

Improving Communication with Patients and Families

The Problem

Improvement in patient satisfaction in the area of clinician-patient communication is a CVI strategic priority. In the Press-Ganey H-CAHPS Patient Satisfaction Survey, communication with Doctors and Nurses are the responses derived from a series of questions focused on being treated with courtesy and respect, clinicians listening carefully and explaining care in a way patients can understand.

Aim/Goal

Press Ganey H-CAHPS questions asking patients to respond based on their experience on a four point scale: Always, Usually, Sometimes, Never. The score reflects the percent of responses in which patients answer "always". Our goal for communication with Nurses is 79% and Doctors is 82%. Likelihood to Recommend goal is 84% for CY 09

The Teams

- Cardiac Surgery: Margie Serrano, Kamal Khabbaz, Mark Courtney, Mary Cedorchuk and the staff of CVICU, CVI OR and Farr 6
- Cardiology Medicine: Tricia Bourie, Peter Zimetbaum, Lorraine Britting, Margaret Pantridge and the staff of Farr 3.
- CVI Leadership: Cynthia Phelan, Rick Markello,

The Interventions

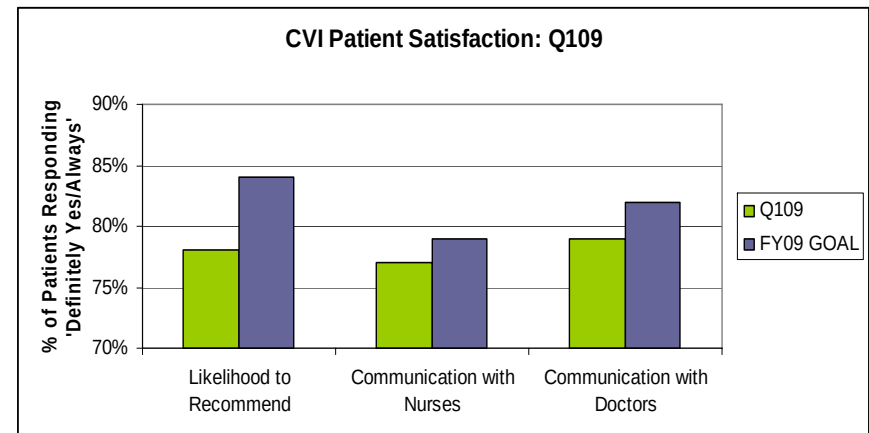
Cardiac Surgery

- Development of specific rounding guidelines with scripted introductions for all clinicians and teams
- Pre-op phone call by surgeons on preoperative night
- Family communication by nursing staff when patient off bypass
- Managing relocation stress with scripted descriptions of Farr 6 routines on transfer out of CVICU
- "Day in the OR" for each member of the team
- Post Discharge phone calls to patients

Cardiology Medicine

- "Be informed" program in Cardiology
- Development of patient/family brochure, whiteboard redesign
- Nurse Manager / MD Director joint patient satisfaction rounds
- Posters and buttons to reinforce enhanced communication training and education.

Progress to Date: Baseline Quarter 1 Data / Goals



Next Steps/What Should Happen Next:

- Develop specific weekly measures to audit elements of the program, such as use of the whiteboard by clinicians, use of the pamphlets for recording specific information, and response of patients to their knowledge of their plan and care providers
- Explore components of teamwork as a driver for "Likelihood to Recommend"
- Evaluate the impact of CVICU (critical care) patient satisfaction metrics on the overall cardiac surgery experience.



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