

Patient Rounding Technology

The Problem

After reviewing research, best practices and previous Silverman submission, a direct positive correlation between patient rounding visits and increased patient satisfaction (Press Ganey) scores was determined. As a result, the quantity of patient rounding was increased. The method by which rounding data was collected and documented was inefficient with the increase in volume, created a need for more streamlined technical way of reporting data.

Aim/Goal

Create a streamlined data collection tool using mobile technology to decrease the administrative time and allow for more rounds to occur and enhance the patient experience through personal attention. The goal was to increase Press Ganey points by 5% in six months. Overall the aim was to implement an effective and sustainable program, utilizing real-time information, to improve patient satisfaction and adjust operational behavior.

The Team

Patient Ambassadors – Lindsay Johnson, RD, LDN, Julia Sementelli Kelsey Whalen, Shana Sporman, MS, RD, LDN

Executive Chefs - Michael Hanley, Akeisha Hayde
Food Service Operations – Kathryn Giere, RD, LDN

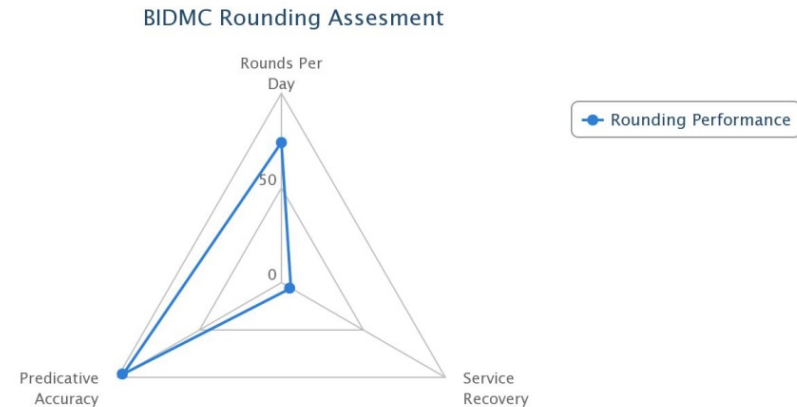
Mieka Martin, Maude Meade, Roda Somera, RD, Nora Blake

Clinical Nutrition Director - Patricia Samour, MS RD

The Interventions

- Formed focus groups with AR Sawyer and Food Service to discuss appropriate technology and functionality for an efficient database to be used for patient rounding visits.
- Tried the tool on mobile devices (iPad) and made improvements to streamline the data entry and reports.
- Continued to collect a high volume of patient rounding visits in order to collect sufficient data to test the effectiveness of the tool.
- Utilize “assign action” function and “Reports” section as communication to the appropriate manager (i.e. Quality concerns assigned to Executive chef; Courtesy concerns assigned to Patient Services Manager)
- Discuss problems and action plans in weekly Food Service Management meetings.

The Results/Progress to Date



Lessons Learned

The Ambassador Tool provided a more consistent and accurate method of collecting and documenting patient data. It has given the Food Service Managers/Patient Ambassadors a common mode of communication in order to evaluate department issues to then form corrective action plans. In finding this tool to be beneficial in the realm of patient satisfaction, we hope to expand its usage to all other improvement activities (i.e. safety audits, Sodexo Gold Checks).

Currently the Ambassador Tool lacks the permission to sync with the hospital patient information dashboard, causing some inefficiency with the system. In gaining access to the patient dashboard, we will be able to keep continuous files on patients whether they are staying long term or return with frequent readmissions. This will also reduce time waste as patient comments will be entered with the click of button, as opposed to the ambassador entering name and MRN number.

Next Steps/What Should Happen Next

- Continue to round with patients as frequently as possible (with a goal of at least 25% of patient population)
- With 96% predictability, we are able to forecast Press Ganey based on rounding, therefore if we increase usage of Recovery Rounds function with 2nd level manager provided service recovery to patients flagged as high concern we should increase Press Ganey Scores and achieve our goal.