

# 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

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## 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

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## 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

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## PEC Program

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

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## PEC Program



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

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## PEC Program

- Facilitators: Jan Althouse & Julie Withaeger
- Patient satisfaction data review and analysis



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## 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

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## Education Topics

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




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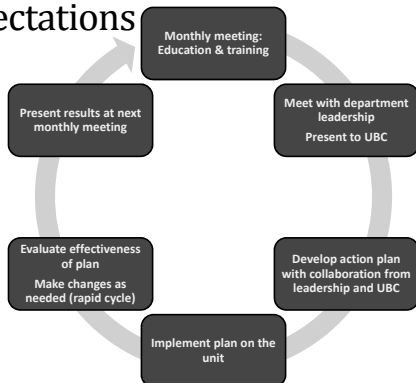
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## Expectations




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## Most helpful topics



- Patient Satisfaction survey reports
- Effective Communication
- Communication & Service (Word Choices)
- Parent Panel

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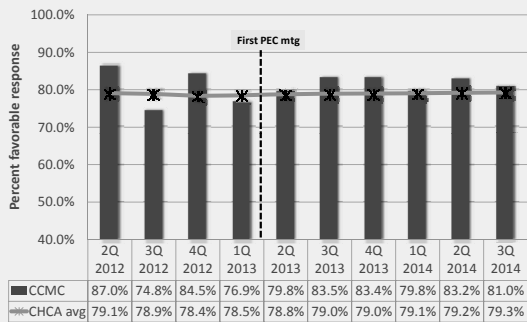
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## Organizational results

### Careful listening




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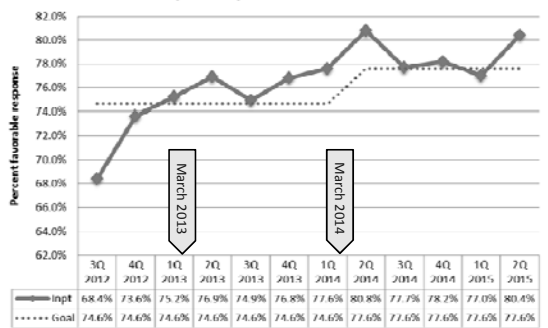
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## Organizational Results

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

### Input in your child's care




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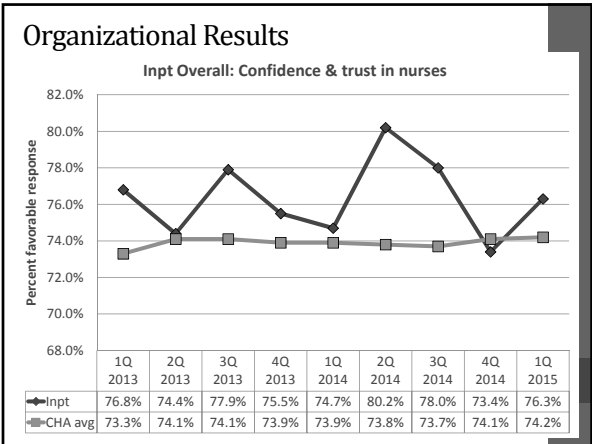
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## 2015

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

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## The Beryl Institute

**Latest On the Road**

**Connecting Quality, Safety and Patient Experience**  
Cook Children's Medical Center  
Fort Worth, Texas

Our latest On the Road took us to Cook Children's Medical Center, an organization that has taken great steps to involve patients and families while acknowledging the crucial relationship between quality, safety and the patient experience. They have embraced an inspiring promise – to improve the health of every child in its region through the prevention and treatment of illness, disease and injury.

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*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.*



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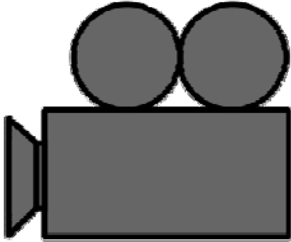
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## PEC In Action

Video



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## PEC in Action

- Picker Scores
- Quarterly Reporting
- Questions based on HCAHPS

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## PEC in Action

- Research
- Develop plan
- Implement
- Monitor Outcomes

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## PEC in Action

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

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## PEC in Action

- Peers as a Resource
- Meeting Visitors
- Employee Engagement

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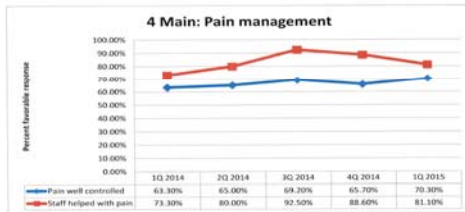
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## Organizational Results



**“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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