Creating a Caring Environment: Taking Patient Satisfaction a Step in the Right Direction

Medical Center Navicent Health, Macon GA

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Methods

• 6 Key Behaviors: behaviors that are expected and hardwired into our culture
• Room white boards: Hub of communication for the patient.
• Educational Classes: STEPPS, teambuilding, empathy, compassion fatigue, customer service, and crucial conversations
• Protected rounding time for leadership
• Service recovery program that is initiated once a complaint is received
• Head/Heart communication: paying attention to the patients body language and feelings
• Bedside shift report

• Recognition and award programs
• Hand written cards and discharge phone calls

Outcomes

As a result of initiatives throughout the hospital we have impacted listening and explanation by outperforming in these categories on our satisfaction surveys

Results lead to an interdisciplinary hospitalist pilot on a med/surg. floor
• Interdisciplinary pilot rounds: Incorporate CNO, director, nurse manager, clinical cursers, clinical techs, doctors, pharmacy, and discharge planners

Patient Feedback
• “Awesome- I’m taking it back to my hospital”
• “Having the team there shows you care”
• “All my questions get answered”
• “I love everyone’s on the same page”
• “Very impressed”
• “It’ll help me get better faster”

RN Feedback
• “Great. I LOVE IT!”
• “Helps a lot knowing the plan ahead of time”
• “Makes my day much easier”
• “Everything addressed in rounds”
• “Avoids multiple phone calls and delays”
• “Patients get the care they need faster”
• “Reduces frustration”

Development

• CNO lead pathway
• Team M.E.D.I.C (Making Each Day incredible for our Customers)
• Leadership teams challenged
• Hardwired systems developed

Introduction

Learn about the development, implementation, and outcomes of a sustainable patient satisfaction program.