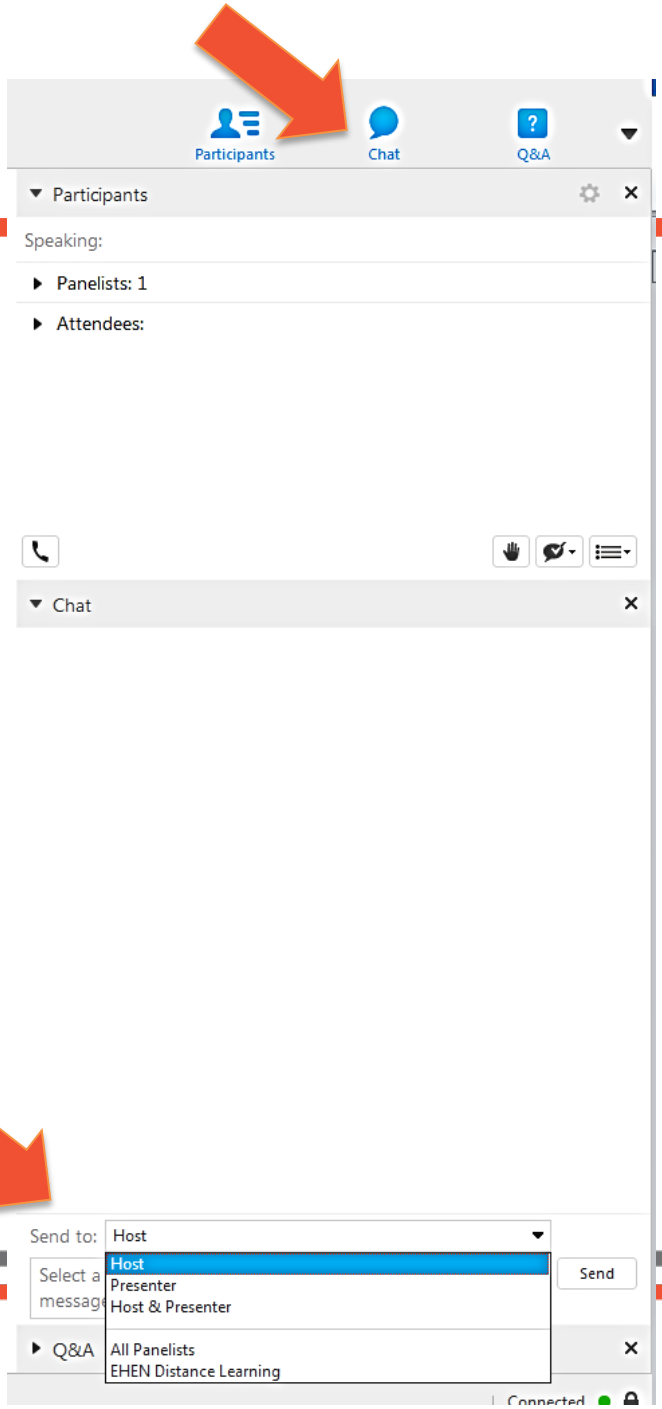
AMERICA'S ESSENTIAL HOSPITALS

Applying Technology, Team Approaches to Enhance Patient Experience

July 29, 2015

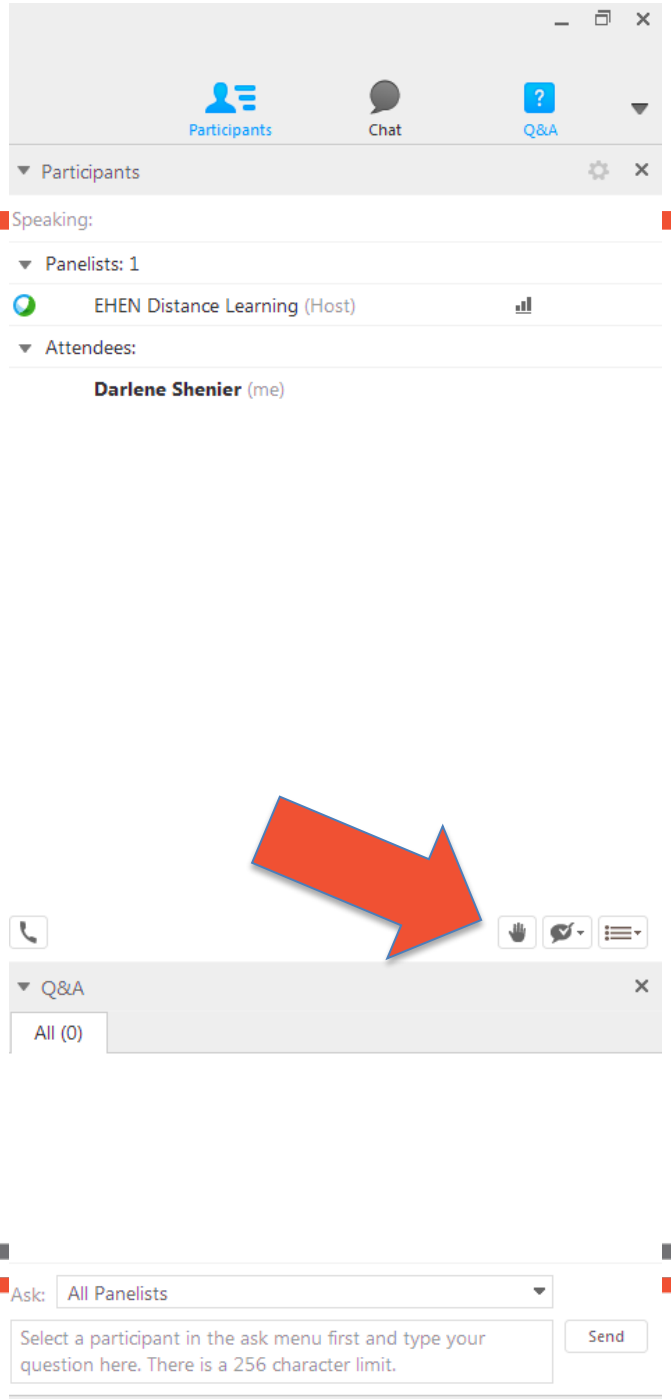
CHAT FEATURE

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

- 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

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

Improving People's Lives Through Innovations in Personalized Health Care

Agenda

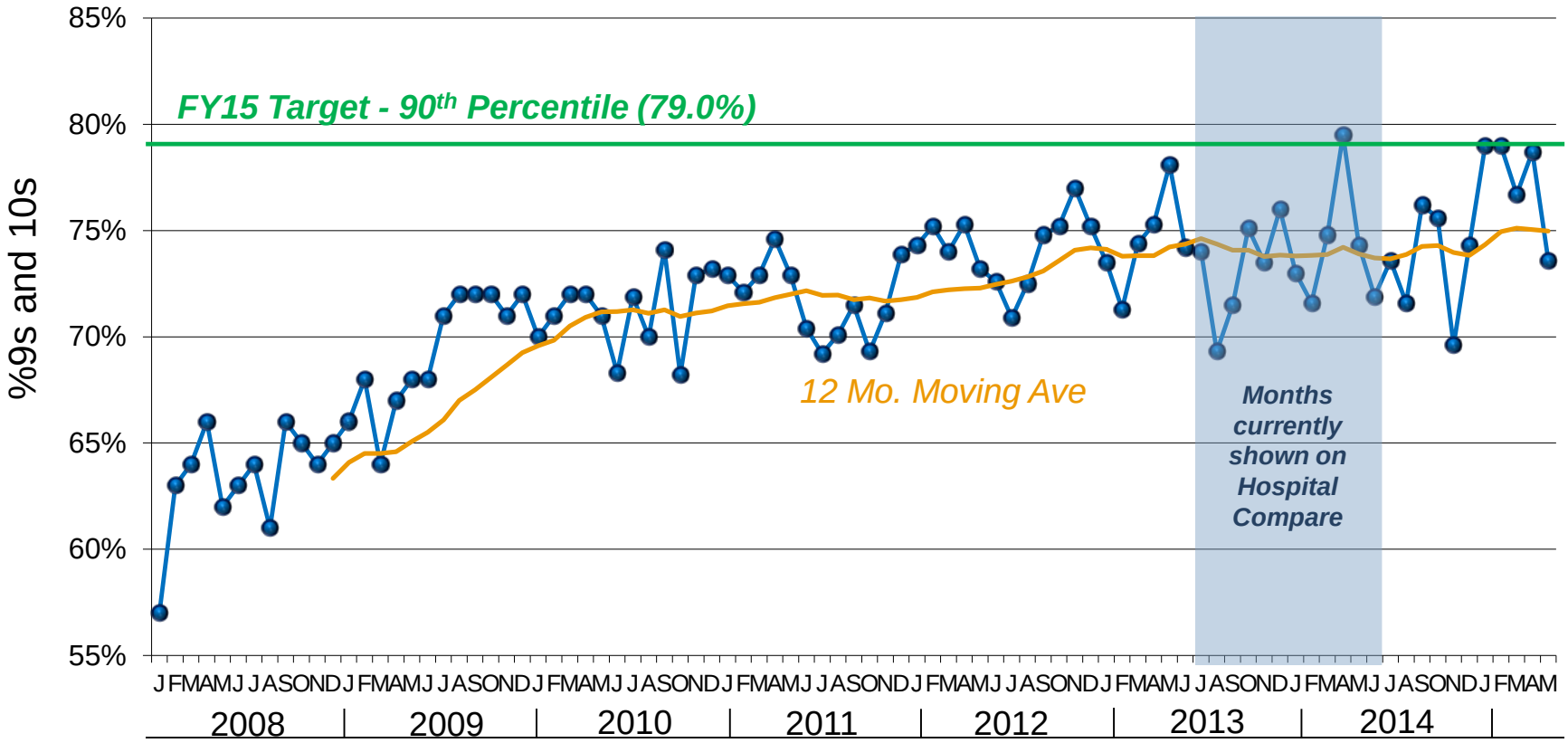
- Patient Satisfaction vs. Real-time Feedback
- Engaging a Patient and Family Advisory Council
- Innovative Strategy for Increasing Patient Engagement
- Results as Measured by Patient Satisfaction Surveying

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

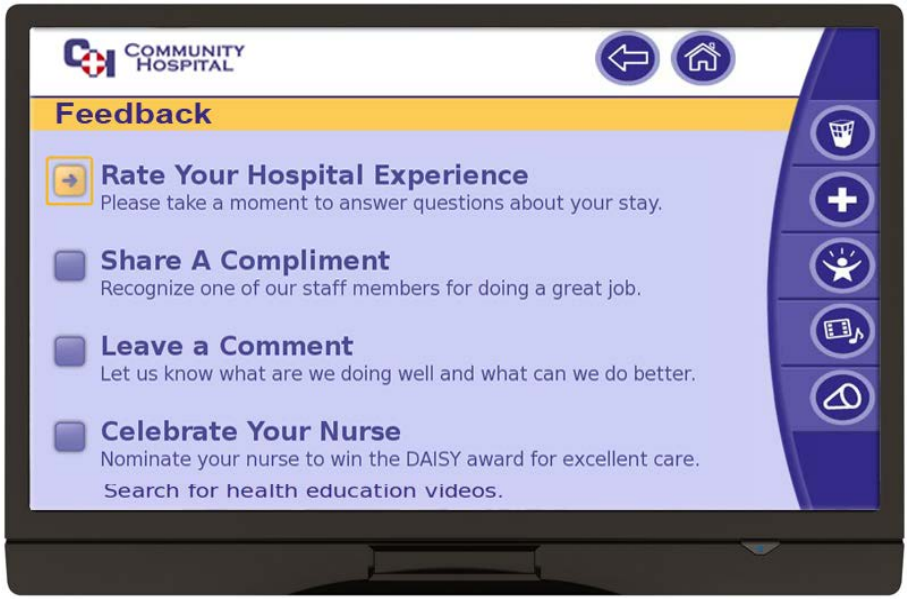
- Dining on Demand
- Video Interpretation
- IHIS Patient Educational Video
- Video Conferencing (Skype)

Best in Class Patient Driven Functions

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

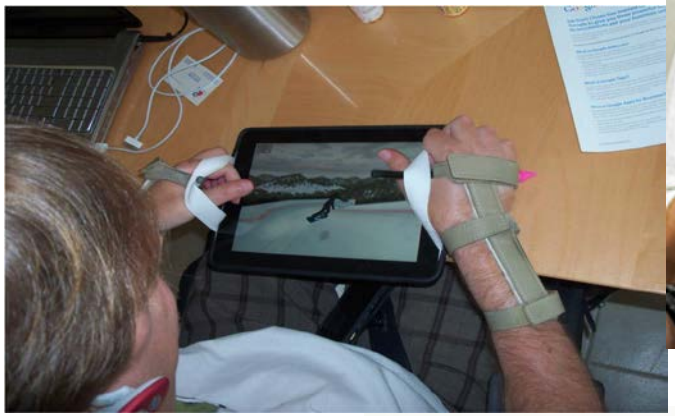
Technology Delivery Options

1. Enhanced Footwall TV
   - Smartroom
   - Lodgenet “Hotel”
   - Get Well Network



Technology Delivery Options

2. Bedside Device
   - iPad
   - Android



3. Workstation on Wheels
   - Limited Use

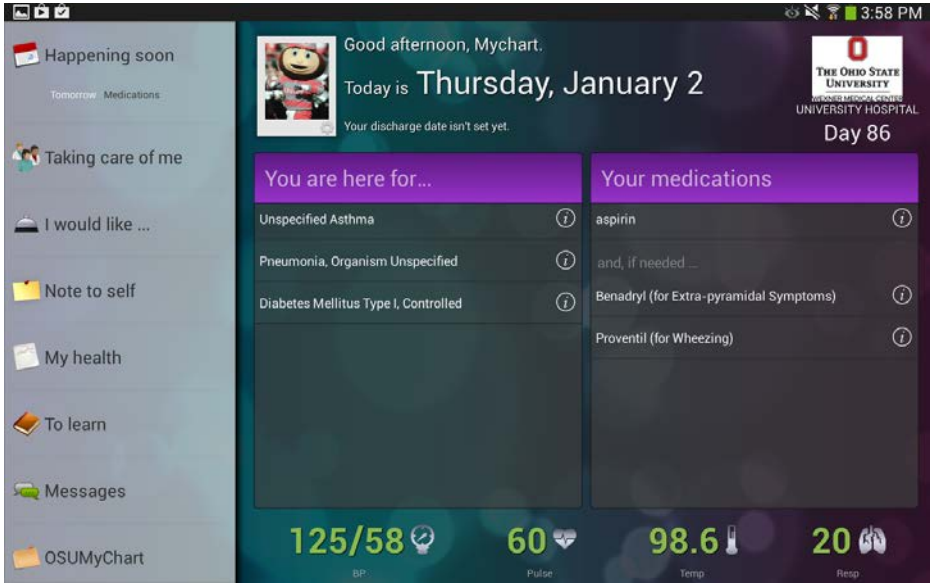
Critical Decision Point

- 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.



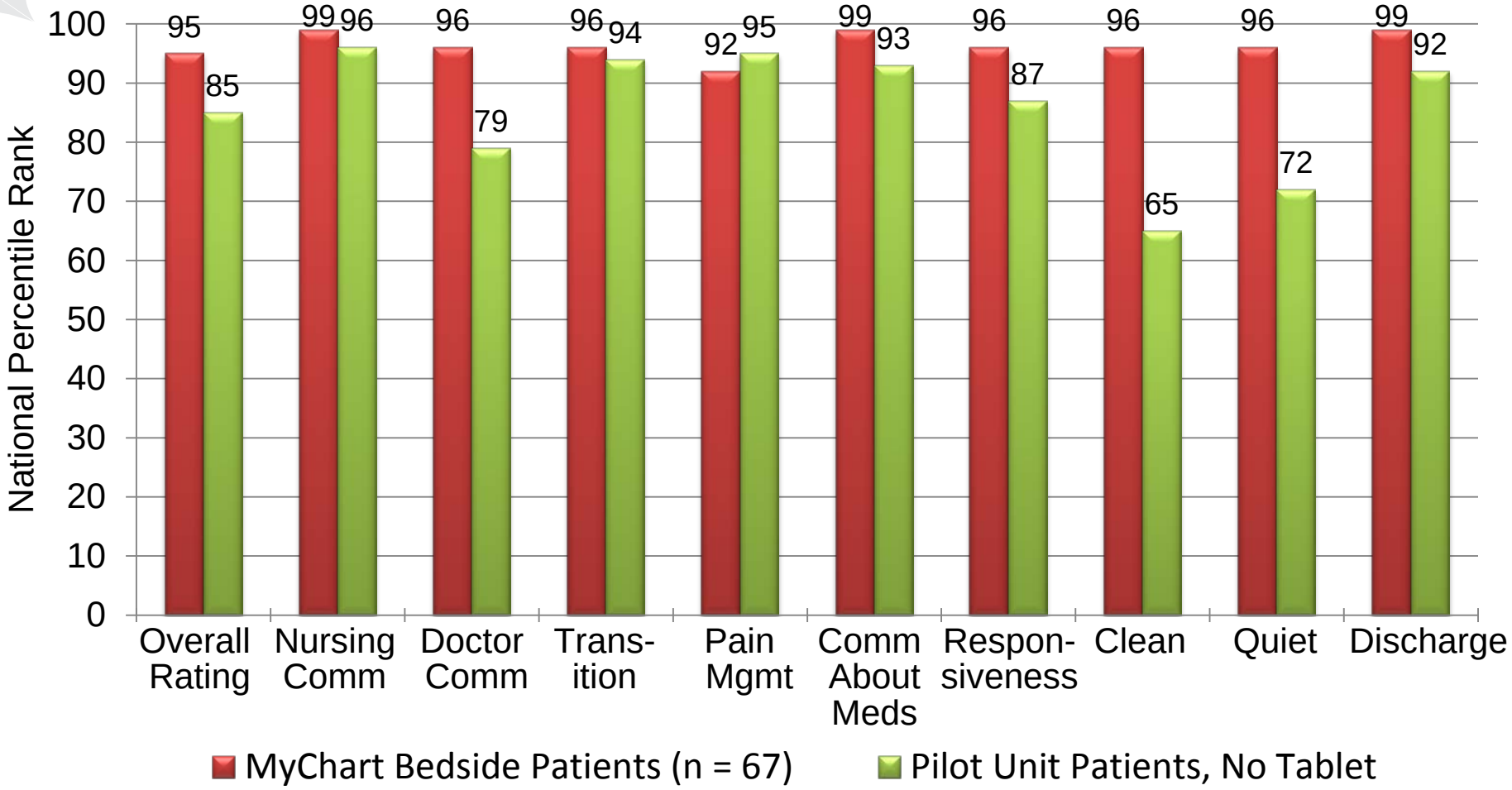
Implementation

- 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?



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

HCAHPS data Dec 2013 – Mar 2015. Results from new James Tower are not included.

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

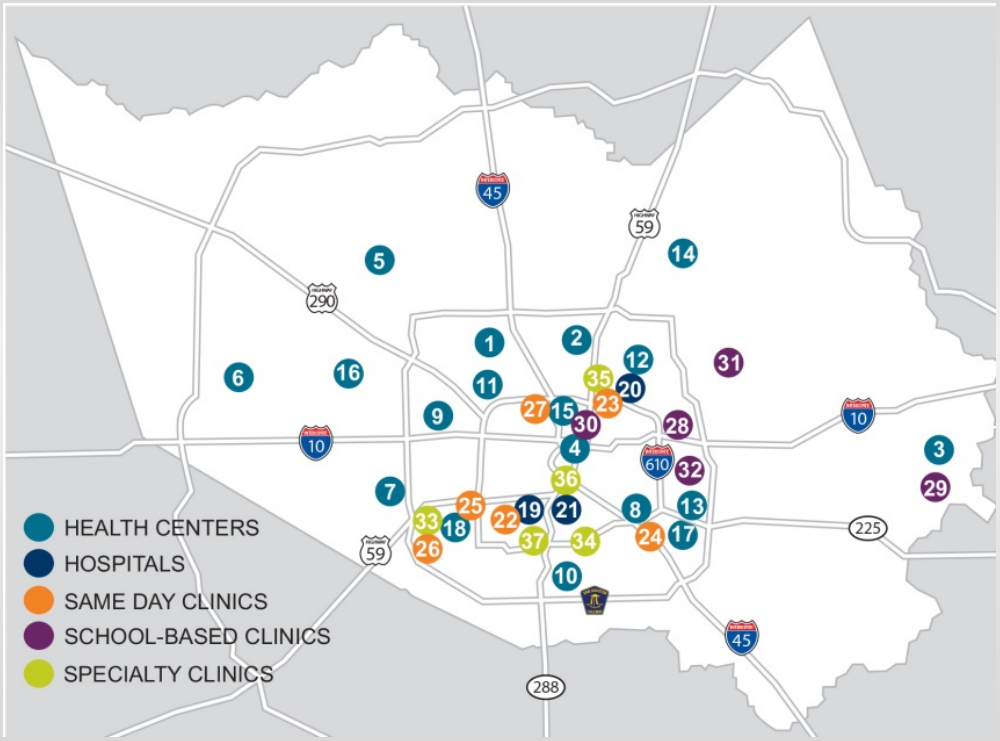
Improving & Maintaining Cleanliness Scores

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

HARRIS HEALTH 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

HARRISHEALTH SYSTEM

Ben Taub Hospital

- Flagship hospital

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- Texas Medical Center location

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- Certified Comprehensive Stroke Center (DNV)

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- Stroke Gold Plus (AHA/ASA)

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- Area's busiest Emergency Center; only psychiatric EC in Houston

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- Area's busiest Emergency Center; only psychiatric EC in Houston
- 152,872 total patient days (inpatient & observation/FY2014)

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Problems to be addressed:

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

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

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- 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

HARRISHEALTH SYSTEM

A Hospital-wide Approach

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

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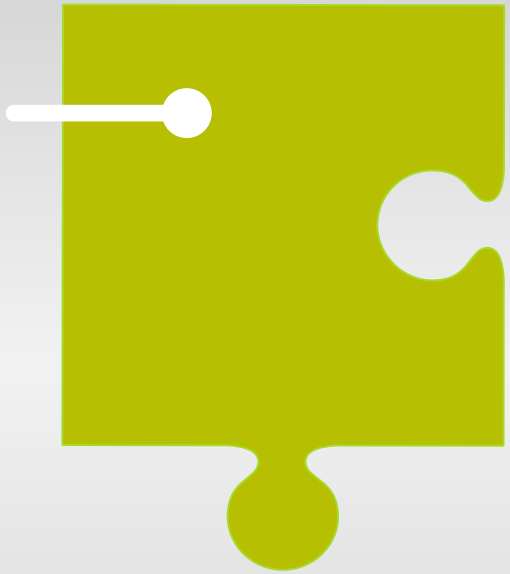
Four High-Impact Initiatives

Room of the Day Cycle



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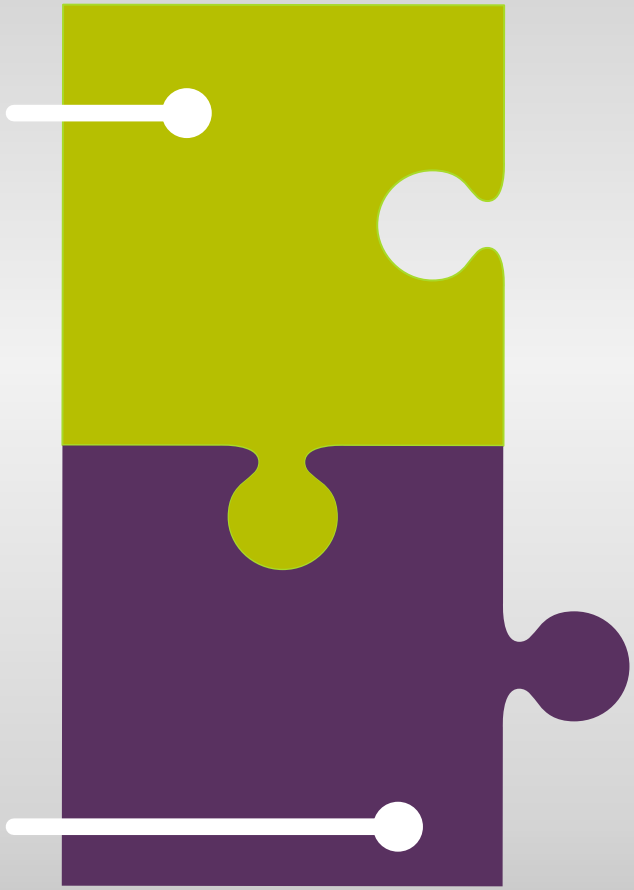

Waste and Soiled Linen

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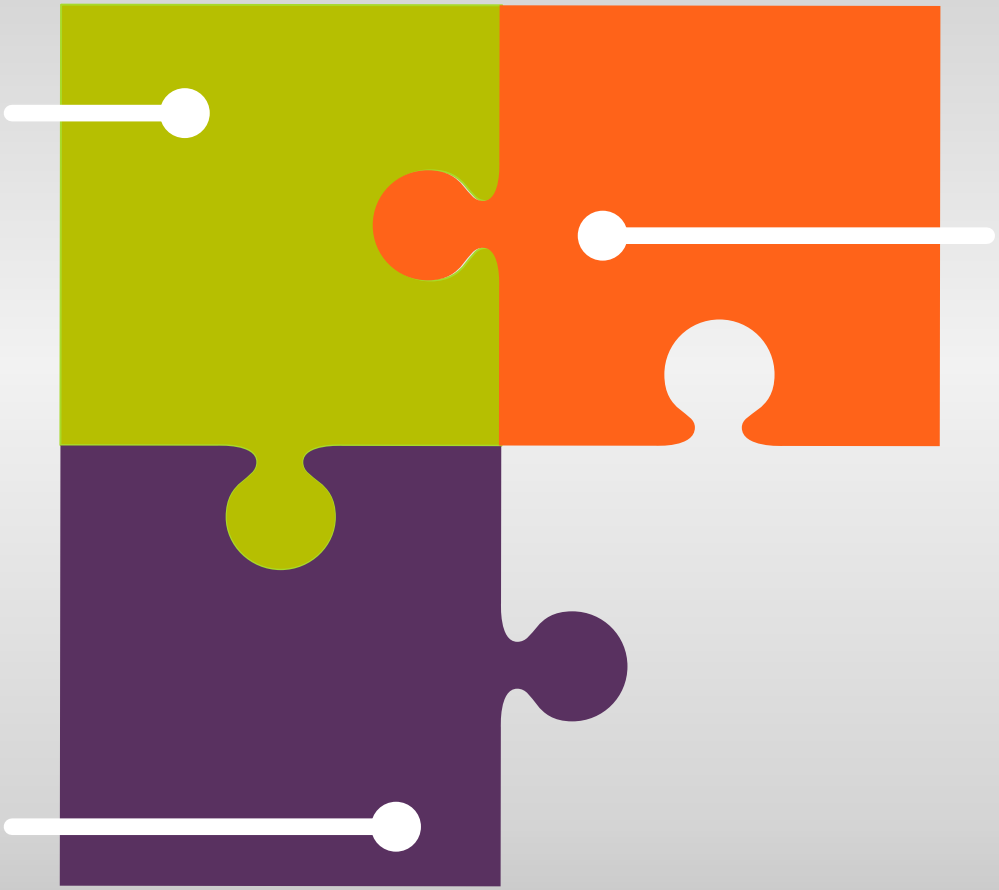

EVS Discharge Team

Waste and Soiled Linen

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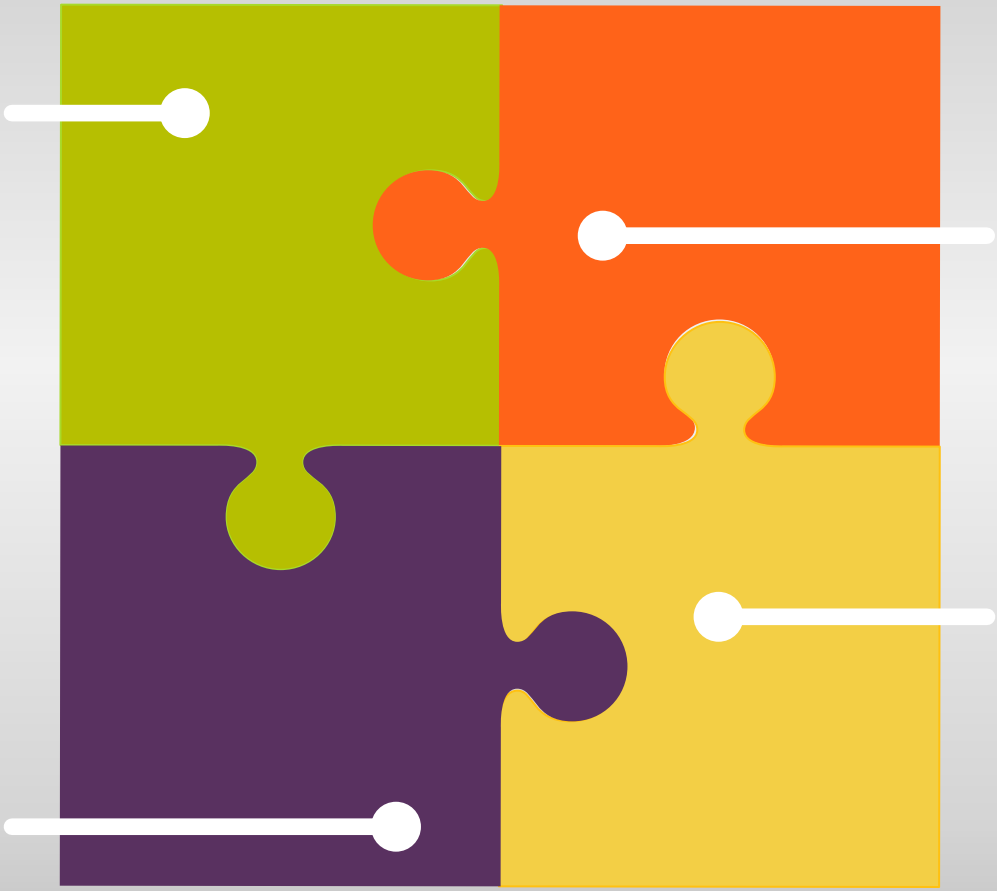
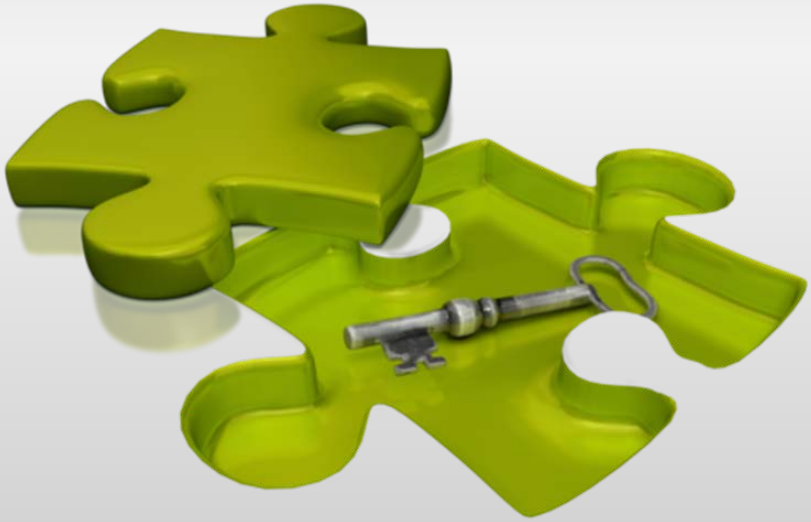


EVS Discharge Team

Customer Service Agents

Waste and Soiled Linen

#1: Room of the Day Cycle Plan



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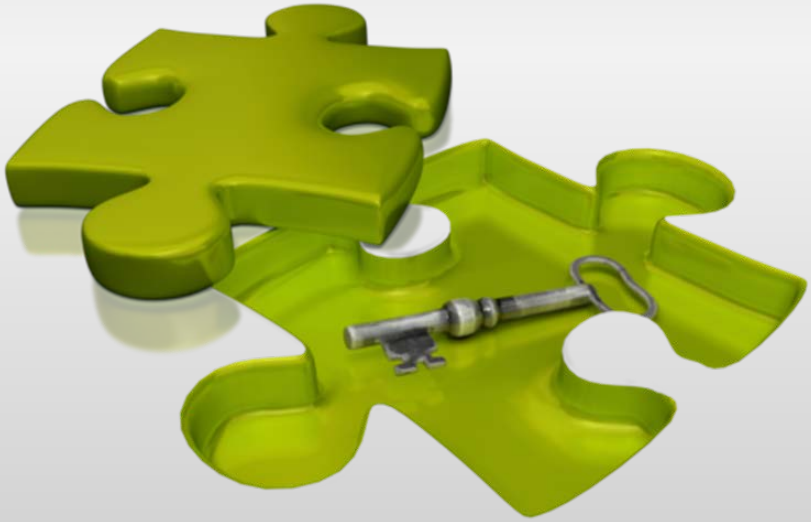

- One patient room taken offline each day

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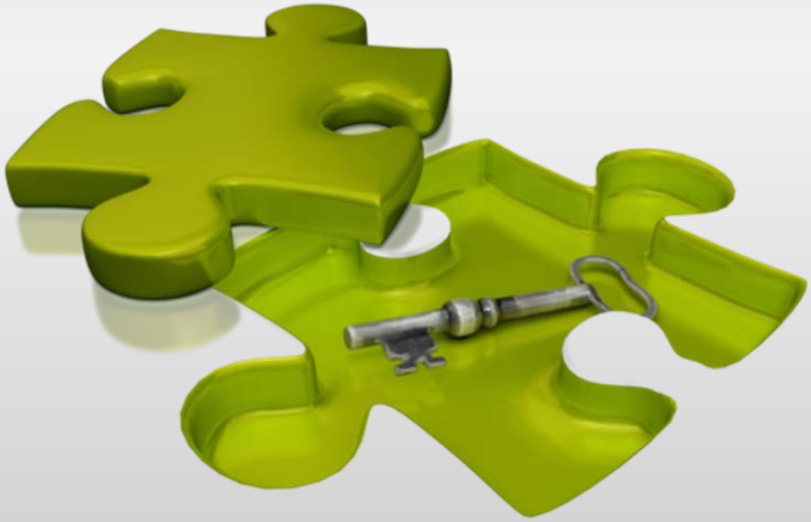

- One patient room taken offline each day
- 10-hour complete room makeover

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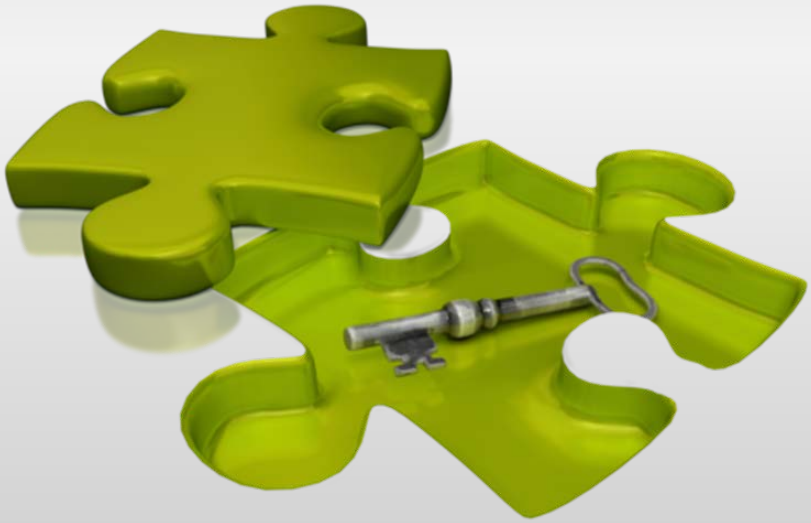

- One patient room taken offline each day
- 10-hour complete room makeover
- 12 day average to complete typical nursing unit

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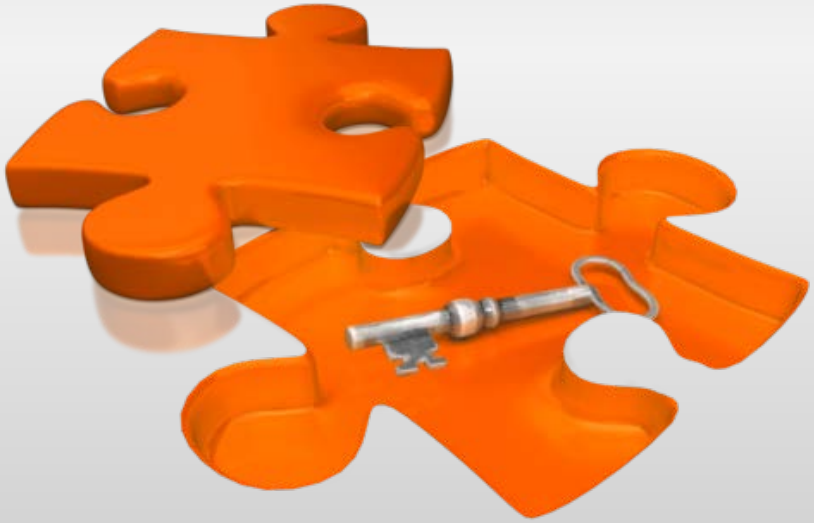
#2: Waste and Soiled Linen



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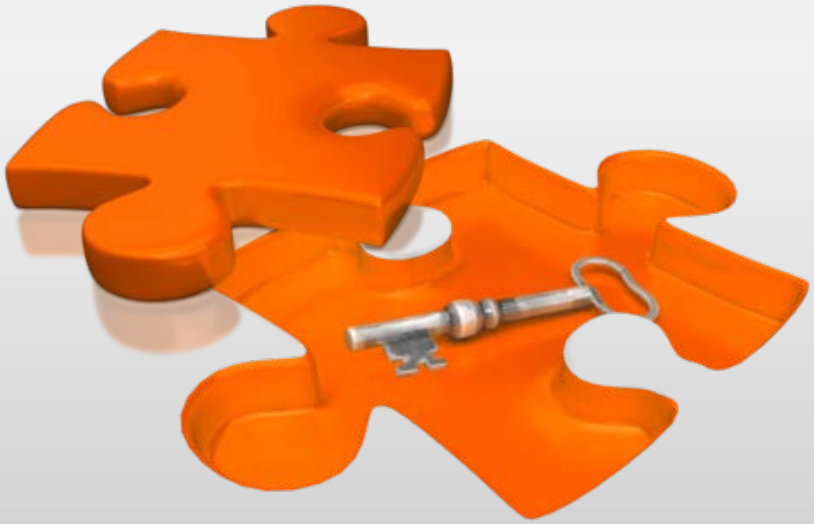

- Right-sizing and replacement receptacles

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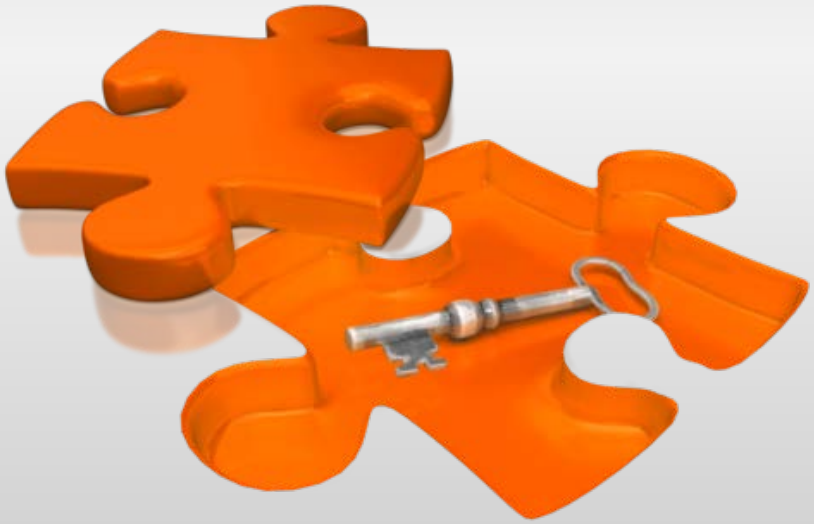

- Right-sizing and replacement receptacles
- Waste segregation education

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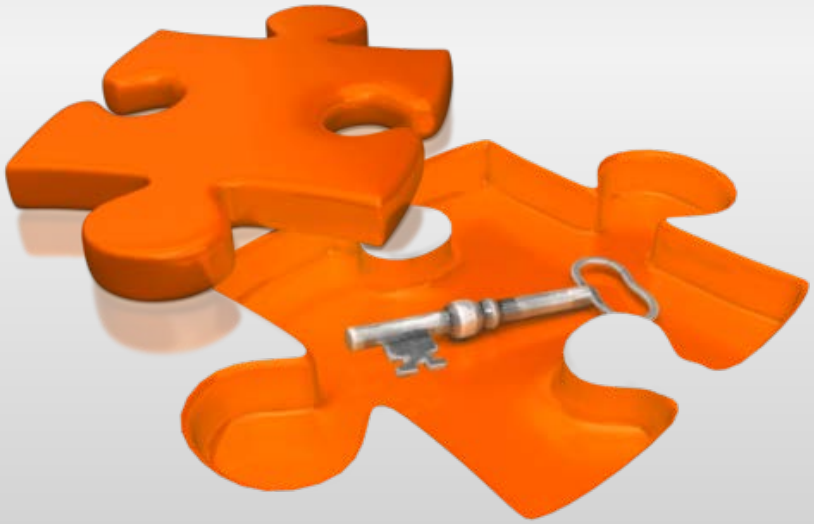

- Right-sizing and replacement receptacles
- Waste segregation education
- Shared responsibility for linen removal (Nursing/EVS)

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#3: EVS Discharge Team

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- 8-member team focused exclusively on discharges and transfers

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

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#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)

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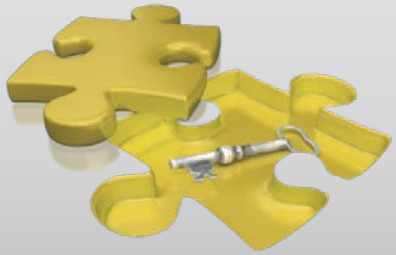
#4: Customer Service Agents



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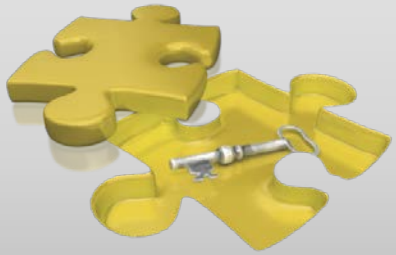
#4: Customer Service Agents

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



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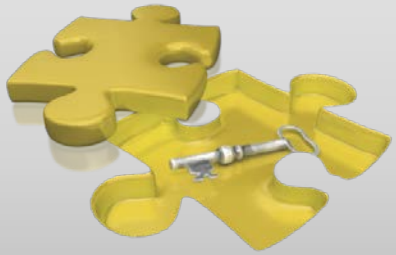
- Immediate feedback to nursing and housekeeping



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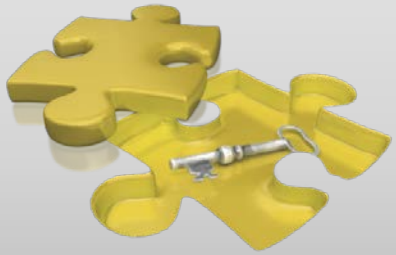
- Immediate feedback to nursing and housekeeping
- Stronger patient engagement



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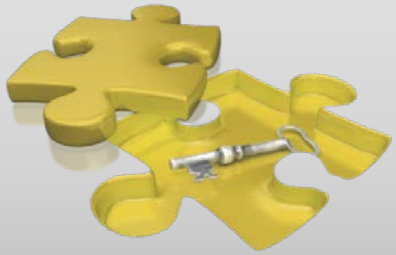
- Immediate feedback to nursing and housekeeping
- Stronger patient engagement
- Liaison to nursing



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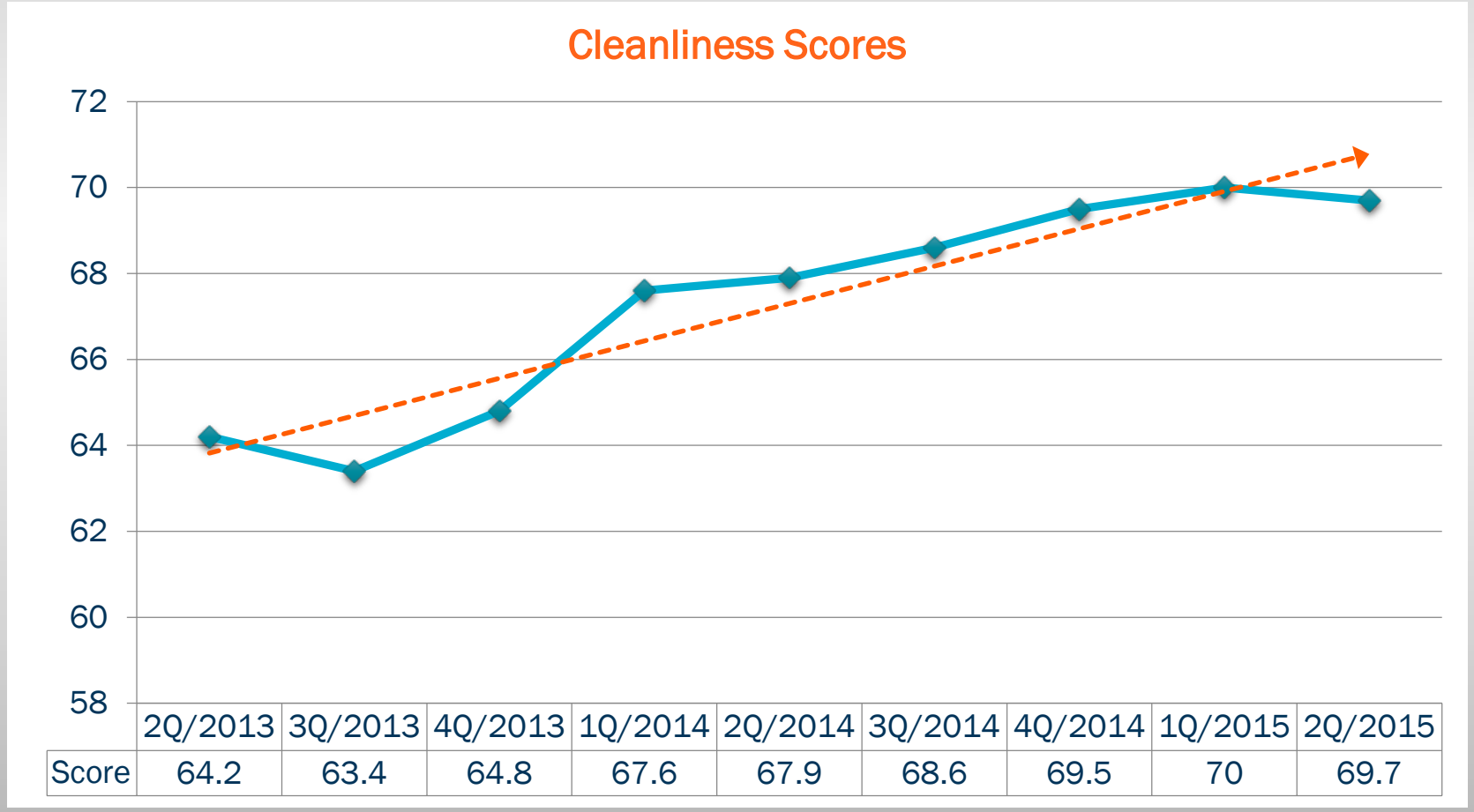
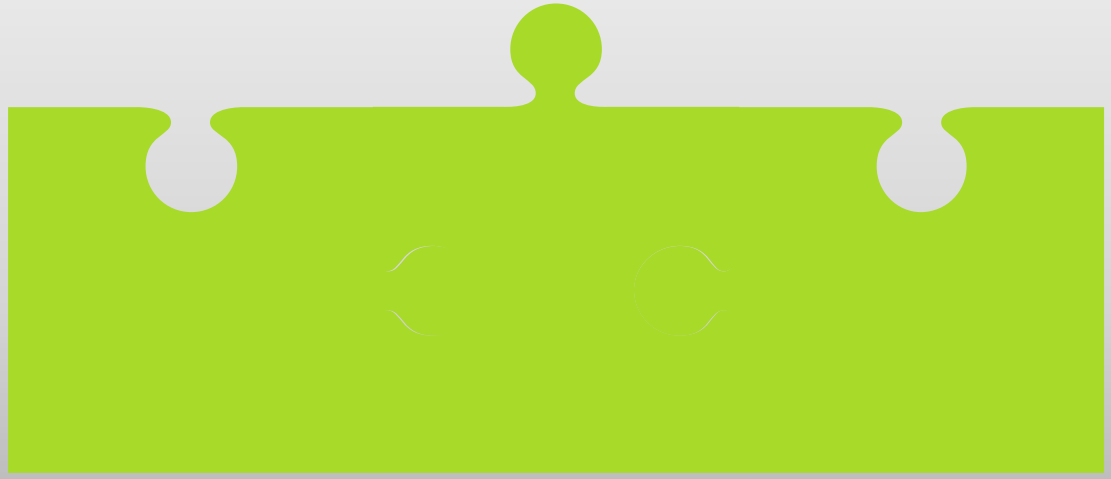
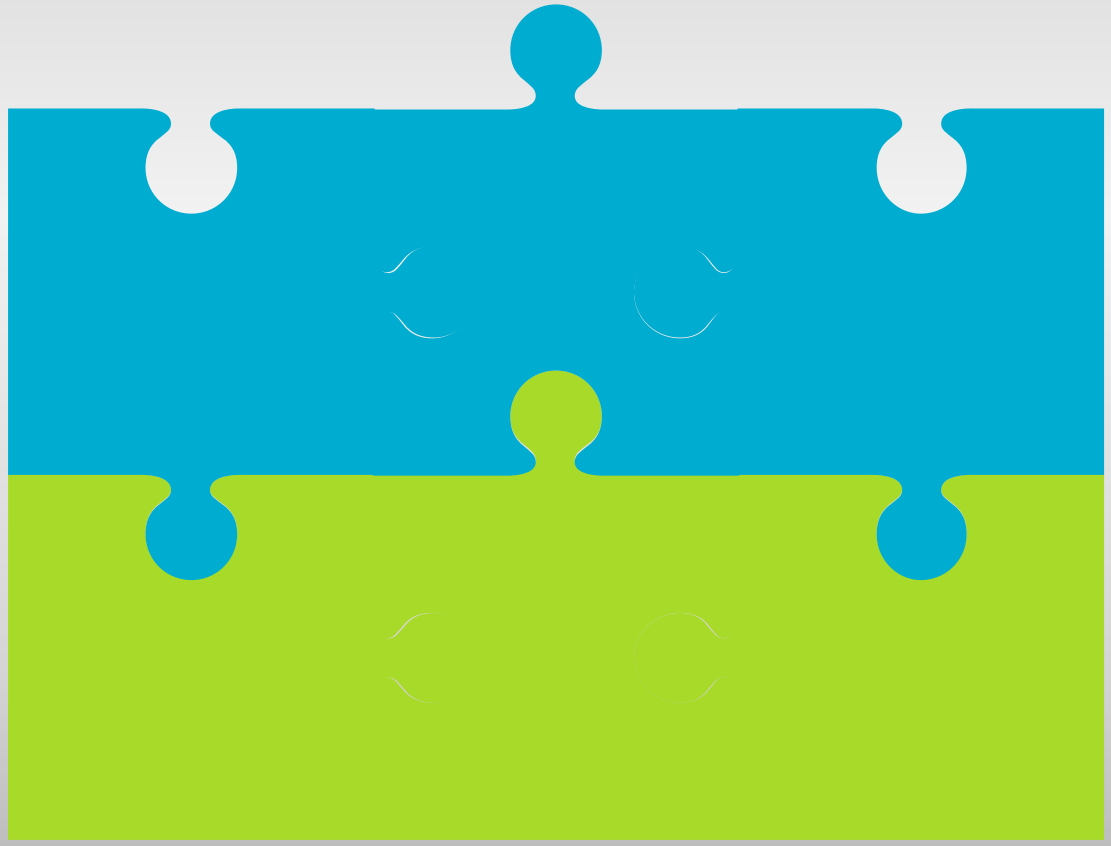
Performance Improvement



	2Q/2013	3Q/2013	4Q/2013	1Q/2014	2Q/2014	3Q/2014	4Q/2014	1Q/2015	2Q/2015
Score	64.2	63.4	64.8	67.6	67.9	68.6	69.5	70	69.7



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.

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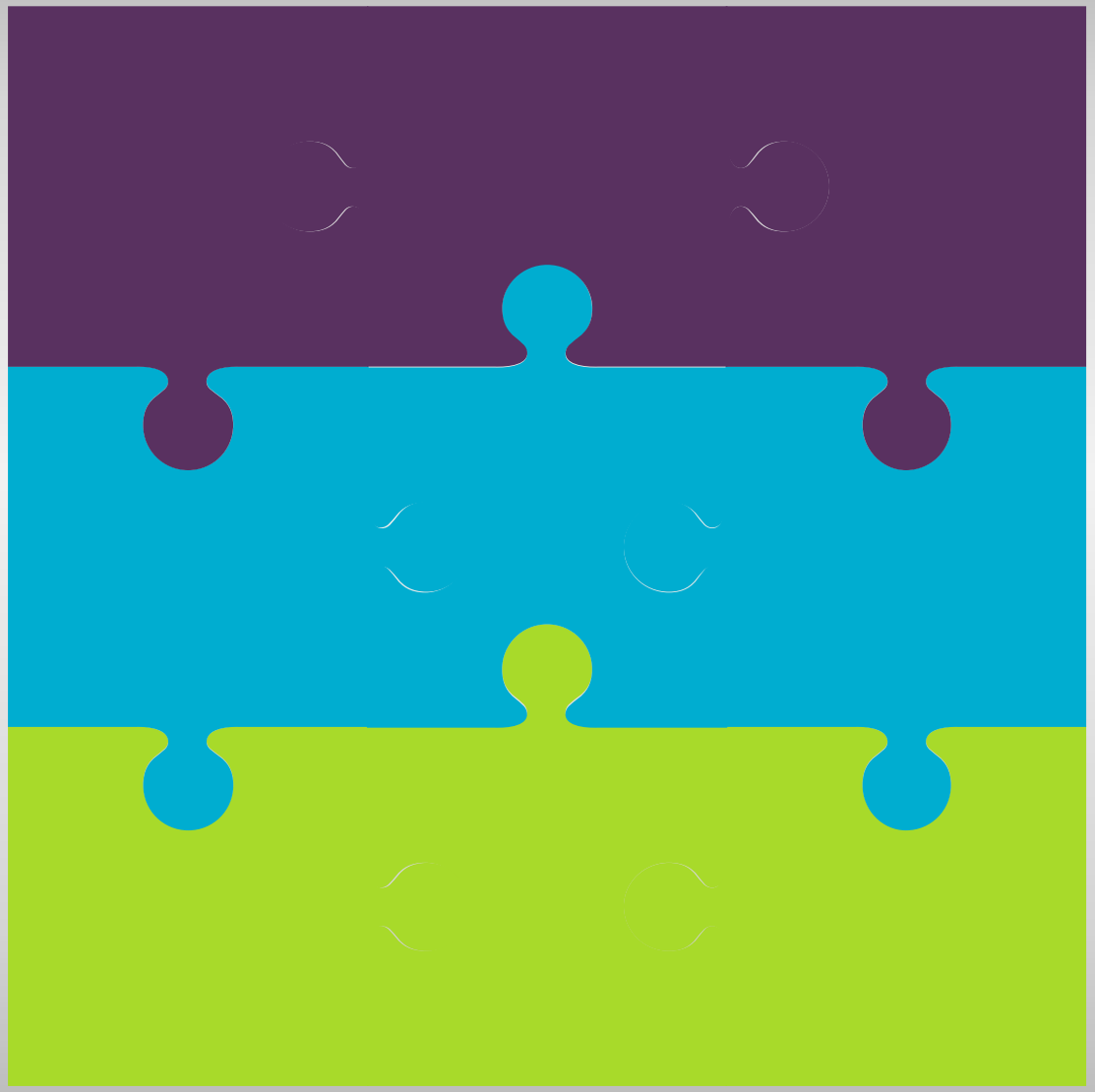
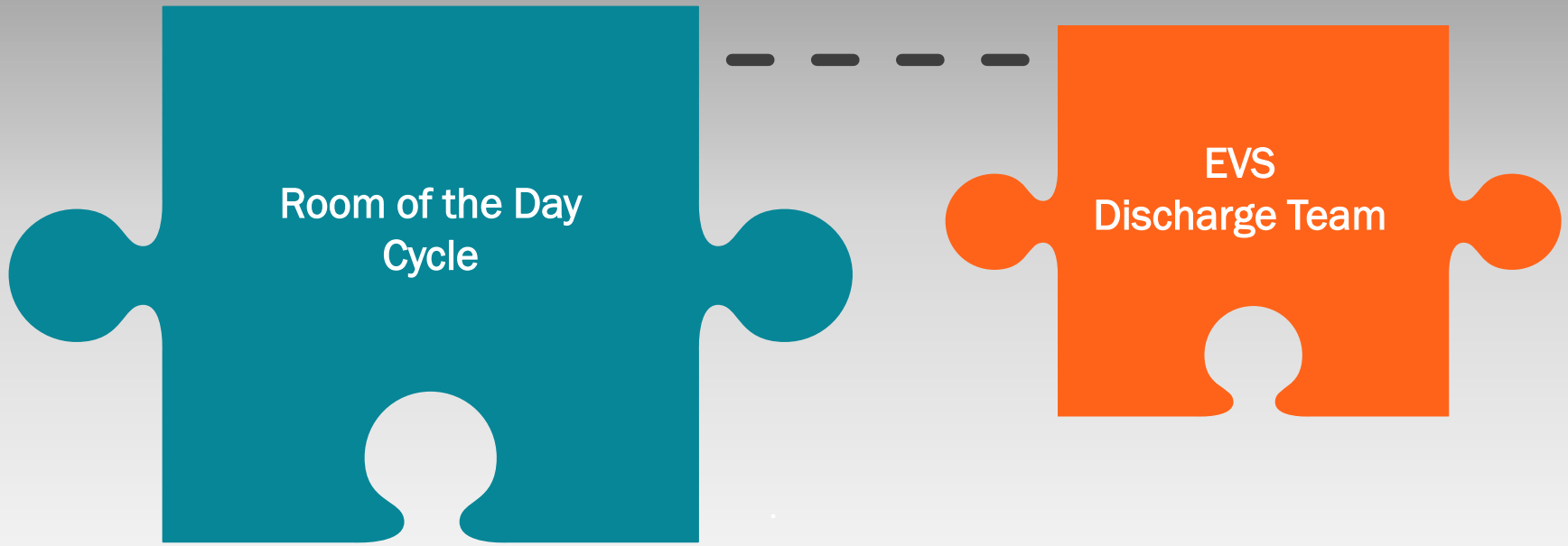


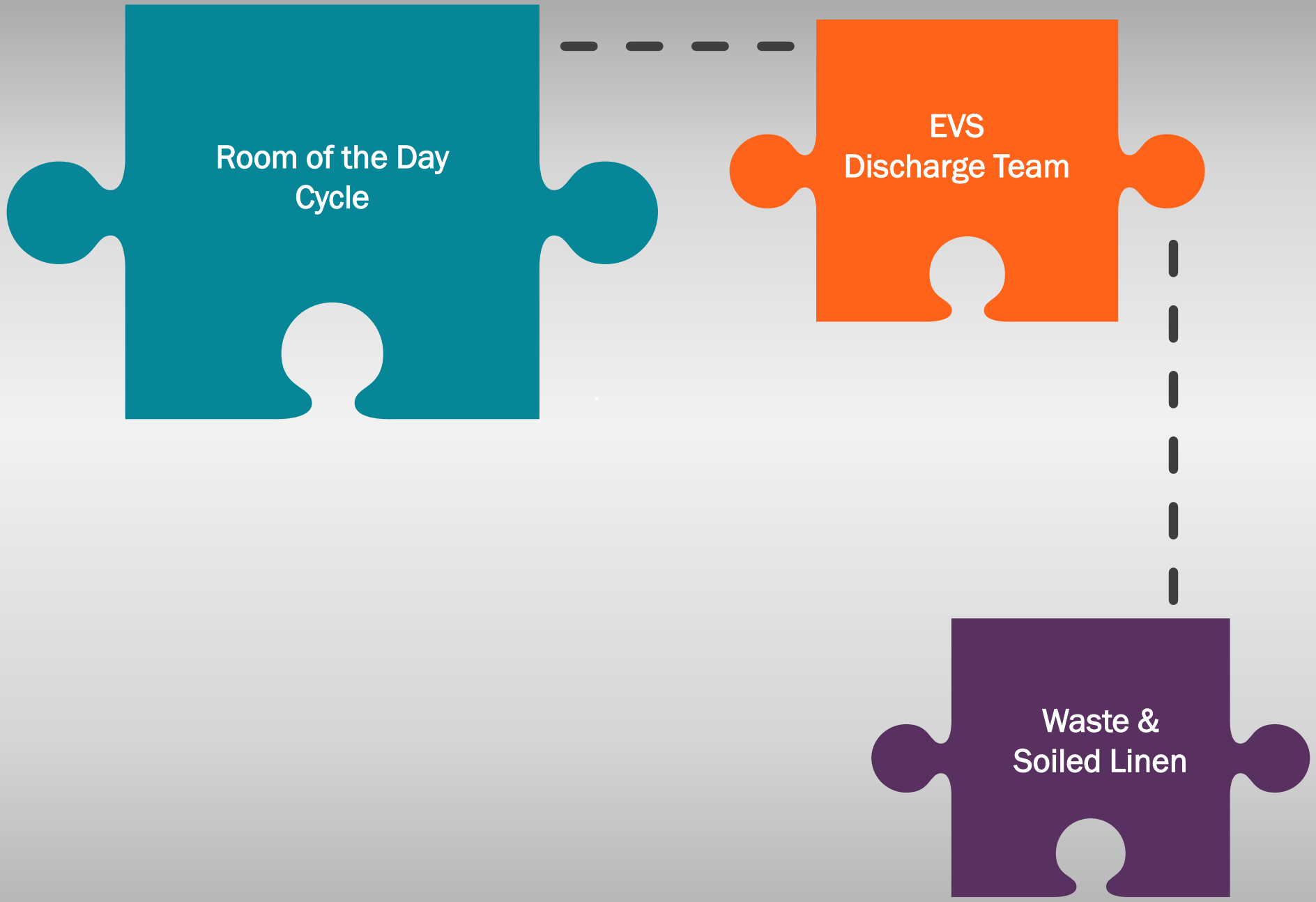
When applied to other challenges, the multidisciplinary approach has significantly improved our ability to impact change.

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.

Room of the Day Cycle


Room of the Day
Cycle
EVS
Discharge Team


Room of the Day
Cycle
EVS
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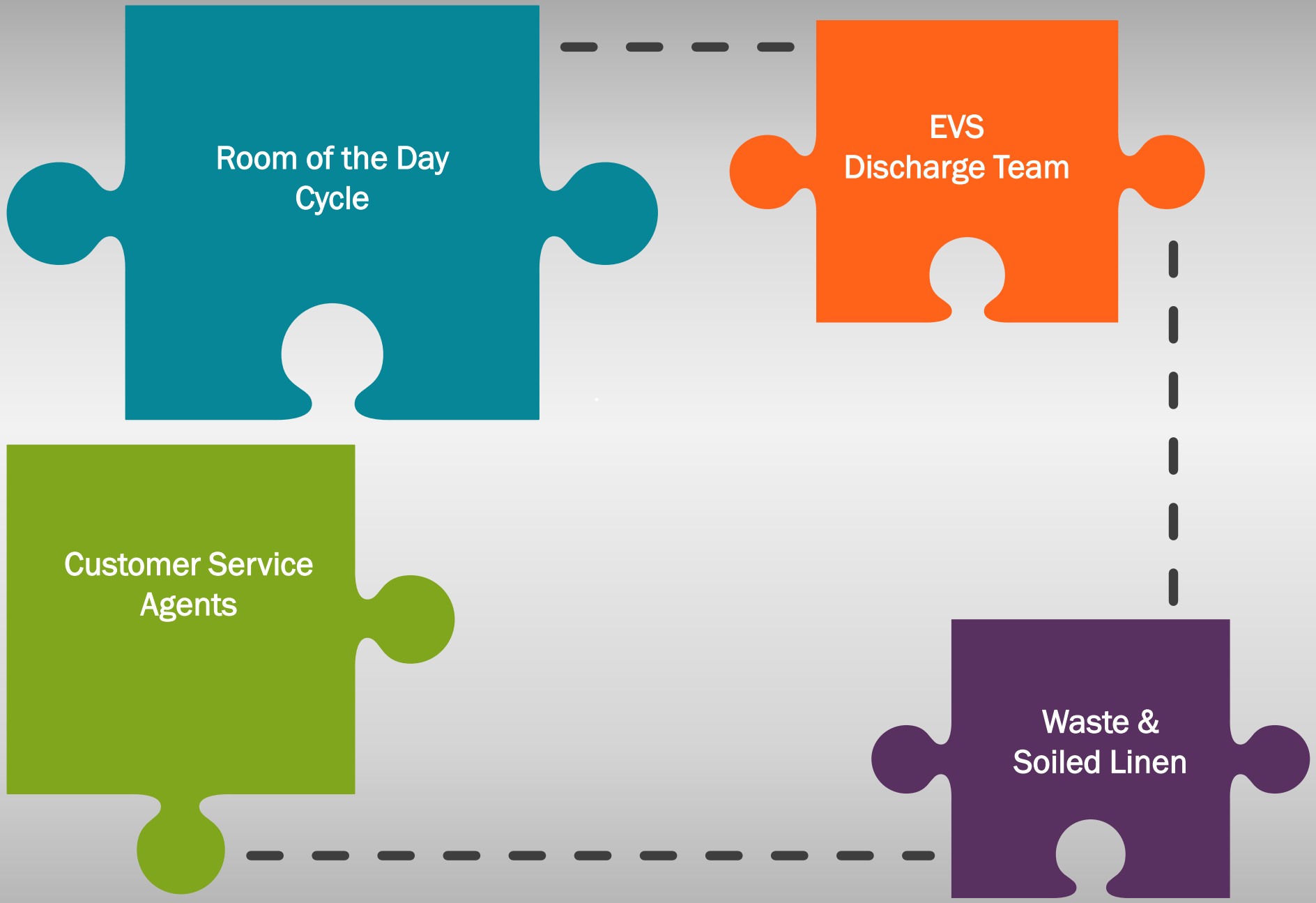
Waste &
Soiled Linen


Room of the Day Cycle
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HARRISHEALTH SYSTEM

For more information, contact:

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Ben Taub Hospital
Harris Health System
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Margaret.Turpin@harrishealth.org

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QUESTIONS

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

Stephanie Furniss, RHIA
Clinical Applications Consultant in Information Technology
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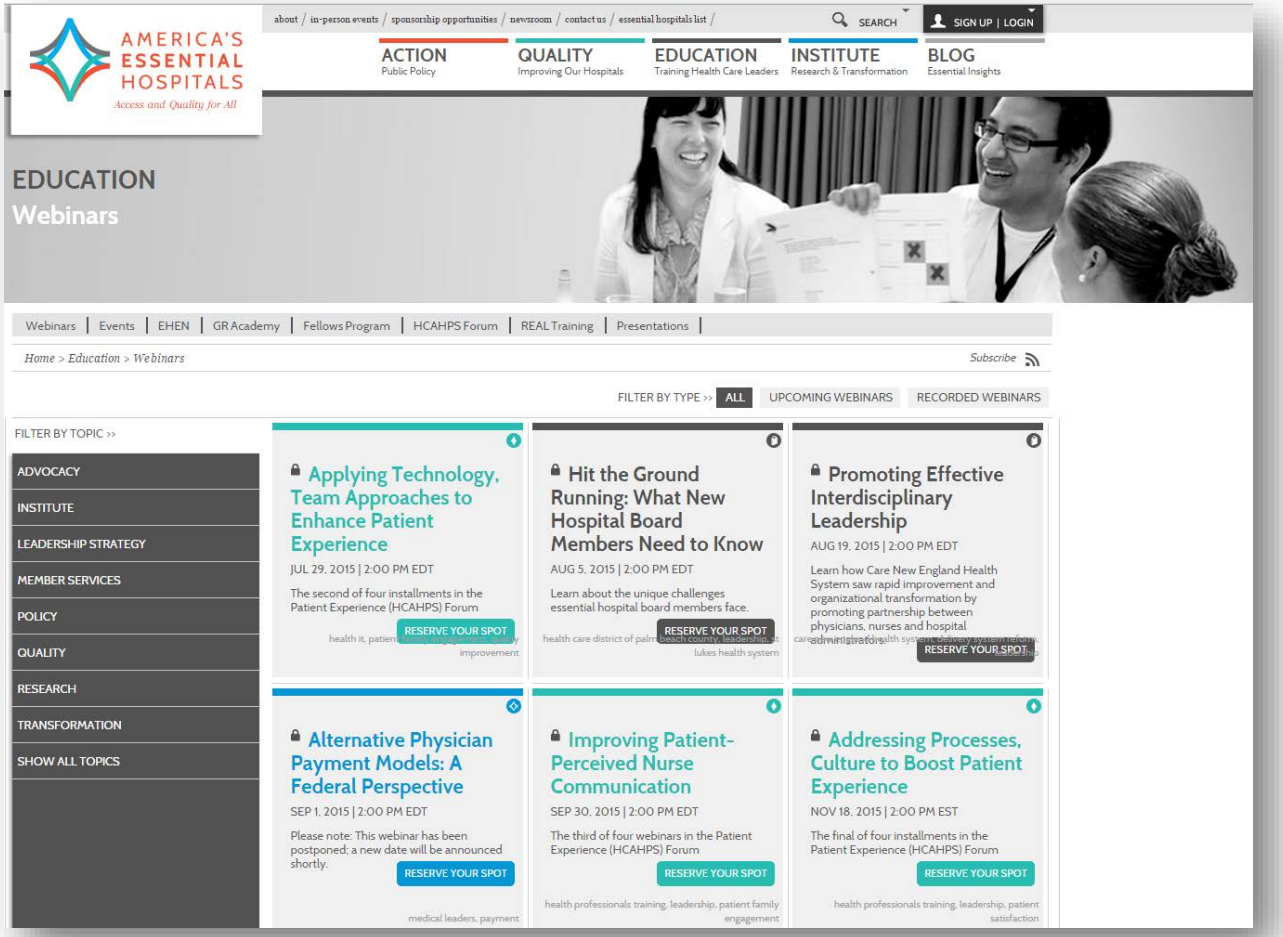
UPCOMING DISTANCE LEARNING OPPORTUNITIES



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

THANK YOU FOR ATTENDING

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