



# AMERICA'S ESSENTIAL HOSPITALS

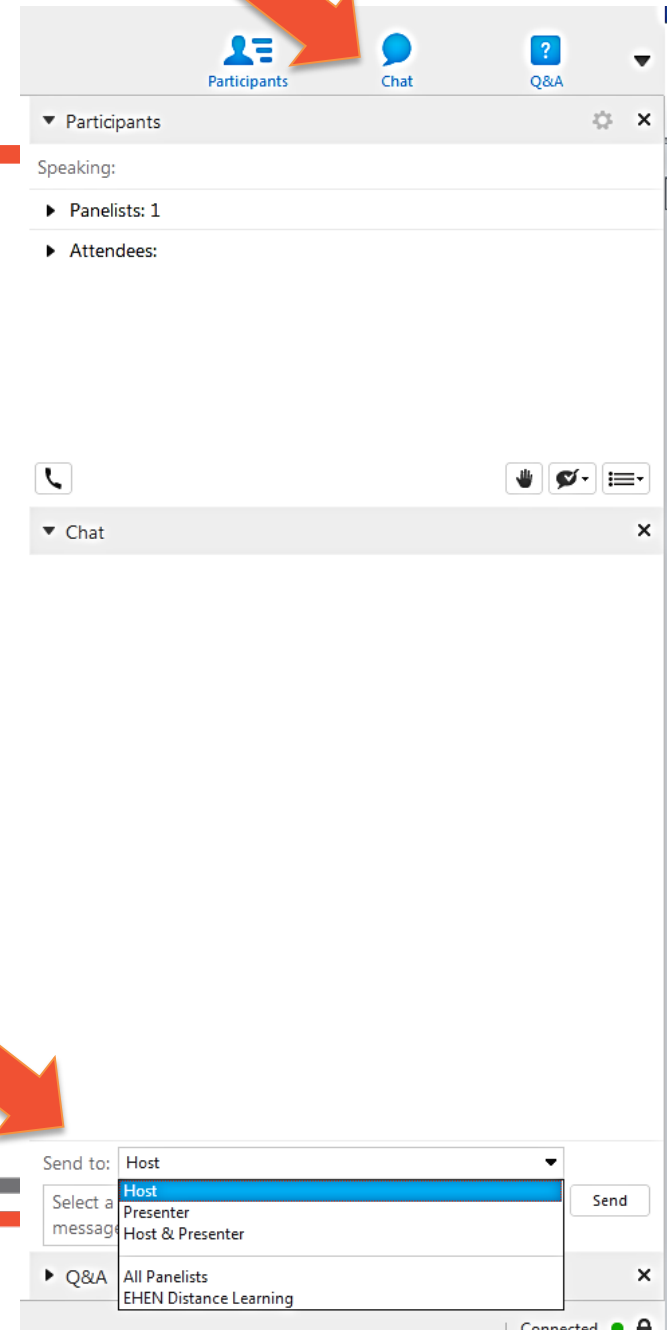
Applying Technology, Team Approaches to Enhance Patient  
Experience

*July 29, 2015*



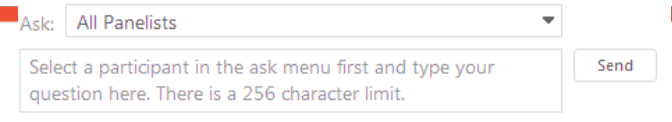
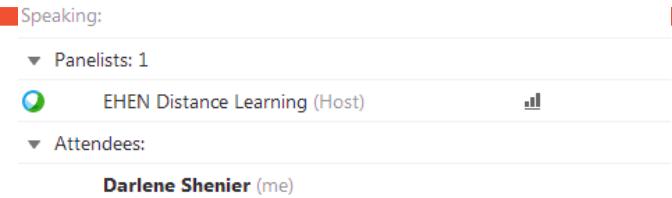
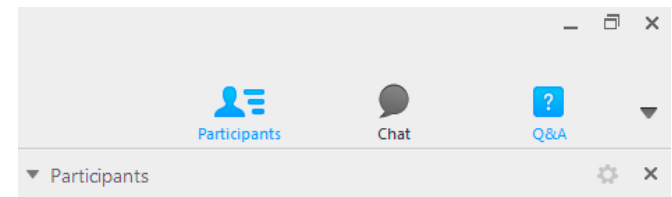
# CHAT FEATURE

The chat tool is available to ask questions or comments at anytime during this event.



# RAISE YOUR HAND

- If you wish to speak telephonically, please “raise your hand”. We will call your name, when your phone line is unmuted



# AGENDA

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- Introduction
- Applying Technology, Team Approaches to Enhance Patient Experience
  - » The Ohio State University Wexner Medical Center
  - » Ben Taub & Quentin Mease Hospitals
- Q&A
- Upcoming events



# SPEAKERS

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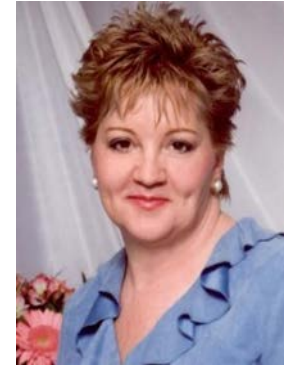
**Amy Helder, MS**  
Administrative Director for  
Patient Experience  
*The Ohio State University  
Wexner Medical Center*



**Stephanie Furniss, RHIA**  
Clinical Applications  
Consultant in Information  
Technology  
*The Ohio State University  
Wexner Medical Center*



**Jason Kunnacherry,  
MHA, MBA**  
Director, Hospital Operations  
*Ben Taub & Quentin Mease  
Hospitals*



**Peggy Turpin**  
Operations Manager,  
Environmental Services  
*Ben Taub & Quentin Mease  
Hospitals*





Improving People's Lives Through Innovations in Personalized Health Care

# Using Technology to Improve Engagement and Patient Experience

Amy Helder  
Stephanie Furniss, RHIA



**THE OHIO STATE UNIVERSITY**  
WEXNER MEDICAL CENTER



## Agenda

- Patient Satisfaction vs. Real-time Feedback
- Engaging a Patient and Family Advisory Council
- Innovative Strategy for Increasing Patient Engagement
- Results as Measured by Patient Satisfaction Surveying

Improving People's Lives  
Through Innovations in  
Personalized Health Care

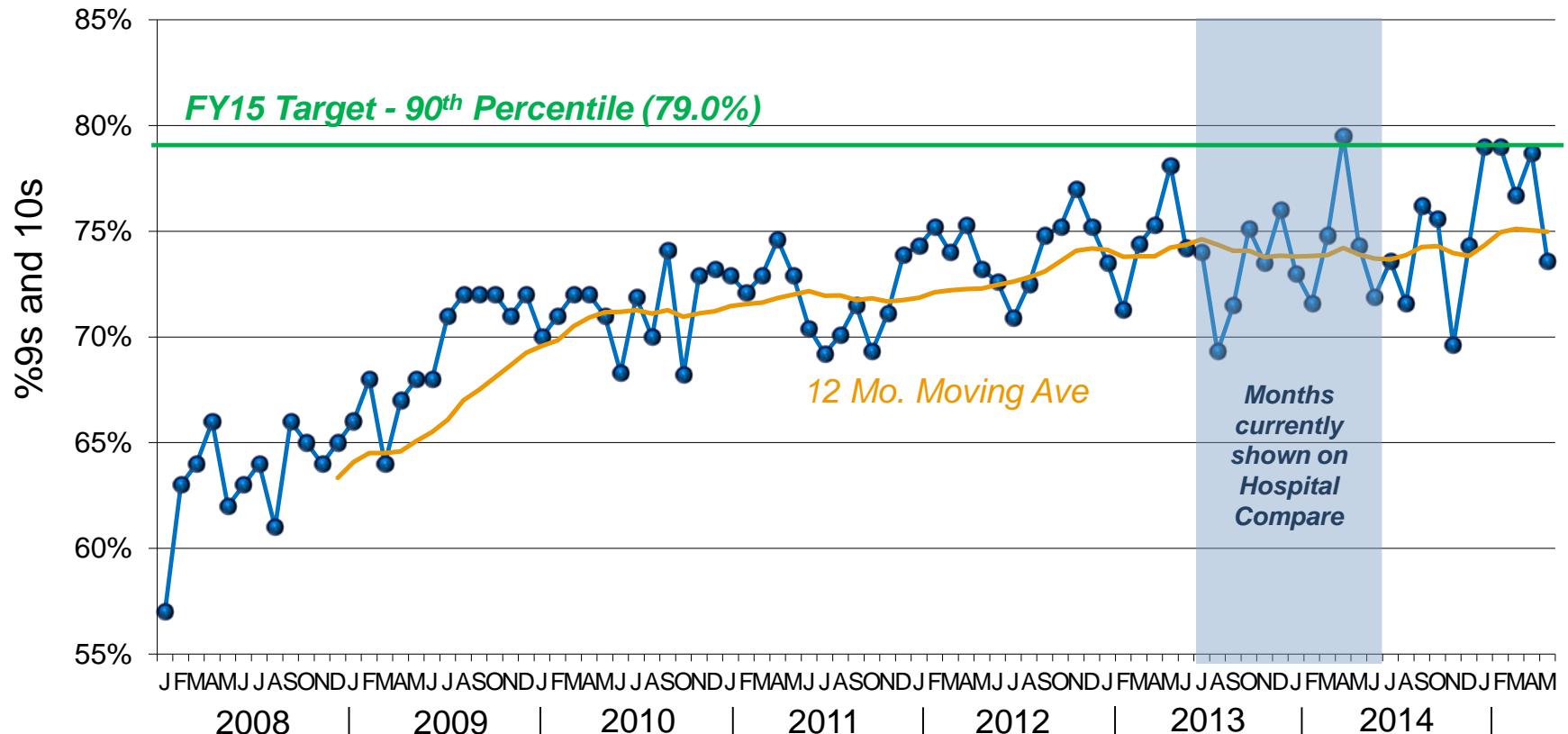


**THE OHIO STATE UNIVERSITY**  
WEXNER MEDICAL CENTER

# Overall Rating of Hospital

## HCAHPS Inpatient Progress

*"During your stay how would you rate this hospital from 0-10"*





# Best in Class Patient Driven Functions

- Dining on Demand
- Video Interpretation
- IHIS Patient Educational Video
- Video Conferencing (Skype)



# Best in Class Patient Driven Functions

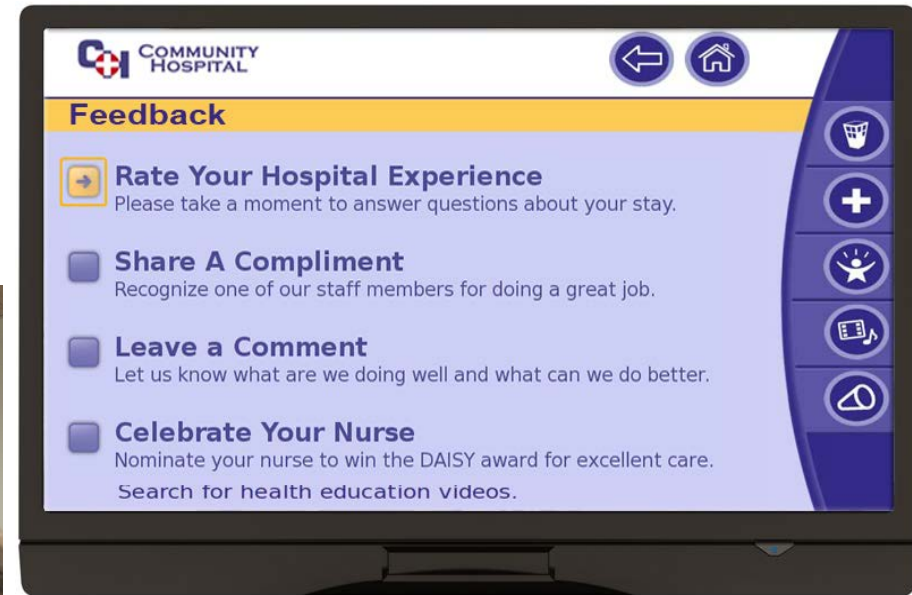
- Video on Demand (DVR)
- Video Gaming
- Internet (OSUMyChart, Email, Google, Facebook, Music, etc.)
- Patient Services



# Technology Delivery Options

## 1. Enhanced Footwall TV

- Smartroom
- Lodgenet “Hotel”
- Get Well Network



# Technology Delivery Options

## 2. Bedside Device

- iPad
- Android



## 3. Workstation on Wheels

- Limited Use



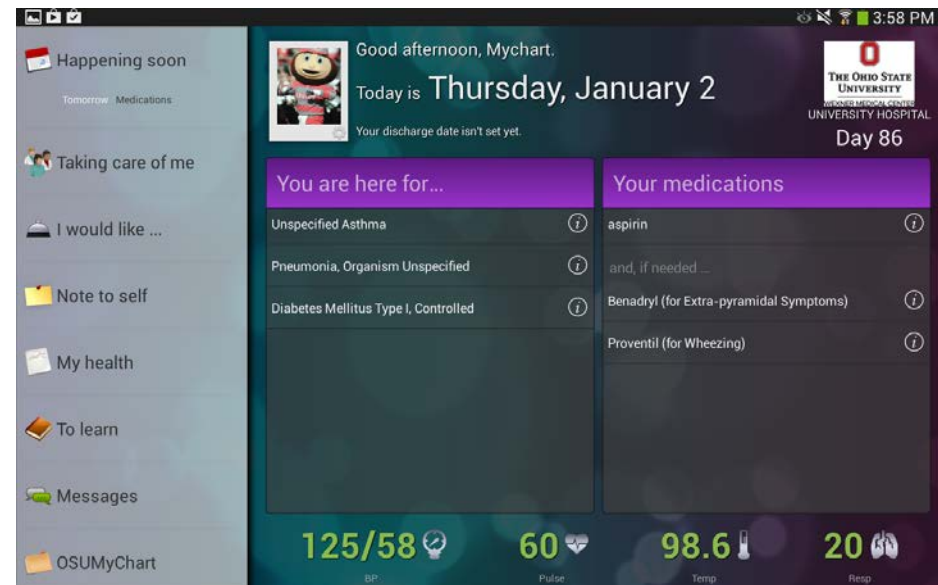
# Critical Decision Point

- Advisory Councils
  - How to interact with technology
  - What can it do
- Organization
  - Not one silver bullet
  - Prioritize what patients value most and build it



# Implementation

- Decision made to pursue use of Epic's MyChart Bedside app
  - Android tablet
  - Native integration with Epic EMR
  - Available for admitted patients and families
- Additional elements not available within MyChart Bedside would be augmented
- Patients want to see what's going on with them, utilize the schedule, medications, results, etc.



# Implementation



- Multi-disciplinary team established to evaluate functionality, recommend workflows and determine pilot criteria.
  - Pilot locations included one unit each from James Cancer Hospital and Ross Heart Hospital
- Additional resources?



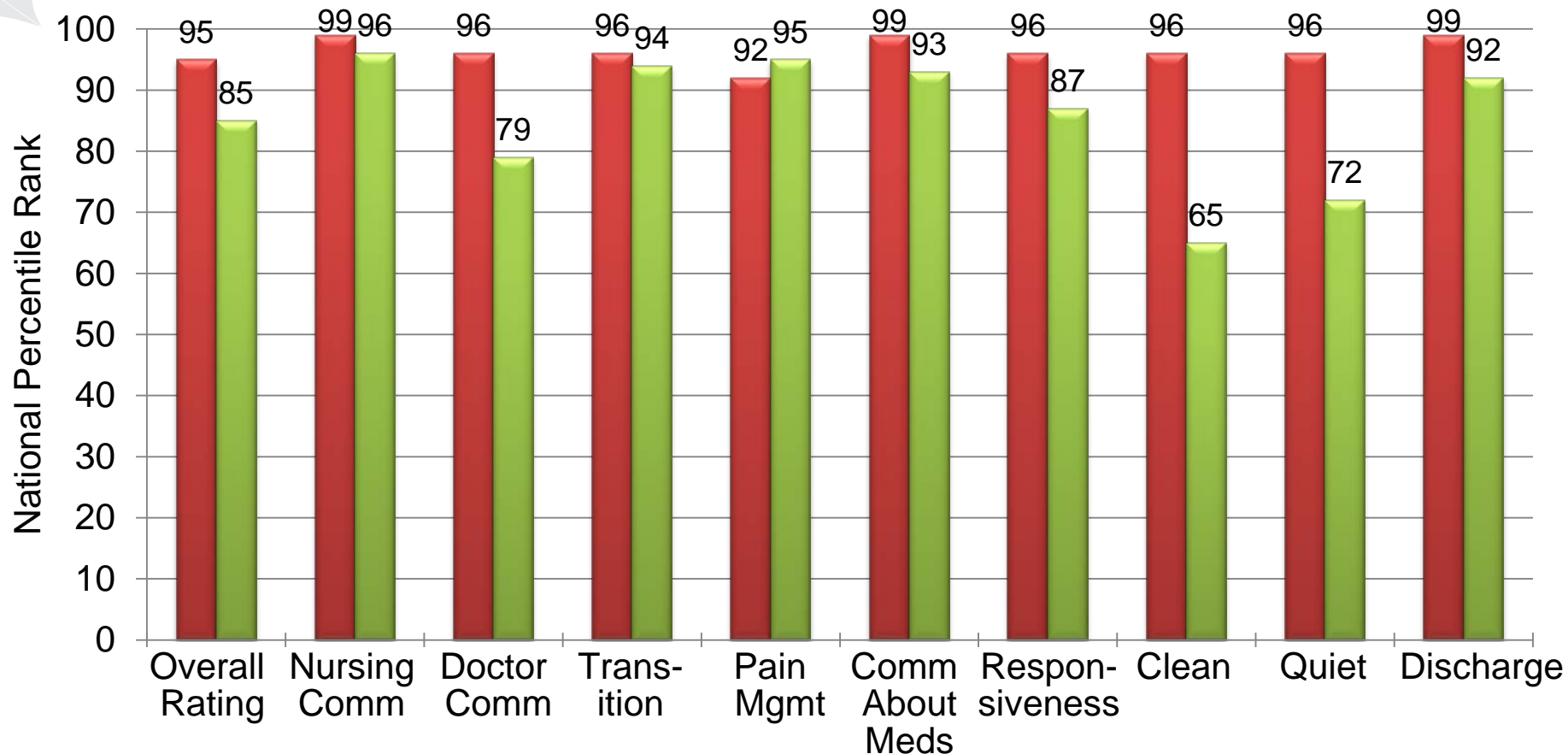
# Lessons Learned

- Who owns the process?
- Education, Education, Education
- Technology





# Does MyChart Bedside Use Impact Patient Satisfaction?



■ MyChart Bedside Patients (n = 67)

■ Pilot Unit Patients, No Tablet

*NOTE: Dimensions are listed from highest to lowest correlation to Overall Rating.*



# Successes

- "This is really smart...I can see how this can get me feeling more confident" -- patient
- "I love it. It's a nice thing to have if you want to learn more about what you've got. I like to know what's going on with me." – patient
- Return patients have requested access upon admission
- Staff recognize the potential of patient engagement with their healthcare





# Cleanliness:

A Hospital-wide Approach

Improving & Maintaining  
Cleanliness Scores

America's Essential Hospitals Distance Learning Webinar  
*"Applying Technology, Team Approaches to Enhance Patient Experience"*  
Presented by Jason Kunnacherry and Margaret "Peggy" Turpin  
July 29, 2015



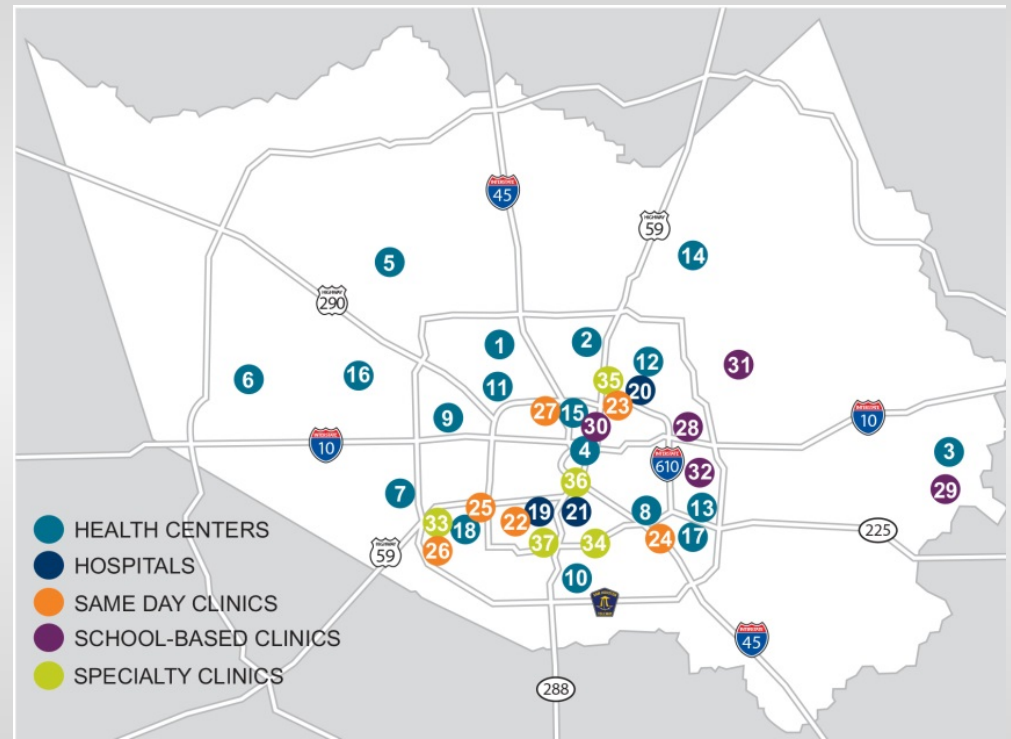
**HARRISHEALTH**  
SYSTEM

# About Us



- 46 Locations:
  - 18 Community Health Centers
  - 3 Hospitals
  - 6 Same Day Clinics
  - 5 School-based Clinics
  - 5 Specialty Clinics
  - 9 Homeless shelter clinics\*

Staffed by physicians from Baylor College of Medicine and The University of Texas Health Science Center at Houston (UTHealth).



- \*not shown on map

# Ben Taub Hospital



- Flagship hospital



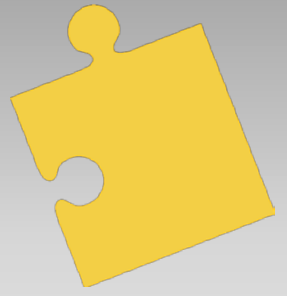
# Ben Taub Hospital



- Flagship hospital
- Texas Medical Center location



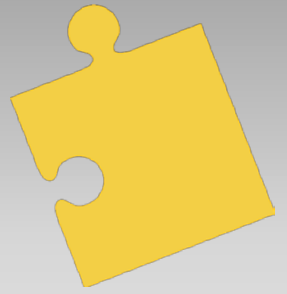
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- Flagship hospital
- Texas Medical Center location
- 586 licensed beds



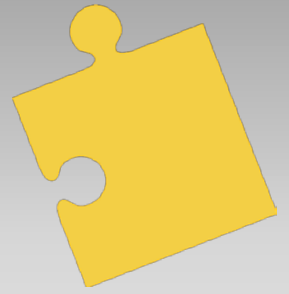
# Ben Taub Hospital



- Flagship hospital
- Texas Medical Center location
- 586 licensed beds
- Staffed by physicians from Baylor College of Medicine



# Ben Taub Hospital



- Flagship hospital
- Texas Medical Center location
- 586 licensed beds
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- Level 1 Trauma Center

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- Flagship hospital
- Texas Medical Center location
- 586 licensed beds
- Staffed by physicians from Baylor College of Medicine
- Level 1 Trauma Center
- Certified Comprehensive Stroke Center (DNV)

# Ben Taub Hospital



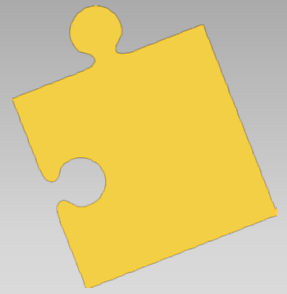
- Flagship hospital
- Texas Medical Center location
- 586 licensed beds
- Staffed by physicians from Baylor College of Medicine
- Level 1 Trauma Center
- Certified Comprehensive Stroke Center (DNV)
- Stroke Gold Plus (AHA/ASA)

# Ben Taub Hospital



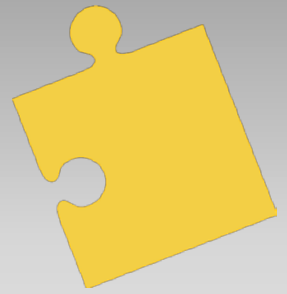
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- 2015 Lifeline Gold Plus (AHA)

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- 2015 Lifeline Gold Plus (AHA)
- Area's busiest Emergency Center; only psychiatric EC in Houston

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- Level 1 Trauma Center
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- Stroke Gold Plus (AHA/ASA)
- 2015 Lifeline Gold Plus (AHA)
- Area's busiest Emergency Center; only psychiatric EC in Houston
- 152,872 total patient days (inpatient & observation/FY2014)

The background of the slide is composed of a grid of interlocking puzzle pieces in various colors including yellow, orange, blue, green, and purple. A semi-transparent white rectangle is centered over the puzzle pieces, containing the text.

## Problems to be addressed:

- Below target (>5%) hospital cleanliness scores for years



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- Unwillingness to accept sub-par scores (no excuses)



## Problems to be addressed:

- Below target (>5%) hospital cleanliness scores for years
- Unwillingness to accept sub-par scores (no excuses)
- Need to develop sustainable process for improvement and maintenance of cleanliness scores

# A Hospital-wide Approach

- Cleanliness is *everyone's* responsibility



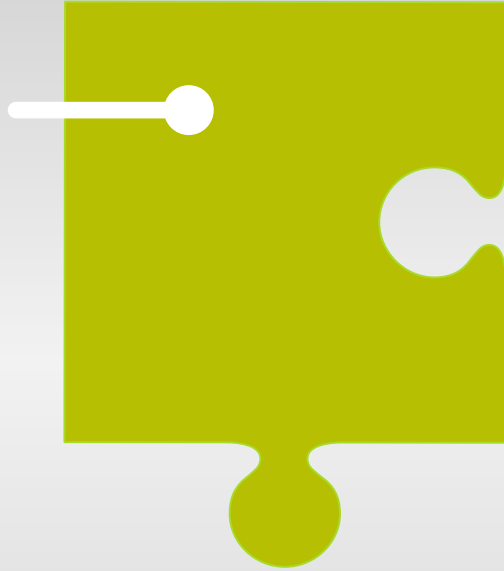
# A Hospital-wide Approach



- Cleanliness is *everyone's* responsibility
- Multidisciplinary team
  - Administration
  - Environmental Services
  - Nursing
  - Facilities Engineering
  - Patient Satisfaction

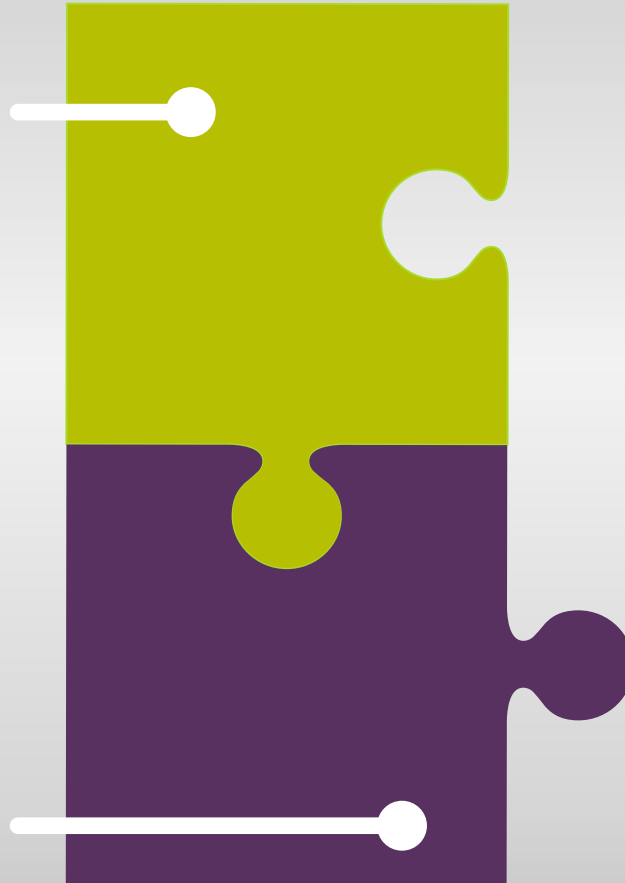
# Four High-Impact Initiatives

Room of the Day  
Cycle



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Room of the Day  
Cycle



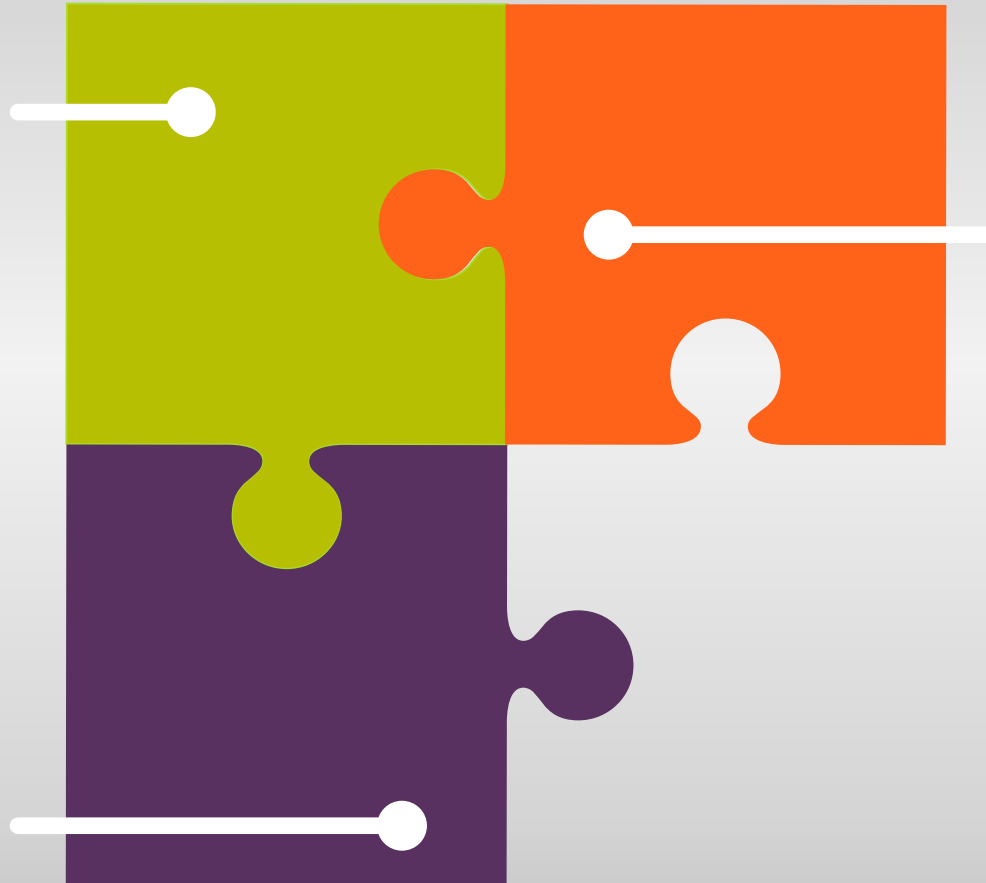
Waste and Soiled  
Linen

# Four High-Impact Initiatives

Room of the Day  
Cycle

EVS Discharge  
Team

Waste and Soiled  
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# Four High-Impact Initiatives

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Customer Service  
Agents

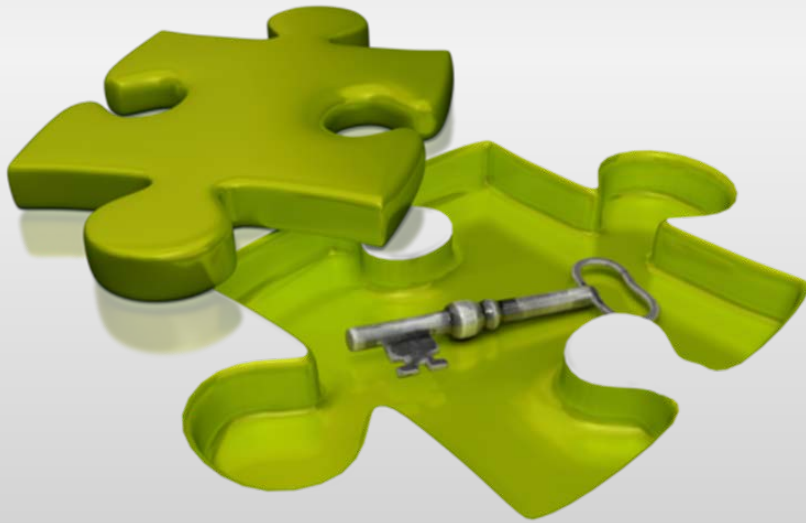
# #1: Room of the Day Cycle Plan



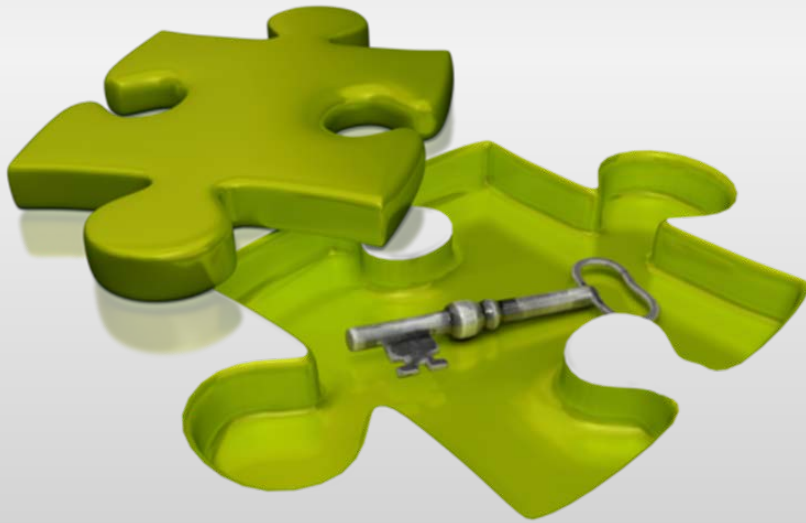


# #1: Room of the Day Cycle Plan

- One patient room taken offline each day

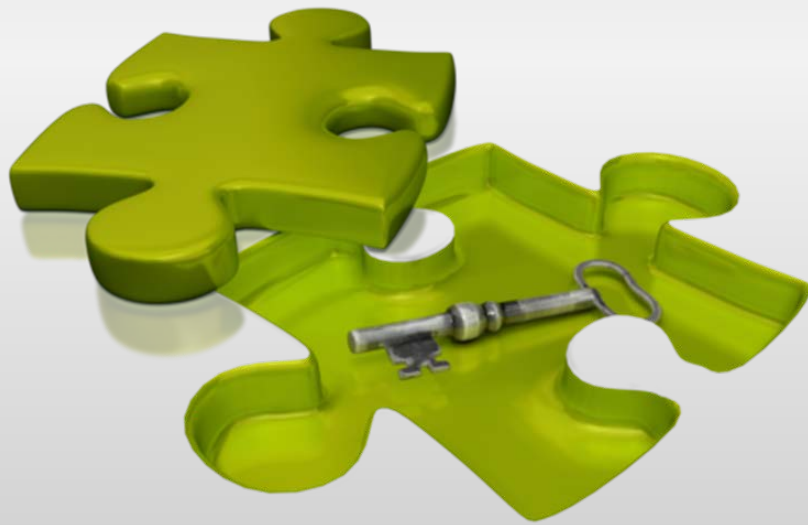


# #1: Room of the Day Cycle Plan



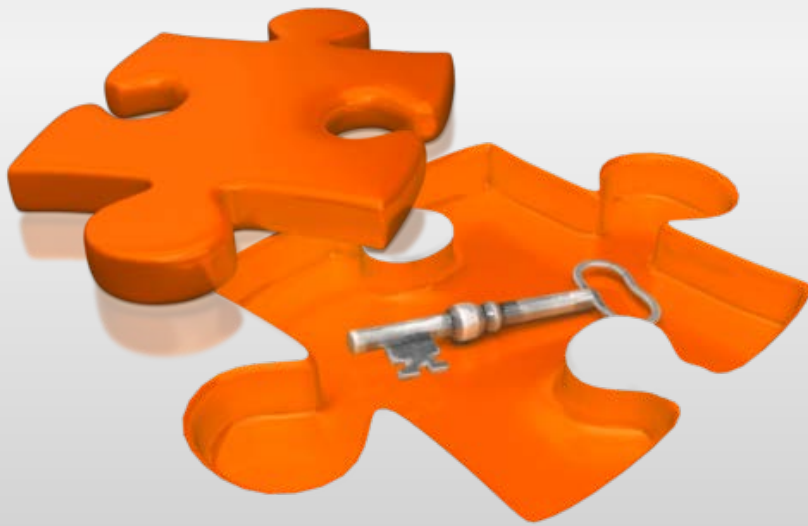
- One patient room taken offline each day
- 10-hour complete room makeover

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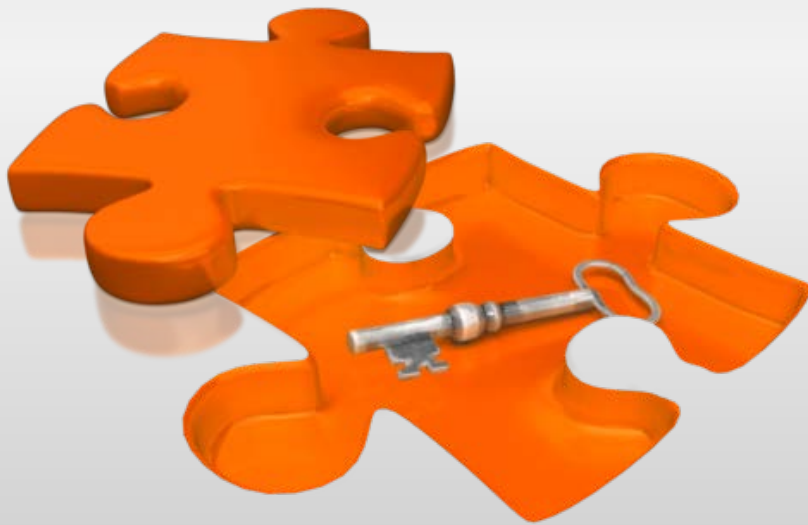
- One patient room taken offline each day
- 10-hour complete room makeover
- 12 day average to complete typical nursing unit

## #2: Waste and Soiled Linen



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- Right-sizing and replacement receptacles

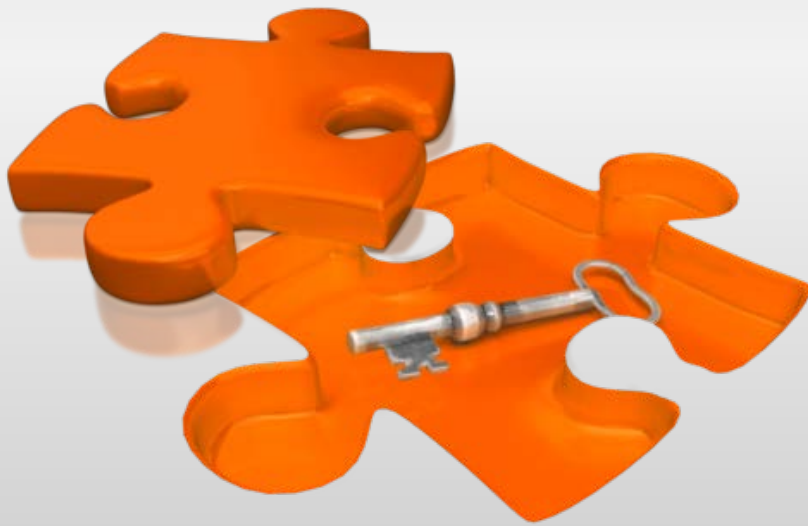


# #2: Waste and Soiled Linen



- Right-sizing and replacement receptacles
- Waste segregation education

## #2: Waste and Soiled Linen



- Right-sizing and replacement receptacles
- Waste segregation education
- Shared responsibility for linen removal (Nursing/EVS)

# #3: EVS Discharge Team





# #3: EVS Discharge Team

- 8-member team focused exclusively on discharges and transfers



# #3: EVS Discharge Team



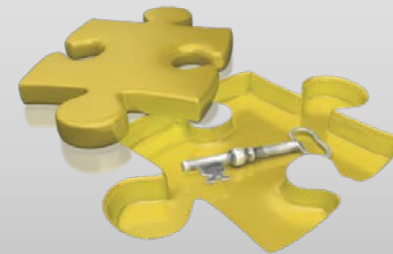
- 8-member team focused exclusively on discharges and transfers
- Increased attention to routine daily cleaning

# #3: EVS Discharge Team



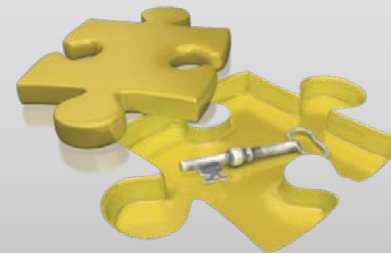
- 8-member team focused exclusively on discharges and transfers
- Increased attention to routine daily cleaning
- Improved and more consistent bed turnaround times (50 min average)

# #4: Customer Service Agents



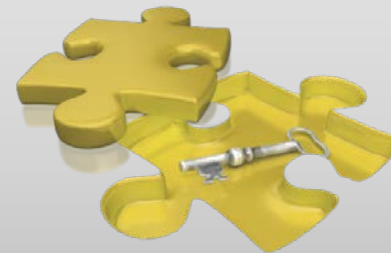
# #4: Customer Service Agents

- Active rounding by a 5-member EVS team to ensure sustainability of program/efforts



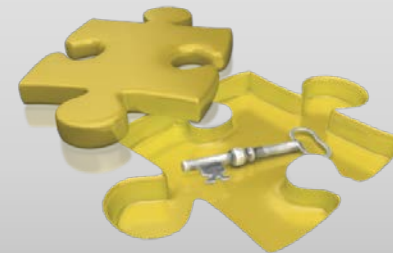
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- Active rounding by a 5-member EVS team to ensure sustainability of program/efforts
- Immediate feedback to nursing and housekeeping



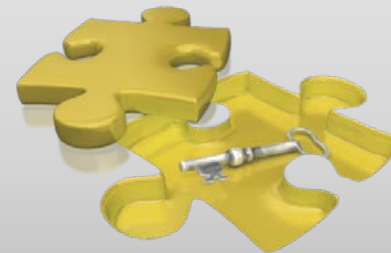
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- Stronger patient engagement



# #4: Customer Service Agents

- Active rounding by a 5-member EVS team to ensure sustainability of program/efforts
- Immediate feedback to nursing and housekeeping
- Stronger patient engagement
- Liaison to nursing

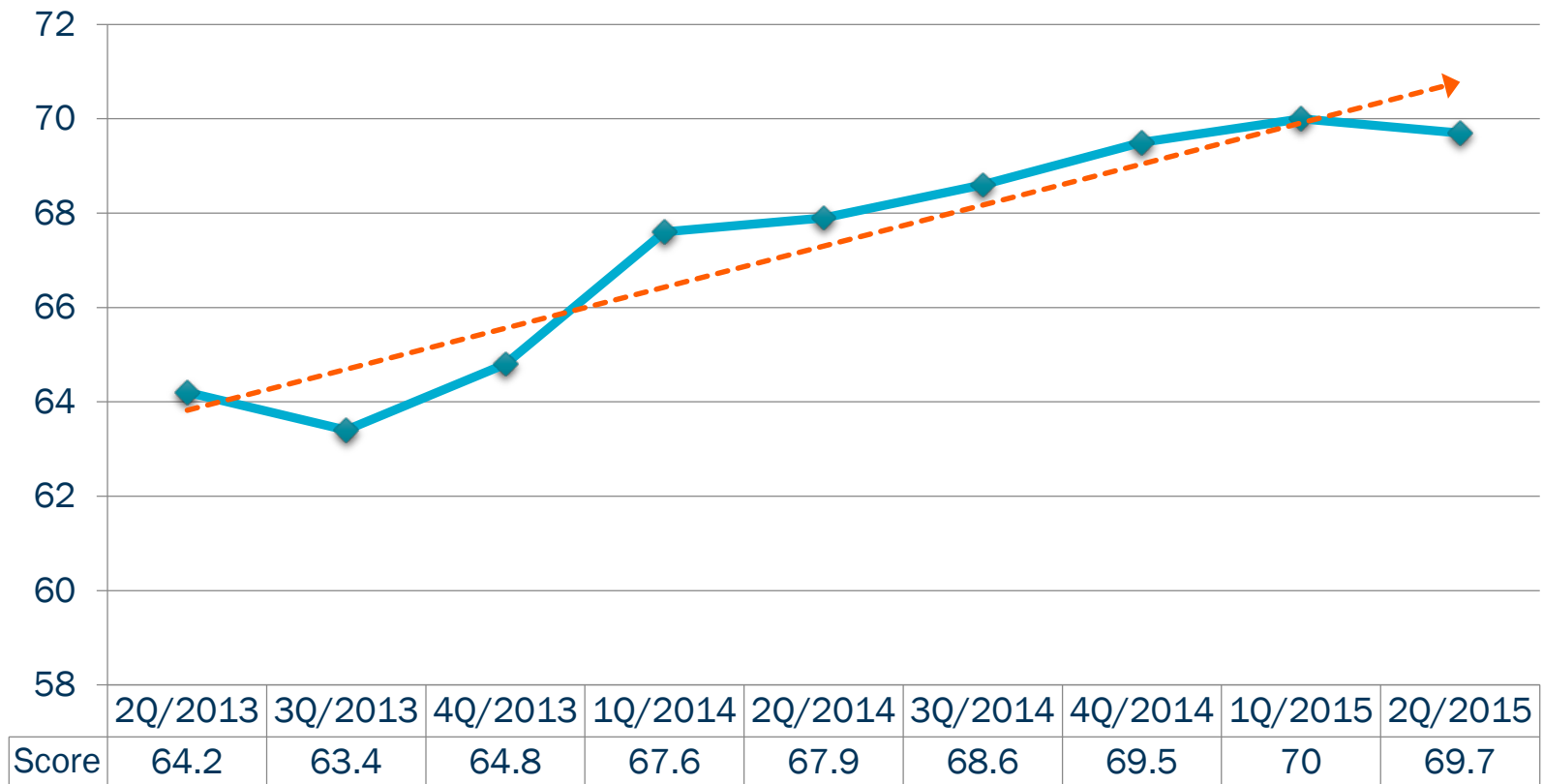




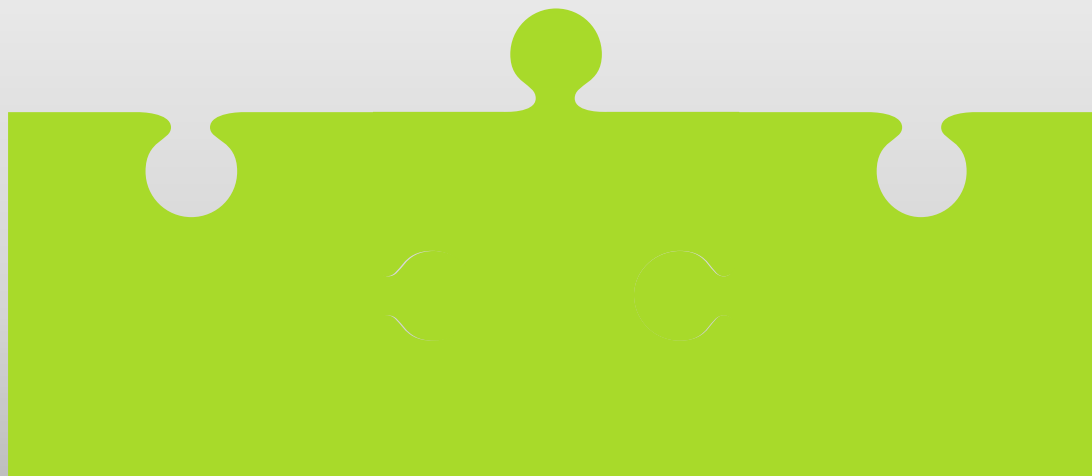
# Performance Improvement



Cleanliness Scores

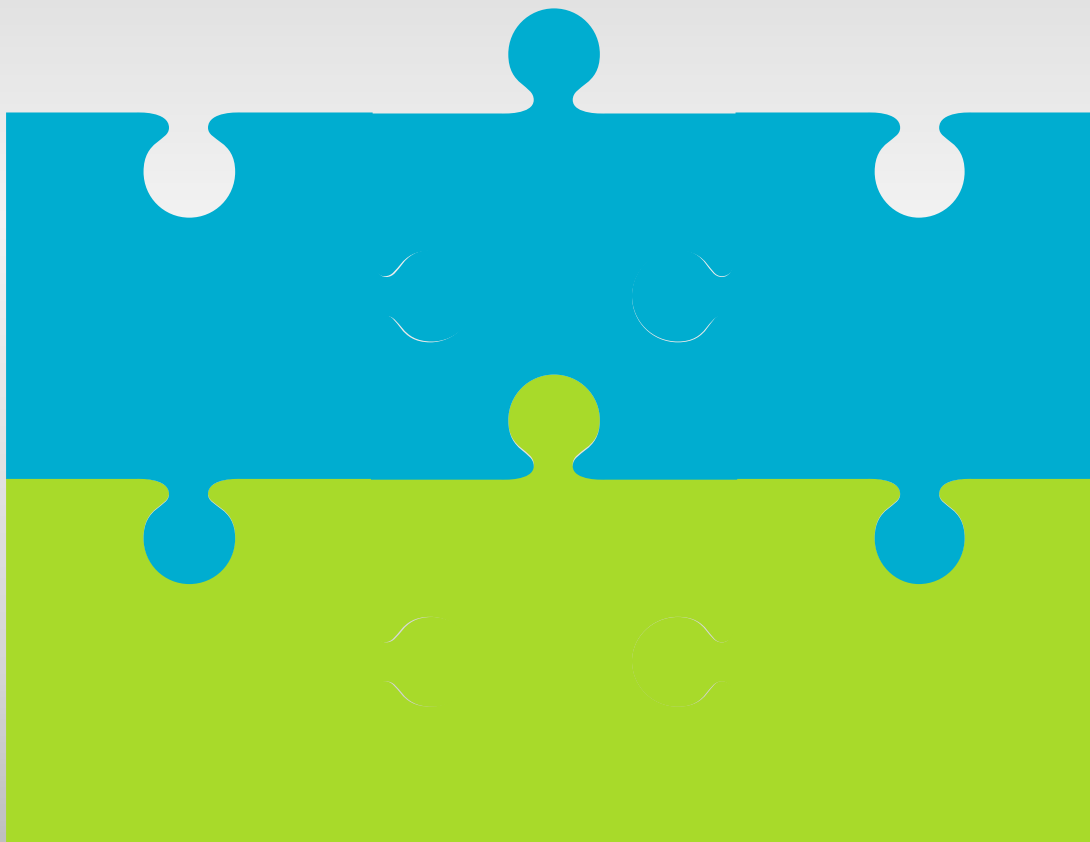






## **Multidisciplinary approach**

to solving patient satisfaction challenges has proven to be the source of success.

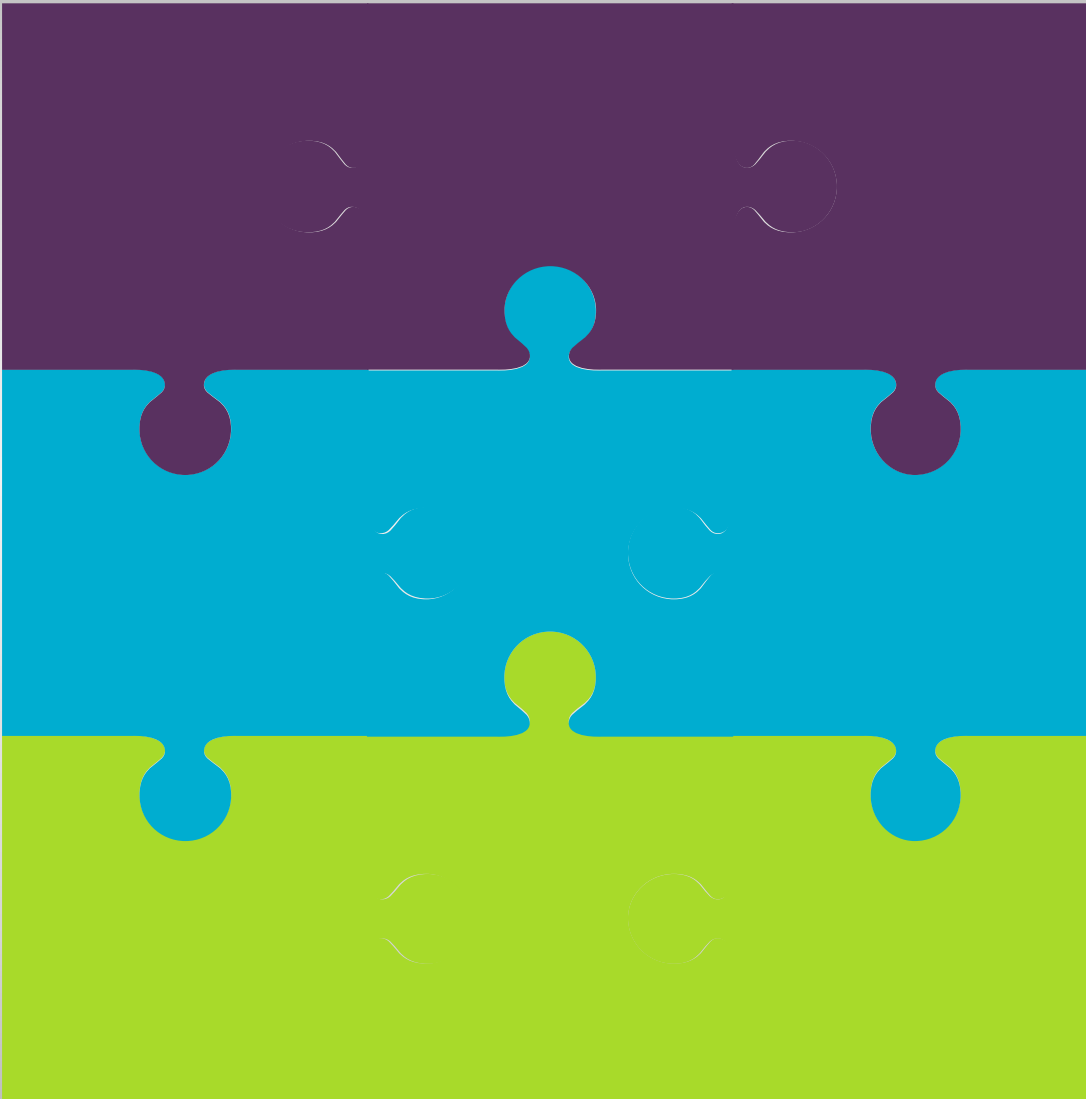


### **Multidisciplinary team**

continues to drive strategic approach to improving patient care environment.

### **Multidisciplinary approach**

to solving patient satisfaction challenges has proven to be the source of success.



**When applied to other challenges,** the multidisciplinary approach has significantly improved our ability to impact change.

**Multidisciplinary team** continues to drive strategic approach to improving patient care environment.

**Multidisciplinary approach** to solving patient satisfaction challenges has proven to be the source of success.

A large teal puzzle piece is positioned on the left side of the slide. It has a tab on its left side and a blank on its right side, with a notch at the bottom. The text "Room of the Day Cycle" is centered within the piece.

Room of the Day  
Cycle



Room of the Day  
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EVS  
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# For more information, contact:

Jason Kunnacherry

Director, Hospital Operations

Ben Taub Hospital

Harris Health System

Office: 713-873-4287

[Jason.Kunnacherry@harrishealth.org](mailto:Jason.Kunnacherry@harrishealth.org)



Margaret “Peggy” Turpin

Operations Manager, EVS

Ben Taub Hospital

Harris Health System

Office: 713-873-2063

[Margaret.Turpin@harrishealth.org](mailto:Margaret.Turpin@harrishealth.org)

# QUESTIONS

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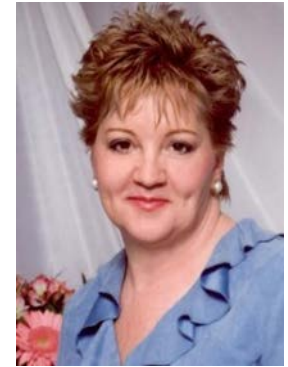
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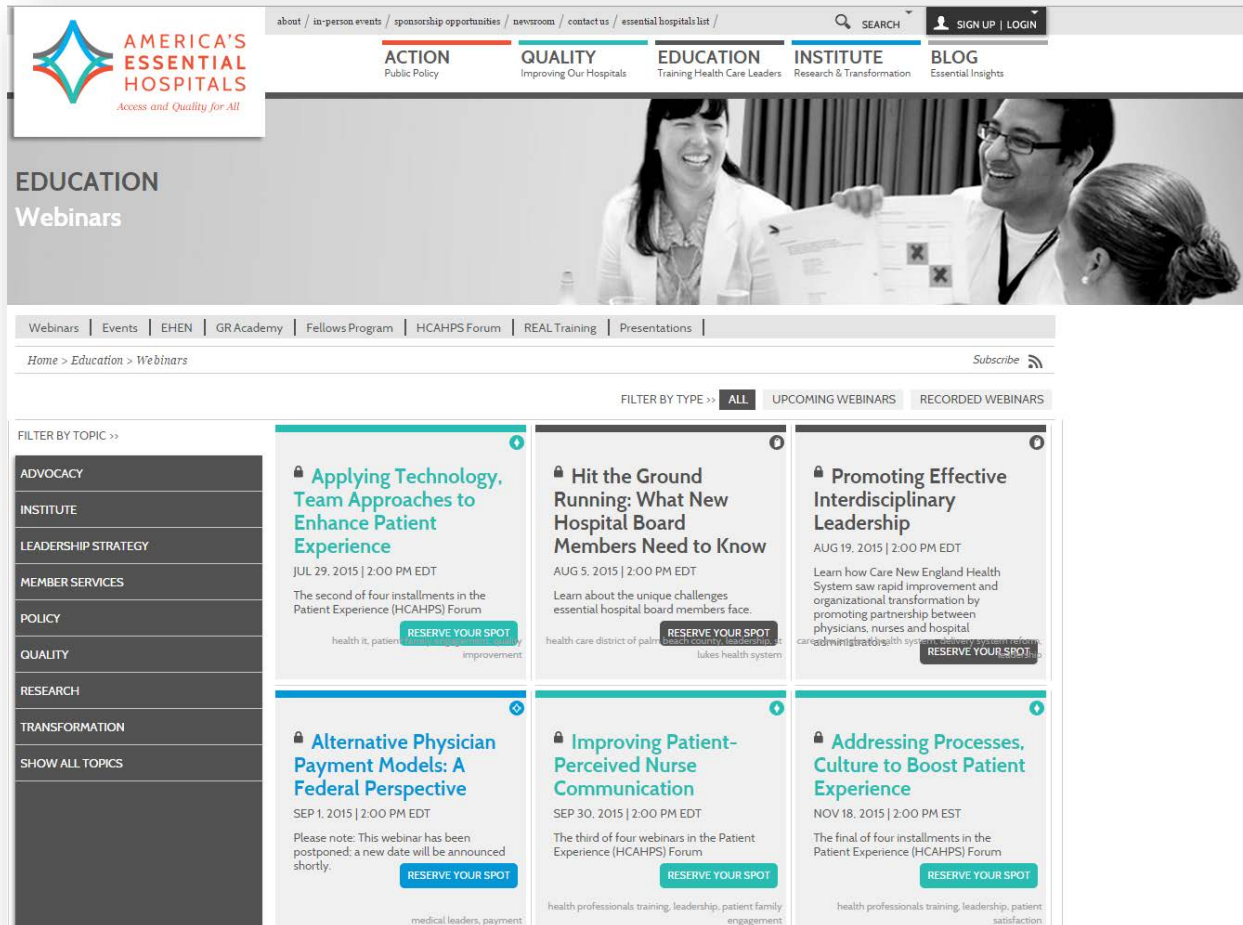
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# UPCOMING DISTANCE LEARNING OPPORTUNITIES



The screenshot displays the 'EDUCATION Webinars' section of the America's Essential Hospitals website. The header includes the organization's logo and navigation links for ACTION, QUALITY, EDUCATION, INSTITUTE, and BLOG. A banner image shows three healthcare professionals in a meeting. Below the banner, a navigation bar lists various programs, and a breadcrumb trail indicates the current location: Home > Education > Webinars. A 'Subscribe' button is also present. The main content area features a 'FILTER BY TYPE' dropdown set to 'ALL' and two tabs: 'UPCOMING WEBINARS' and 'RECORDED WEBINARS'. A 'FILTER BY TOPIC' sidebar on the left lists categories such as ADVOCACY, INSTITUTE, LEADERSHIP STRATEGY, MEMBER SERVICES, POLICY, QUALITY, RESEARCH, TRANSFORMATION, and a 'SHOW ALL TOPICS' option. Six webinar cards are displayed in a grid, each with a title, date, time, description, and a 'RESERVE YOUR SPOT' button. The topics include applying technology to enhance patient experience, hitting the ground running for new hospital board members, promoting effective interdisciplinary leadership, alternative physician payment models, improving patient-perceived nurse communication, and addressing processes to boost patient experience.

**AMERICA'S ESSENTIAL HOSPITALS**  
Access and Quality for All

about / in-person events / sponsorship opportunities / newsroom / contact us / essential hospitals list /

**ACTION** Public Policy  
**QUALITY** Improving Our Hospitals  
**EDUCATION** Training Health Care Leaders  
**INSTITUTE** Research & Transformation  
**BLOG** Essential Insights

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- SHOW ALL TOPICS

**Applying Technology, Team Approaches to Enhance Patient Experience**  
JUL 29, 2015 | 2:00 PM EDT  
The second of four installments in the Patient Experience (HCAHPS) Forum  
health it, patient experience, technology, improvement  
**RESERVE YOUR SPOT**

**Hit the Ground Running: What New Hospital Board Members Need to Know**  
AUG 5, 2015 | 2:00 PM EDT  
Learn about the unique challenges essential hospital board members face.  
health care district of patient experience, leadership, takes health system  
**RESERVE YOUR SPOT**

**Promoting Effective Interdisciplinary Leadership**  
AUG 19, 2015 | 2:00 PM EDT  
Learn how Care New England Health System saw rapid improvement and organizational transformation by promoting partnership between physicians, nurses and hospital administrators  
care new england health system, interdisciplinary leadership, patient experience, hospital administrators  
**RESERVE YOUR SPOT**

**Alternative Physician Payment Models: A Federal Perspective**  
SEP 1, 2015 | 2:00 PM EDT  
Please note: This webinar has been postponed; a new date will be announced shortly.  
medical leaders, payment models  
**RESERVE YOUR SPOT**

**Improving Patient-Perceived Nurse Communication**  
SEP 30, 2015 | 2:00 PM EDT  
The third of four webinars in the Patient Experience (HCAHPS) Forum  
health professionals training, leadership, patient family engagement  
**RESERVE YOUR SPOT**

**Addressing Processes, Culture to Boost Patient Experience**  
NOV 18, 2015 | 2:00 PM EST  
The final of four installments in the Patient Experience (HCAHPS) Forum  
health professionals training, leadership, patient satisfaction  
**RESERVE YOUR SPOT**

Register today at <http://essentialhospitals.org/webinar>

# THANK YOU FOR ATTENDING

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