

Objective

To offer patients and families a tool to provide our organization with real-time feedback during the hospital stay or ambulatory visit.

The goal is to positively impact patient satisfaction as measured by Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) /Press Ganey and provide staff an effective, real-time opportunity to assess patient feedback, intervene and remedy issues as they arise.

Project Description:

The patient is provided with a tablet on a daily basis during their hospital stay or ambulatory visit.

The key features for the use of this tool are:

- ✓ Fast, simple, customized questionnaire
- ✓ Brief encounter related to the patient experience (4 - 5 questions that take less than 60 seconds to complete)
- ✓ Instant email/text alerts for both comments and opportunities.
- ✓ Live dashboards in the clinical setting available for viewing the real-time feedback by the interdisciplinary care team.
- ✓ Leadership access to the data portal for custom reporting and data analysis.



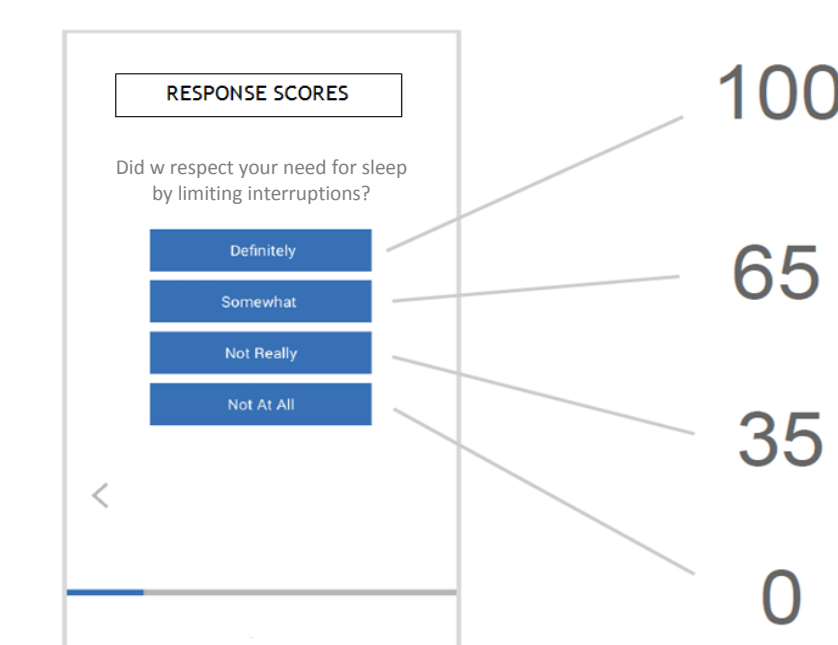
Materials and Method

The tablet technology and software was initially piloted for use on an inpatient surgical-oncology unit for 1 year. Following this introduction into the clinical setting, hospital leadership designated this tool as a key component to assist with the hospital initiative to improve the patient experience and HCAHPS/Press Ganey scores.

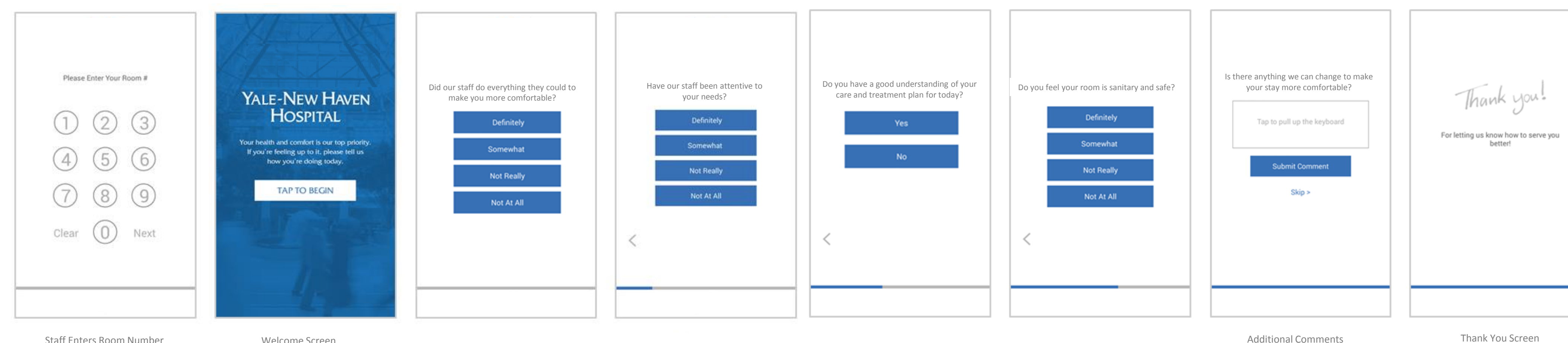
Beginning in August 2015 a project team was formed and additional pilot locations were designated (medical, surgical, pediatrics, ambulatory, and a lab draw station) within a 1541 bed academic medical center and affiliated ambulatory locations.

The Project Team assisted with:

- ✓ Configuration for the standardized questions for inpatient, outpatient, pediatrics, and the lab draw station allowing for the unique environment/clients in each setting
- ✓ Designating the number of tablets and charging station placement for each unit/department
- ✓ Hardware installation: unit dashboard placement
- ✓ Script for staff to utilize when distributing the tablet/questionnaire
- ✓ Creating the tool in English and Spanish with plans to add additional languages
- ✓ Alert notification process for weekday and weekends
- ✓ Access for Directors, Managers, and Assistant Managers to the portal data



Sample Tablet Questionnaire (Inpatient)



Analytics

Nurse Station Dashboard:

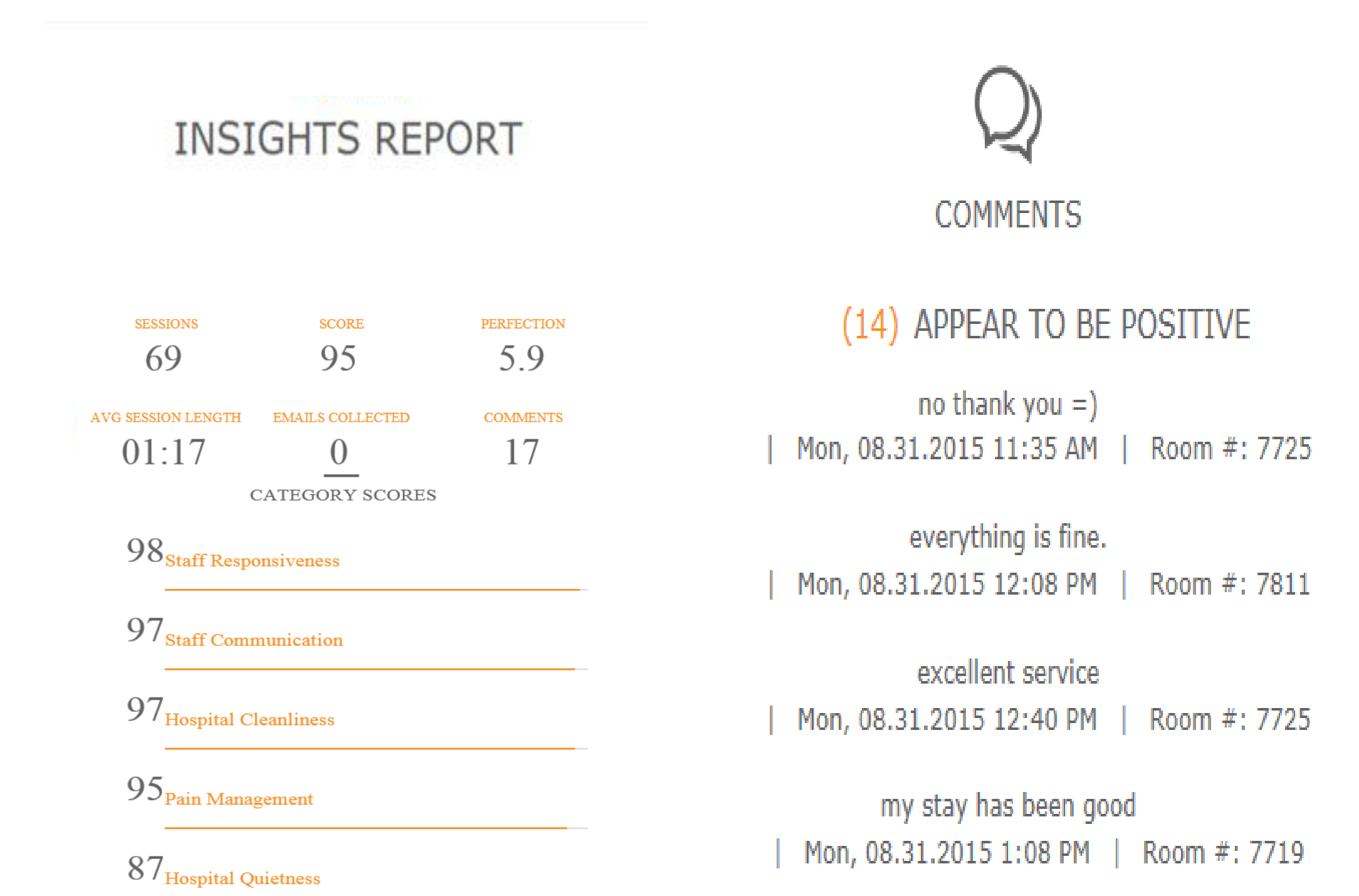
- ✓ Total Daily Sessions Counter
- ✓ Quickly Scan Category Scores
- ✓ Lowest Scoring Category Highlighted
- ✓ Opportunities
- ✓ Recent positive comments to encourage staff engagement and boost morale



Results

Weekly Insights:

- ✓ Staff & Location Ranking
- ✓ Individual Category Scores
- ✓ Patient Comments Divided By Sentiment
- ✓ Individual Question Scores & Answers



The unit/department leadership team is notified when:

- ✓ The score is below 60
- ✓ The comment is either an opportunity or a request through the use of tools that query the content and able to denote the comment sentiment (positive, negative, request)

The team immediately recognized an opportunity for real-time feedback to go directly to the appropriate resource for real-time resolution. The design team was able to set up a direct notification process for Environmental Services to address the feedback for hospital cleanliness.

This quality improvement tool requires a daily workflow to establish a system for real-time feedback and addressing opportunities with our patients/families and staff.