



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

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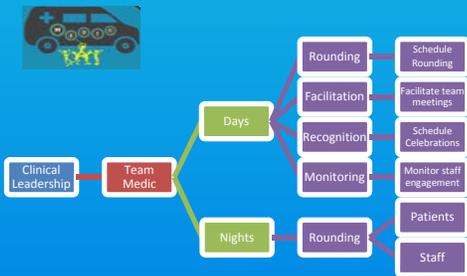


## Introduction

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

## Development

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



## Methods

- 6 Key Behaviors: behaviors that are expected and hardwired into our culture
- Room white boards: Hub of communication for the patient.
- Educational Classes: team 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



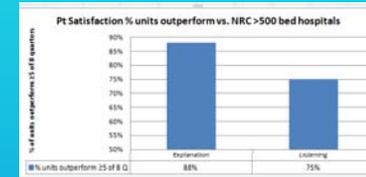
- Recognition and award programs
- Hand written cards and discharge phone calls



- Team M.E.D.I.C (Making Each Day Incredible for our Customers)
- Hardwired initiatives: self evaluations, peer feedback, daily huddles, and annual education

## Outcomes

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

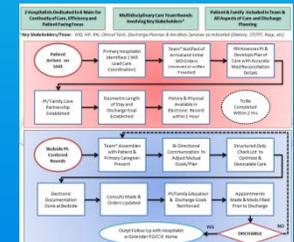


Results lead to an interdisciplinary hospitalist pilot on a med/surg. floor

- Interdisciplinary pilot rounds: Incorporate CNO, director, nurse manager, clinical nurses, 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”

