Improving HCAHPS with a “Culture of Quiet”
St. Francis Hospital (Puget Sound)

**Problem:** Surveys showed that the noise level made it difficult for patients to rest.

**Innovation:**
- Implemented a “culture of quiet.”
- Replaced former complaints with compliments.

**Result:** HCAHPS quiet at night scores increased from **39%** to **58%**.

"Culture of Quiet” innovations:
- Added padding on doors
- Dimmed overhead hallway lights and nursing station lights
- Changed wheels on rolling equipment
- Placed signs on the entry doors
Reduced Infection
Erie County Medical Center (Western New York)

Reduced potential for infection by increasing IV tube labeling from 65% to 100%.
Patient and Family Council Increases HCAHPS Scores
Mercy Health Anderson Hospital (Cincinnati)

HCAHPS scores increased over **20%** in:
- Communication with nurses
- Help from hospital staff
- Pain control
- Definitely recommend hospital

**How we did it:** Implemented a patient and Family Council, bringing together
- patients/families,
- volunteers,
- hospital leaders,
- nurses, and
- other department representatives.

“As part of the Patient Family Council, I can relate my experiences – both the positive and the less-than-completely satisfied – to hospital personnel and know that my input will help improve the care and service the hospital is providing.”

---Council Member
Reduction in Readmission Rates
Southern Maine Medical Center (Maine)

Innovations:

– Standardize multidisciplinary rounds
– Schedule appointments at time of discharge
– Conduct discharge calls to patients within 24-36 hours
Round of Applause

Congratulations to Erie County Medical Center (Western New York) for submitting an article on “Family Initiated Rapid Response” to American Nurse Today.
“For me as a leader, I consider TCAB a survival tool that is worth the investment.”

Jacquelyn Nefstead, RN, ONC
Ministry Good Samaritan Health Center
Wisconsin
Nurses Increase Patient Safety and Team Vitality
York Hospital (South Central Pennsylvania)

Problem: Nurses were concerned about patient assignments and the provision of safe care.

Innovation: Developed a patient acuity tool to:
- Predict nursing time needed for each patient
- Make staffing assignments

Results:
- Team vitality scores increased to 94%
- Assignments based on patient needs

What nurses say:

“Now I feel like I know where the sick patients are—where the help is needed.” -RN

“Now I understand why some areas were getting more ancillary help, and why some were fine with very little. Sometimes I would get frustrated before I could even ask, now everyone gets informed.” -NA

“I just want to know that it’s fair... I want to give my patients the best care, and I never want them to fall, because I don’t have enough help.” -RN
Satisfaction with Call Button Response Time
Lovelace Westside Hospital (Albuquerque)

In purposeful hourly rounding, nurses:
- Enter room every hour
- Anticipate and meet patient needs
- Resolve issues
- Ask patients what they need

![Graph showing HCAHPS Question: Prompt response to call button]

First Quarter vs. Third Quarter

HCAHPS Question: Prompt response to call button
Multidisciplinary rounding to increase patient and family involvement in discharge planning has had an overwhelmingly positive patient response.

“...Patients appreciate the involvement in their plan of care. It gives them additional opportunities to understand the diagnosis they are dealing with and collaborate with providers.”

--RN
Round of Applause

Congratulations to Eastern Maine Medical Center (Maine) for having a poster on "TCAB Return on Investment" at the Nursing Economic$ Summit in June
Lowest Fall Rates in the City
Mercy Health Anderson Hospital (Cincinnati)

In February 2012, Mercy Health Anderson Hospital was recognized as having the lowest fall rate in the city!

They attribute their success to their participation in TCAB and spreading successful innovations for decreasing falls hospital-wide.
Improved Staff to Staff Communication
Wisconsin
Pneumococcal Vaccination Rates
Lovelace Medical Center (Albuquerque)

**Problem:** Process for screening and vaccinating patients was not reliable.

**Innovations:**
- Developed standardized admission form to screen patients
- Send alerts to pharmacy

**Results:**
- Pneumococcal vaccination rates increased from **48%** to **98%**
- Process spread hospital-wide
Voluntary RN Turnover
Medina Memorial Hospital (Western New York)

- Decreased nurse turnover rate from 7 FTEs per year to 1 FTE.

Innovation:
- Increased nurse satisfaction
- Engagement of nurses in the TCAB process
Round of Applause

Congratulations to Medina Memorial Hospital (Western New York) for submitting an article on “Spreading TCAB to the Operating Room” to The American Journal of Nursing.
Pressure Ulcer Prevention
Sinai-Grace Hospital (Detroit)

Innovation: 2 staff members conduct a skin assessment upon admission.

Results: A 94% decrease! Decrease from 34.7 per month to 2 per month.

Staff Comments:
- “Helpful to have two people looking.”
- “I can do my wound care immediately.”
- “Time saving, more accurate and provides better care.”
Saving Time at Admission

Lovelace Westside Hospital (Albuquerque)

Saved 4.5 hours of nurse time per month with Patient Welcome Bags.

Impact: More time to spend with patients.
Olmsted Medical Center (Minnesota) featured in the PostBulletin (Rochester, MN)
Round of Applause

Congratulations to St. Francis Hospital (Puget Sound), for submitting an article on “Spreading the Principles of Effective Nurse-Led QI” to MEDSURG Nursing.
Increased Patient Satisfaction Scores
Medina Memorial Hospital (Western New York)

By regularly updating patient whiteboards, patient satisfaction scores in response to the question “Did nurse listen and communicate respectfully with you?” increased over 10%.
Decrease in Incidental Overtime
McLaren-Macomb (Detroit)

Innovation: Standardized change of shift report.

Result: Decreased incidental overtime from 53.75 hours per month to 36.5 hours per month.
Oregon

PATIENT & FAMILY-CENTERED

TCAB INNOVATIONS

• Meal Coupons for New Dads: Provide meal coupons for hospital cafeteria to new dads so they don’t need to leave their new family.

• Special Care Area: Created a special wing for patients who are confused, noisy, or at high risk for falls. This allows staff to watch them more carefully while reducing disruption to other patients.

• NASCAR Admit: Developed a process called the NASCAR admit to streamline the admission process for patients.
Lost Equipment
McLaren-Macomb (Detroit)

**Problem:** Misplaced and lost heart monitors

**Innovation:** Labeled and assigned heart monitors to each patient room.

**Results:** Money saved: $4500
Time saved: **Priceless**
Round of Applause

Congratulations to Medina Memorial Hospital (Western New York) for having a poster on “The Business Case for TCAB” at the Nursing Economic$ Summit in June.
Reduced Waste
Ministry Good Samaritan Health Center (Wisconsin)

• **Innovation:** Red Tape Zone marks an area in patient room where gowns or gloves are not required.

• **Results:**
  – Saves **time**
  – Saves **money**
  – Increases **interaction** with patients

<table>
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<tr>
<th>Patient</th>
<th># of gowns used prior</th>
<th># of gowns used post</th>
<th>Time Saved</th>
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<tr>
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<td>18</td>
<td>6</td>
<td>42 min</td>
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<tr>
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<tr>
<td>Totals</td>
<td>170</td>
<td>72</td>
<td><strong>8.4 hours</strong></td>
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</tbody>
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RN-Physician Rounding a hit with nurses, patients, physicians

By Bethany Schiefelbein, RN, BSN, MA

Nurses, physicians, and patients are improving teamwork and communication at Prairie du Chien Memorial Hospital, a 25-bed critical access hospital in southwest Wisconsin.

RNs and physicians began rounding together to see patients in May, and the feedback has been overwhelmingly positive. RN-Physician Rounding is one endeavor of Prairie du Chien’s participation in Transforming Care at the Bedside (TCAB), a program funded by the Aligning Forces for Quality initiative of the Robert Wood Johnson Foundation. In Wisconsin, Aligning Forces for Quality is a grant to the Wisconsin Collaborative for Healthcare Quality and the TCAB journey in March at a three-day kickoff education conference. The nursing staff in representation gained the tools and skills necessary to begin the process of transforming patient care at their respective hospital homes.

The TCAB process of change begins with a “Snorkel,” a brainstorming technique that encourages front-line staff to generate as many solutions as possible to any care process challenges they see. Prairie du Chien RN, CNA, and HUC staff thought of over 100 solutions to the six challenge themes we first identified. We then voted on and determined when and how we could pilot the solutions. RN-Physician Rounding was one solution to our
Medication Safety
Olmsted Medical Center (Minnesota)

Innovation: Moved supplies out of the medication room to reduce interruptions to nurses.

Results: Decreased medication variation from 72% to 23%.
Round of Applause

Congratulations to MultiCare Tacoma General Hospital (Puget Sound) for submitting an article on “Bedside Shift Report” to American Nurse Today.
Increased Patient Safety
Spectrum Health System – Gerber Memorial Hospital (West Michigan)

A “no interruption zone” in front of the medication preparation area has decreased the number of interruptions and medication errors.
Decrease in End of Shift Overtime
St. Francis Hospital (Puget Sound)

Bedside reporting decreased End of Shift overtime and saved $32,000.
Increased Time at the Bedside
Redington-Fairview General Hospital (Maine)

• **Problem:** Wasted staff time spent looking for admission supplies

• **Innovation:** Revised room set-up checklist to include:
  – Patient supplies
  – IV pole/pump
  – Correct bed

![Graph showing time needed for room preparation before and after implementation of innovation. Before: 22 minutes, After: 8.4 minutes.]
“I’ve been a nurse for 33 years, and I think this has been one of the best things I’ve seen as far as giving front-line staff a voice.”

Sheri Peters, Olmsted Medical Center, Minnesota
Round of Applause

Congratulations to York Hospital (South Central Pennsylvania) for having a poster on “Acuity-based Staffing: Using our Best to Accomplish the Most” at the National Orthopedic Nurses Congress in May.
Reduced Waste
Gettysburg Hospital (South Central Pennsylvania)

**Problem:** Wasted time spent “hunting and gathering” for equipment and supplies.

**Innovation:** Used LEAN process principles to organize space, supplies and equipment on the unit.
Reduced Infection by Increasing Handwashing
McLaren-Macomb (Detroit)

Innovation:
– Handwashing education poster
– Handwash signs in every patient room
Improved Communication
MultiCare Tacoma General Hospital (Puget Sound)

**Innovation:** Bedside shift report:
- Introduce oncoming staff
- Update the white board
- Include patient and family in report

**What Patients Said:**

“[Nurses] made sure that they knew everything that was going on. They were very thorough.”

“[Nurses] let me know things that I didn’t know. They were very informative.”

“I always knew what the plan was.”

“I knew the name of my doctors and nurses.”

“They knew me as a person, not just the lady with the hip surgery.”

“I will never go to another hospital.”
Involving the Whole Care Team
Erie County Medical Center (Western New York)

A unit clerk discovered overcharging for printer cartridges.

Total cost savings = $150,000