorial Campus*

All of the CNAs [on] this unit are amazing. They all have a smile on their face whenever they come in, they are patient, and **willing to help how ever they can** - *Highlands - Cashiers Hospital*

She's the best nurse I've ever met. **You can tell she really loves her job** – *McDowell Hospital*

She checked on her **all night long as it was her first night alone** and her daughter went home to get rest – *Transylvania*

Pt wanted to recognize the nursing staff, for their compassionate care and **treating him as a whole person** not just treating the problem - *Mission Hospital - St Joseph Campus*

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