**Flex your PECs!**
Clinical Nurses Power Up the Patient Experience.

C933
2015 ANCC National Magnet Conference
Friday, October 9, 12:30 – 1:30 p.m.
Julie Withaeger MSN, RN and Sara Gergely BSN, RN
Cook Children's Medical Center, Fort Worth, TX

**Objectives**

Upon completion of this presentation the learner will:
• Describe methods to implement PEC program within their organization
• Identify resources to improve patient satisfaction
• Cite techniques utilized by PEC’s to improve survey scores

**Magnet® Recognition Program**
• Courtesy & respect from nurses
• Responsiveness
• Patient Education
• Pain
• Careful listening by nurses
• Safety
• Care coordination
• Service recovery
• Patient engagement/patient-centered care
PEC Program

• Presentation at ANA Quality conference
• Proposal to NEC February 2013
• First meeting March 2013

PEC Program

• Magnet Champions
• Clinical nurses across medical center and specialty clinics

PEC Program

• Facilitators: Jan Althouse & Julie Withaeger
• Patient satisfaction data review and analysis
PEC Program

- Monthly education topic
- Picker scores and analysis
- Share best practices, wins and losses
- Materials for creating posters, bathroom banners, and/or bulletin boards

Education Topics

- Listen to Learn: Patient-Centered Communication
- Effective Communication
- Behavioral Standards
- Dignity & Respect
- Service Recovery

Expectations

- Monthly meeting: Education & training
- Present results at next monthly meeting
- Meet with department leadership
- Present to UBC
- Evaluate effectiveness of plan
- Make changes as needed (topic cycle)
- Develop action plan with collaboration from leadership and UBC
- Implement plan on the unit
Most helpful topics

• Patient Satisfaction survey report
• Effective Communication
• Communication & Service (Word Choices)
• Parent Panel

Organizational results

Careful listening

Organizational Results

How often were you given enough input or say in your child's care?
2015

- PECs meet monthly
- PEC SharePoint site
- PX Week April 27
- PECs are super-users of patient experience information for colleagues

The Beryl Institute

The Beryl Institute is an organization that focuses on connecting quality, safety, and patient experience. They have an emphasis on improving processes to enhance the patient's experience and reduce the risk of injury.
Watching the PECs interact with one another, it is evident that this is a passionate and engaged group who are focused on what they can learn and take back to their fellow staff members to improve the patient and family experience.

PEC In Action

Video

PEC in Action

• Picker Scores
• Quarterly Reporting
• Questions based on HCAHPS
# Stoplight Report

## Key Drivers

<table>
<thead>
<tr>
<th></th>
<th>CHCA Average</th>
<th>3 Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to Care</td>
<td>81.8%</td>
<td>81.8%</td>
</tr>
<tr>
<td>Coordination of Care</td>
<td>62.9%</td>
<td>61.8%</td>
</tr>
<tr>
<td>Coordination</td>
<td>67.1%</td>
<td>64.0%</td>
</tr>
</tbody>
</table>

## How often did your staff with whom you interacted:

<table>
<thead>
<tr>
<th></th>
<th>CHCA Average</th>
<th>3 Months</th>
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</thead>
<tbody>
<tr>
<td>Request for Family</td>
<td>86.1%</td>
<td>85.7%</td>
</tr>
<tr>
<td>Request for Information and Education Management</td>
<td>72.2%</td>
<td>71.1%</td>
</tr>
<tr>
<td>Patient</td>
<td>78.6%</td>
<td>77.8%</td>
</tr>
<tr>
<td>Others</td>
<td>70.6%</td>
<td>69.9%</td>
</tr>
<tr>
<td>Support for Family</td>
<td>82.6%</td>
<td>80.4%</td>
</tr>
<tr>
<td>Support for Education</td>
<td>85.4%</td>
<td>83.9%</td>
</tr>
</tbody>
</table>

## How would you rate your overall experience:

<table>
<thead>
<tr>
<th></th>
<th>CHCA Average</th>
<th>3 Months</th>
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</thead>
<tbody>
<tr>
<td>Overall Experience</td>
<td>60.6%</td>
<td>60.2%</td>
</tr>
<tr>
<td>Communication</td>
<td>77.4%</td>
<td>77.4%</td>
</tr>
<tr>
<td>Information</td>
<td>63.7%</td>
<td>63.7%</td>
</tr>
</tbody>
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PEC in Action

- Research
- Develop plan
- Implement
- Monitor Outcomes

PEC in Action

- Monthly Recharge
- Sharing Successes
- Recognizing Opportunities
- Share Point Site

PEC in Action

- Peers as a Resource
- Meeting Visitors
- Employee Engagement
Organizational Results

"Addressing patient experience is much harder than many thought, requires greater rigor than many anticipated and is more central to overall strategy than many planned" (Wolf, 2013, P. 10).

Questions?

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