

**Stewart, Anne**

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**From:** Achatz, Aaron  
**Sent:** Tuesday, January 12, 2016 2:47 PM  
**To:** Stewart, Anne  
**Cc:** Little, Kimberly; Lively, Pamela Lynn  
**Subject:** Staffing-acuity concerns

Anne, I emailing you to follow up regarding my voiced concerns about staffing and patient/family acuity on 2 Southeast. Having 5-6 patients with our population has been very challenging to myself and other staff nurses.

- Confused patient: caring for medical needs, communicating plan of care on behalf of physicans, maintaining patient and staff safety
- Hospice patient: delivering care of physical and emotional aspects of patient, educating patient and family regarding end of life care, emotional support for family when death is pending/actual
- Chemotherapy patient: administerning high alert medication safely, educating patient and family about chemotherapy regime, communicating and scheduling with pharmacy dose times of pre-meds and actual chemotherapy

Providing quality care safely to the patient and allowing for appropriate allotment of time presents the challenge that we deal with on my current floor and shift.

Thanks for your time.  
Aaron Achatz RN

# Beaumont

Beaumont Hospital – Grosse Pointe  
468 Cadieux Road  
Grosse Pointe, MI 48230

## Customer Service Weekly Meeting Agenda

**Date:** December 15, 2015      **Chairperson:** Rick Swaine

**Location:** Connelly

**Time:** 09:15-10:00

**Attendees:** See sign in sheet

**TOPICS:**

- 1. Slide review –Data
- 2. Positive and Negative comments
- 3. Work plan domain review- Domain owners

Next meeting **December 22, 2015 09:15-10:00** in Connelly

UNIT Specific review with emphasis on data, comments, workplans

Reporting rotation:

December 15	December 22
Environment-Room (Ed G.)	Environment – Quiet (Marie)
Environment – Quiet (Marie)	Discharge (Debbie K.)
Discharge (Debbie K.)	RN and Responsiveness (Marie)
RN and Responsiveness (Marie)	Overall Rating (Kristen/ Mary K.)
Overall Rating (Kristen/ Mary K.)	Meals (Laurie)
Meals (Laurie)	EC Admit Process (Wendy)
EC Admit Process (Wendy)	Physicians (Dr. Hoban)
Physicians (Dr. Hoban)	Tests and Treatments (as appropriate)
Tests and Treatments (as appropriate)	Pain Domain (Tom/Linda)
Pain Domain (Tom/Linda)	Medication Domain (Tom/Linda)
Medication Domain (Tom/Linda)	Environment-Cleanliness (Tracy)
Environment-Cleanliness (Tracy)	Environment-Room (Ed)

HCAHPS Dimension	Week of 10/25/15 thru 10/31/15	Week of 11/01/15 thru 11/07/15	Week of 11/08/15 thru 11/14/15	Week of 11/15/15 thru 11/21/15	Week of 11/22/15 thru 11/28/15	Week of 11/29/15 thru 12/05/15	% Top Box Current Week	2015 Last 12 Weeks %tile	2015 YTD Score %tile	2015 YTD % Top Box	2014 Year End Final Score %tile	
Total Surveys Received	29	26	61	35	32	35	N/A	395	1942			
Communication with Nurses	69	77	55	58	93	97	89.8	80	61	81.3	47	↑
Communication with Doctors	26	82	9	8	16	54	81.9	33	18	77.1	24	↓
Responsiveness of Hospital Staff	43	75	57	85	20	82	75.0	67	55	68.2	52	↑
Pain Management	33	57	19	11	88	67	73.8	38	28	68.7	31	↓
Communication about Medicines	10	99	11	97	83	68	66.7	47	29	60.9	24	↑
Hospital Cleanliness & Quietness	42	53	45	50	74	83	74.1	61	27	62.5	27	→
Cleanliness	63	67	90	71	59	95	86.1	77	28	69.5	29	↓
Quiet	29	39	11	31	79	58	62.2	44	32	55.5	32	→
Discharge Information	85	23	42	1	39	88	91.6	28	20	84	25	↓
Overall Rating of Hospital	52	93	66	73	77	83	80.0	85	65	75.5	49	↑
Care Transitions	2	95	38	71	65	58	54.9	59	40	51.8	35	↑

Favorable to target

Unfavorable to target

HCAHPS Rapid Improvement  
Meeting Notes and Work Plan Revised  
December 15, 2015

## Communication with Doctors (Hoban)

- ☐ Next steps regarding physician coaching opportunity with Press Ganey **January 12 engagement**
- ☐ Doctor comments "you are free to go". To be discussed during educational program on how to script better discharge communication. (Dr. Hoban) **January 23**

### Pain (Tom and Linda)

- ☐ Beginning discussions with American Anesthesia on shared MLP possibly to begin rounding on inpatient pain patients. (Linda/Chris/Julie) **December 15**
- ☐ OPIOID tolerant alert data comparison w/Troy (Kristen/ Lisa) **December 1**

## Medication (Tom S. and Jim C.)

- ☐ 2 South Pharmacy Pilot update (Kristen/Tom) **December 15**
- ☐ Discharge medications sub-team discussion to expedite patient needs at time of discharge (Tom/ Debbie) **December 1**

### Environment-Cleanliness (Tracy)

- ☐ 3 West realigning all shelf for consistency. Trialing shelf stops on 3 West (Cindy H.) **December**



Environment-Room (Ed G.)

Item Number	Topic	Area of Improvement	Start Date	Action Plan	Est. Complete Date	Complete Date	Additional Comments
	Hospital Cleanliness						
3		Shared Ownership	4/7/2015	Facilities staff pro-actively searching out maintenance repairs (patient areas only)	4/7/2015	on-going	Workorders Created - 1,419 Workorders Completed - 1,316 92.7% Complete
4		Room of the Day Program	8/1/2015	Facilities staff repair all maintenance concerns, install wall protection, corner guards and paint the entire patient room.	2/1/2016	on-going	As of 12/1/15 - 27 of 139 Patient Rooms complete
5		Hot/Cold Calls/Patient Rooms	6/1/2015	All patient room H&C calls will be recorded on a trouble shooting dashboard. This document will help identify HVAC issues.	6/1/2015	on-going	This procedure is now being completed by all facilities staff. As of 12/1/15, Facilities staff have visited 115 patient rooms. Follow up visits with the customer were completed, 100% of the time.
	Hospital Quietness						
12		Housekeeping Carts	7/7/2015	Replace carts or carts	10/1/2015	in-progress	Casters have been installed to 15 of 16 carts.
15		IV & Blood Pressure Stands	6/1/2015	Replace casters	10/31/2015	in-progress	As of 12/1/15, we replaced casters on 84 IV/Blood Pressure Stands.
20		Reino Linen carts	6/1/2015	Replace casters			Cindy Harrison / Material Handling
	Lighting						
23		Patient Room	9/7/2015	In the early morning, lab staff need to turn on the lighting fixtures within our Patient Rooms. Existing fixtures are too bright for our patients.	11/1/2015	in-progress	Trial Room - We have installed new light fixtures in Patient Room #223. Replacement light fixtures have selected to meet both the patients needs and code requirements.

Environment- Quiet/Visitor (Betsy)

Quick items to implement (Week 1)

- Education to All Employees, (Mary Kay, Betsy, ALL)-PPT, When Visitors Attack (Attached)
- **Midrange items to implement (Week 2-3)**
- Education to Nursing, (Anne/ANM's)-PPT, When Visitors Attack (Attached)
- Evaluate opportunities for lounge areas on units with ANM input (Rob/Chris)
- Admission Nurse Screening Tool-Do they, should they, can they have a formatted template question to ask about visitors and discuss the visitation policy - Complete for APS (Linda); Need confirmation from EC Wendy
- Using all the Edu. Attached, build them into our departmental orientation process (ALL)

Long-range feasibility/sustainability

- Hospitality Team (Customer Service/Admin)
- What are they doing at Troy? (Father Rich, Please provide program outline)
- GP Site Specific Employee Orientation (Admin)
- E-Badge Passes (Chris H./Rob)

Discharge (Deb)

- ☐ Progression rounds implemented on 3 West. Evaluation in progress and site visit to be planned at other hospital. (Update December 15)

Overall Rating of Hospital (Kristen and Mary K.)

- ☐ Explore staff education related to HCAHPS improvement and engagement in improving the patient experience. Schedule calls to investigate available options, pricing, resources needed; contacted the 3 vendors – waiting for dates re: when they can join the admin team meeting to share proposals (Kristen) **Proposal on hold pending administration decision. Review 3<sup>rd</sup> Quarter 2015**
- ☐ **SKYPE Lounge and from home access**-patient portal enhancement being investigated for location, access, etc. Will also investigate use of Foundation funding, advisement if successful implementation, etc. (Kristen) **Ongoing updates**

#### Meals (Laurie)

#### EC Admit Process (Wendy)

#### Tests and Treatments (as appropriate)

- ☐ Conversation between IP and OR as to how to handle visitors prior to patient arrival to floor. Discussion on going (Lisa/Lynn) **Update December 1**

#### Ongoing Initiatives Reminders:

- ☐ Physicians will begin using existing WOWs; Dr. Hoban will let Anne know if she finds them hard to access while on rounds. If so, we'll order more WOWs but they will be available for all doctors, RN, NCA, other staff to use (Dr. Hoban) **ongoing monitoring**
- ☐ Physicians will begin writing their names on the current white board (Dr. Hoban) **ongoing monitoring**
- ☐ Effective immediately: (all leaders and staff) who enter the room and find a dirty tray in the room will ask the RN or NCA if the tray can be removed and, if so, will remove the tray for the care team
- ☐ Noisy equipment and carts:
  - o Identify and repair noisy equipment (Ed G.) **ongoing**
  - o Develop a PM plan to prevent noise from re-occurring (Ed G.) **ongoing**
- ☐ Effective immediately: (all leaders and staff) will let the nurses and nurse leaders know when a patient's TV is loud and the patient needs headphones. **ongoing monitor**
- ☐ Effective immediately: (all leaders and staff) will let other know when their shoes, voices, carts, etc. are too loud. **ongoing monitor**
- ☐ Review of EC Comments on HCAHPS survey related to communication (Wendy) **Ongoing**
- ☐ Mary Z. will add to huddle note rotation information from this meeting to include: notifying 6300 for temperature concerns, visiting hours, visitor numbers, etc. **Ongoing**
- ☐ Trending temperature calls and complaints by room number and dates (Ed G.) **ongoing monitor**
- ☐ Linda and Tom Review pain scores in and comments aligned with EPIC documentation and have requested submitted a Sharepoint request to add other needed data elements (eg. nursing unit) to the report. This will help identify opportunity with pain management. **Ongoing review**
- ☐ Ed and Sue are working to facilitate the "shared ownership" – Project Quick Fresh began June 24<sup>th</sup> on CCSU-will include admitting, EVS and JLL in the process to get rooms 'checked' between patients. **ongoing**
- ☐ Security doing afternoon rounds after announcement to support staff as needed with escorts from building. **ongoing**
- ☐ Wheel chair use for admission from EC being encouraged when safe for patient transport (Tracy/Wendy) RN in EC must add this as transport request when processing admission **Ongoing**
- ☐ Revise ES entry and exit scripting to include (Tracy): **Ongoing reinforcement March 23, 2015**



- Keeping room and bathroom clean
- Removal of clutter
- Hi performing EVS staff moved to higher volume units
- Repair of broken or damaged equipment, walls, floors or room surfaces (Ed G.) **ongoing initiative**
- ☐ Hot/cold calls log of all calls to 6300 line. Visit to caller at time of call and then 2 hour rechecks. **Ongoing monitor**
- ☐ Physicians will begin using visitor folding chairs or window sill to sit at eye level with the patient (Dr. Hoban) **ongoing**
- ☐ ANMs posting all comments on units including physicians. Dr. Hoban to bring attention to physician's information when possible. **Ongoing**
- ☐ Rounding to capture proactive concerns on 3 West as pilot. (Laurie) **ongoing**
- ☐ Discharge folders ordered, content identified. Need to educate other department of its existence and then process for review with patient/family prior to DC (Kerry Spens and Pam) **Pilot began 8-7-2015**
- ☐ 2 SE Pharmacy pilot began. Monitor by date of service beginning 7/27/2015 (Tom Sullivan/Bill Mundle)
- ☐ Bedside cards developed to alert patients of every other day linen change and green initiatives. (Tracy)
- ☐ Process developed for ongoing wheelchair bottom cleaning and maintenance checks in lower basement by Patient Transportation and EVS. (Tracy/Betsy)
- ☐ Ongoing floor scraping of edges to ensure clean appearance and no buildup of cleaning products in rooms. (Tracy)
- ☐ Wall mounted vital sign machines being installed for quiet environment and decreased clutter. (Anne/Marie)
- ☐ Lab-Morning sweep – start time (Elzbieta)
- ☐ Lights intensity for dark lab draw times (Elzbieta)
- ☐ Rounding in EC prior to admission to advise on the visitor policy (Wendy)

**NOTE:** Domain owners, please add any missing due dates

Megan Kanepsky	RN	ME
Dent Edwards	NCA	Sp
Lanham, Jason		12-8
Denine Boile	CNMT	12-8
Mitch Painter	CNMT	12-8
Urban, Michelle	RN	12-8
Christine Mabray	3 West RN	12/8/15
Jessica Lippett	3 West RN	12-8-15
Catherine Herron	Sp. Care Admin	12-8-15
M. McVraw	DI	12-8-15
Sydney Jackson		12/8-15
ARON ACHATZ	RN	12-15-15