

NEW ADMIT ROUNDING: A TARGETED APPROACH TO PATIENT SATISFACTION

Problem:

Increasing and maintaining patient satisfaction as measured by the Press Ganey survey for the Food Service Department continues to be a challenge. Factors include demands of increased census with same staffing (averaging 120 extra trays per day), improving palatability/selection of low sodium/heart healthy diets, controlling temperature/quality while transporting food, challenging perceptions of hospital food, and managing 18 different diets/multiple diet restrictions in a Room Service Dining environment. Data from Sodexo program Service Depot used nationwide suggests new admit rounding creates the most impact in measures of patient satisfaction.

The Team:

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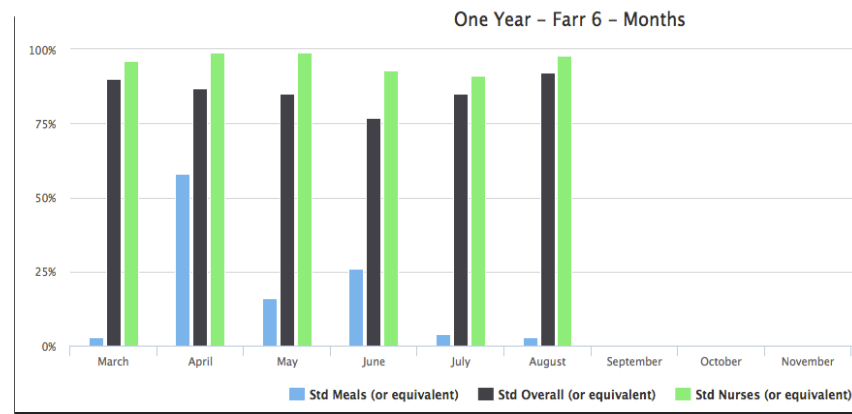
Aim/Goal:

Implement a proactive solution by rounding with newly admitted patients to impact first impressions, introduce services offered and answer questions. Goal of 5% improvement in Press Ganey scores on targeted units. During the rounds we could assure the patients are provided the correct menu, confirm their understanding of room service, provide contact information, and track patients with special requirements/allergies. Aim to identify ways Food Service might relieve nursing of non clinical tasks i.e. menu distribution and measure and identify necessary resources in order to implement the program hospital wide.

Intervention:

- Jan 2016: Utilize new report through CCC to identify new admits and round with new admits every week day on Farr 3, Farr 6, and 12 Riesman. Provide select patients with spice packet for use with meals and contact information. Red flag patients for follow up if needed.
- Confirm and record if they have the correct menu and understand ordering process.
- Feb 2016 – March 2016: Analyze Press Ganey discharge data to track influence of intervention in real time. Share findings at Silverman Poster Sessions.

The Data:



We chose which units to focus on based on food service Press Ganey scores vs. Nursing. Nursing greatly outperforms food service on Farr 3 and Farr 6 suggesting we can “catch up” with them whereas Food service will rarely outperform nursing. Figure above depicts 2015 food service vs. nursing scores.

Next steps :

- Roll out program hospital wide /determine distribution of rounding responsibility
- Sustain maintenance of strategy if improvements seen in Press Ganey
- Implement changes based on findings in Press Ganey and Service Depot
- Design updated spice packet with new magnet, appropriate for all patients
- Confirm accuracy of new admit report
- Identify % of people with wrong menu and track understanding of room service in spreadsheet
- Combine intervention with general rounding to visit > 40 % of patient population

