



Patient Experience And Education Project (PEEP) North 1 ED Annex

PCS Goal Category - Best Patient Experience
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Background

Patient education is an integral part of patient care and the patient experience while hospitalized. From the first encounter in the emergency department until discharge, patient and families are educated each step of the way. Nurses are at the frontline of patient contact and experience, which is crucial in the education process. North 1 ED Annex is a 12-bed observation unit whose patient criteria changed twice in eight months. This abrupt change affected the unit HCAHPS RN communication scores to drop below 50th percentile. The Unit-Based Practice Council (UBPC) formed a task force to review the data and assess the best practice methods to educate staff.

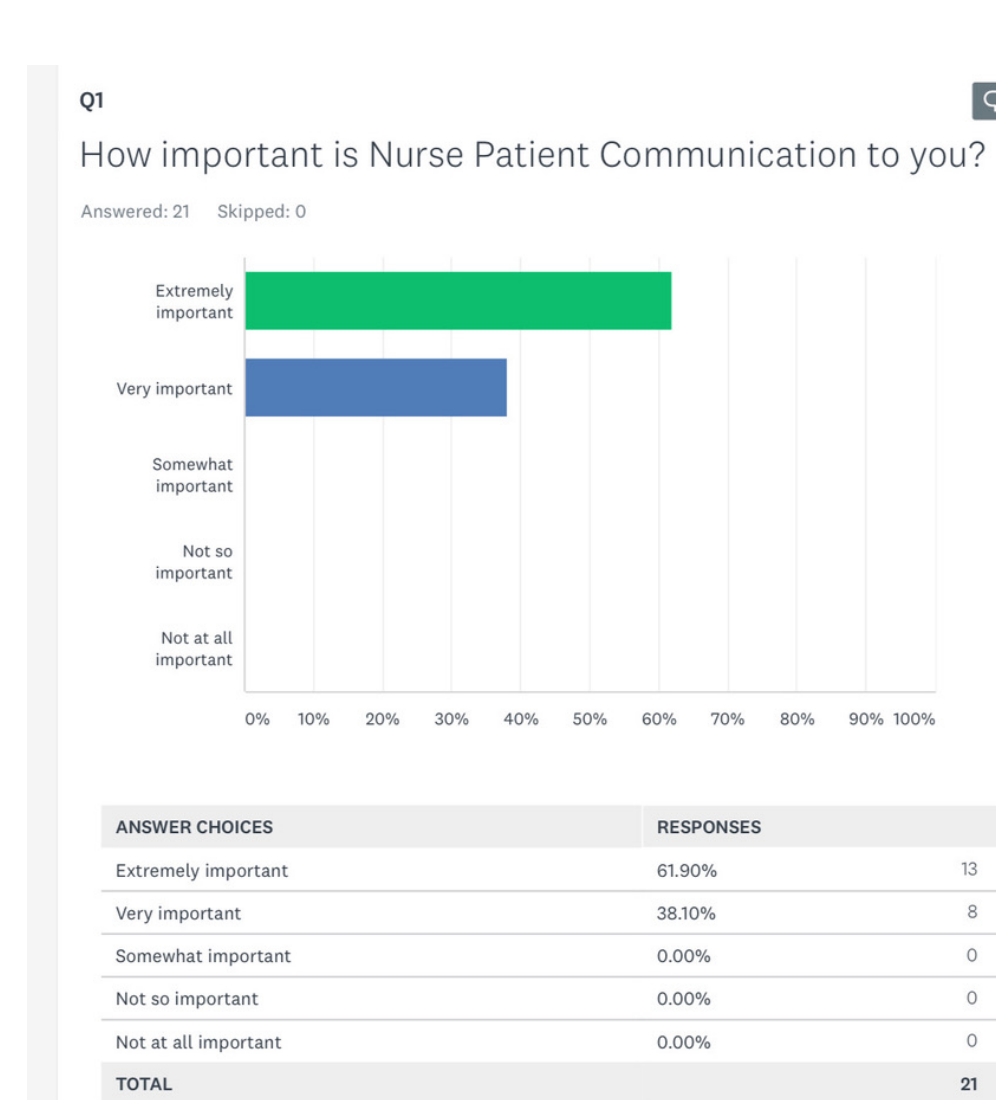
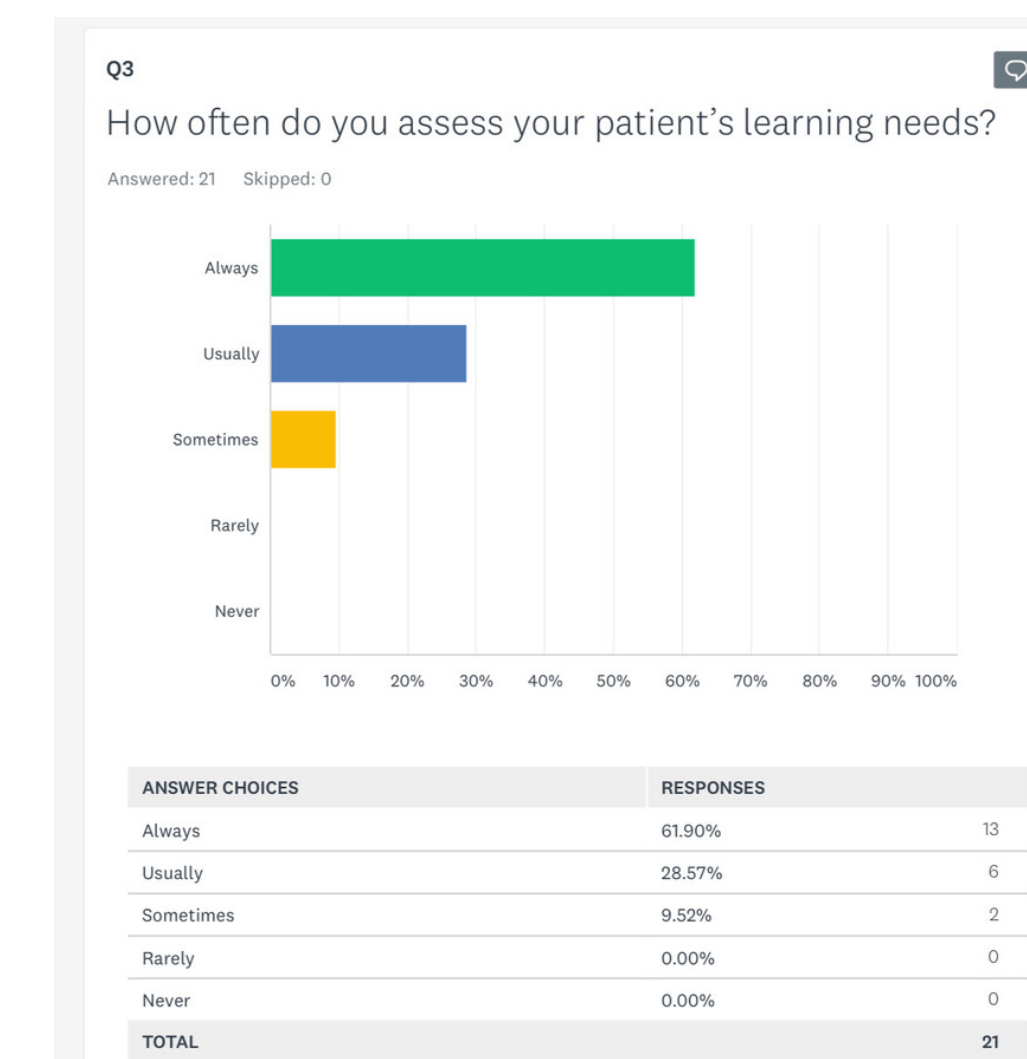
Purpose

The purpose of the project is to improve the RN Communication scores by optimizing the unit culture through a set structured communication approach and techniques.

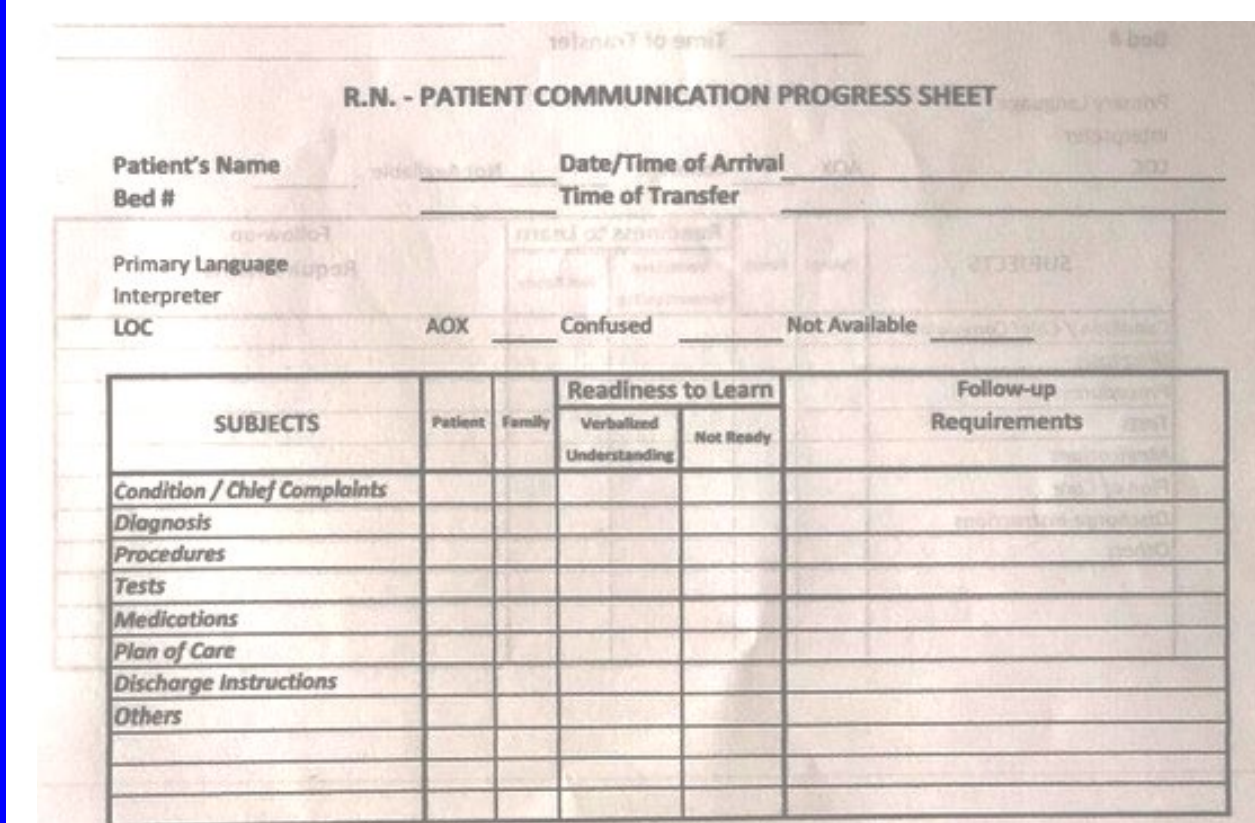
Design & Methods

The Unit-Based Practice Council (UBPC) formed a task force to lead in developing & conducting a Patient Experience and Education Project (PEEP). The group reviewed the data and assess the best practice methods to educate staff. A Nurse-Patient Communication and Education Survey was conducted and results collected. North 1 ED Annex nurses skills, teaching styles and barriers were then analyzed and interpreted.

Performance Data (Pre-Survey Data)



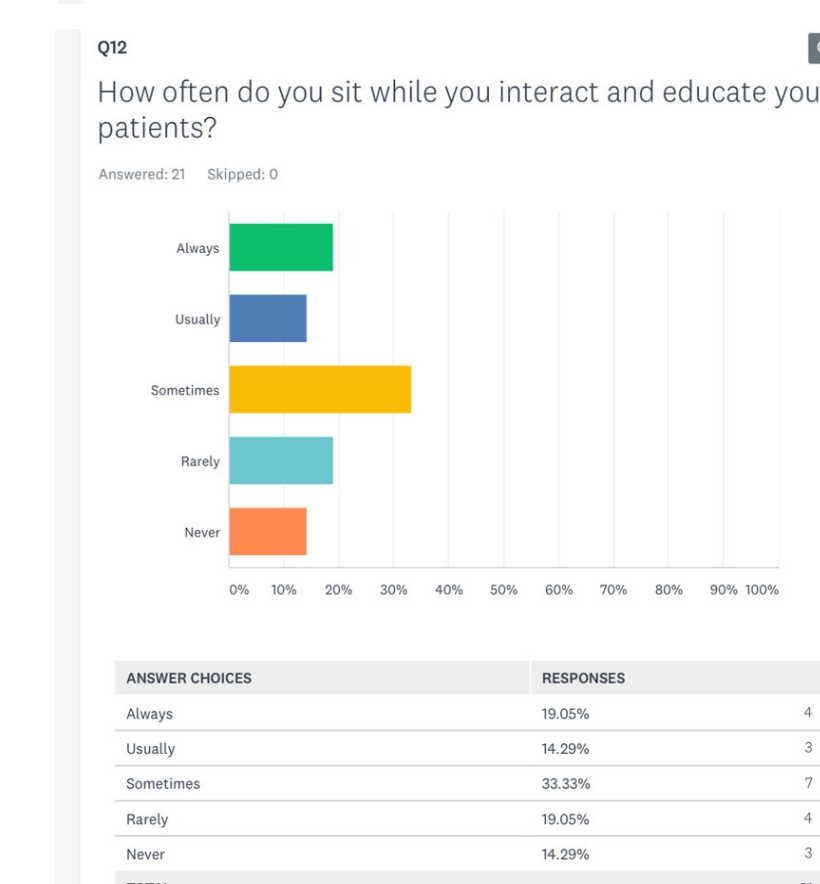
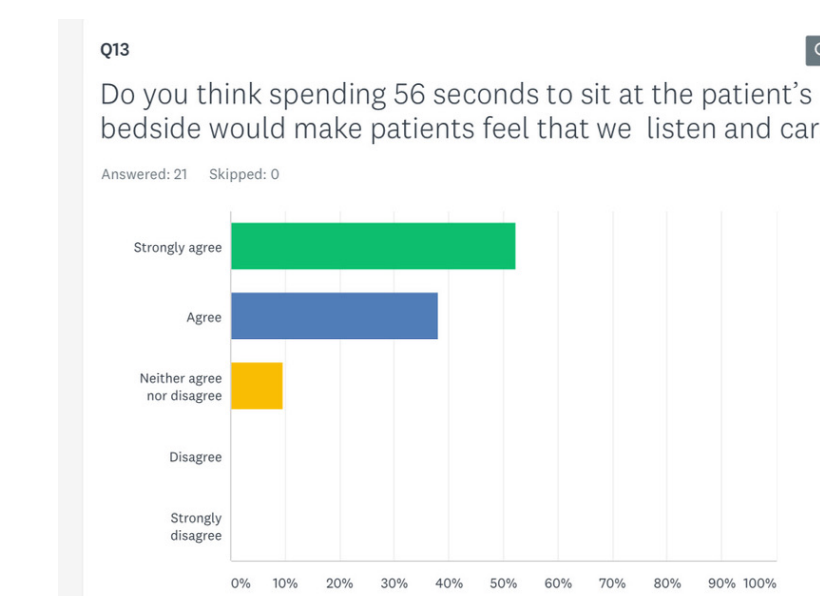
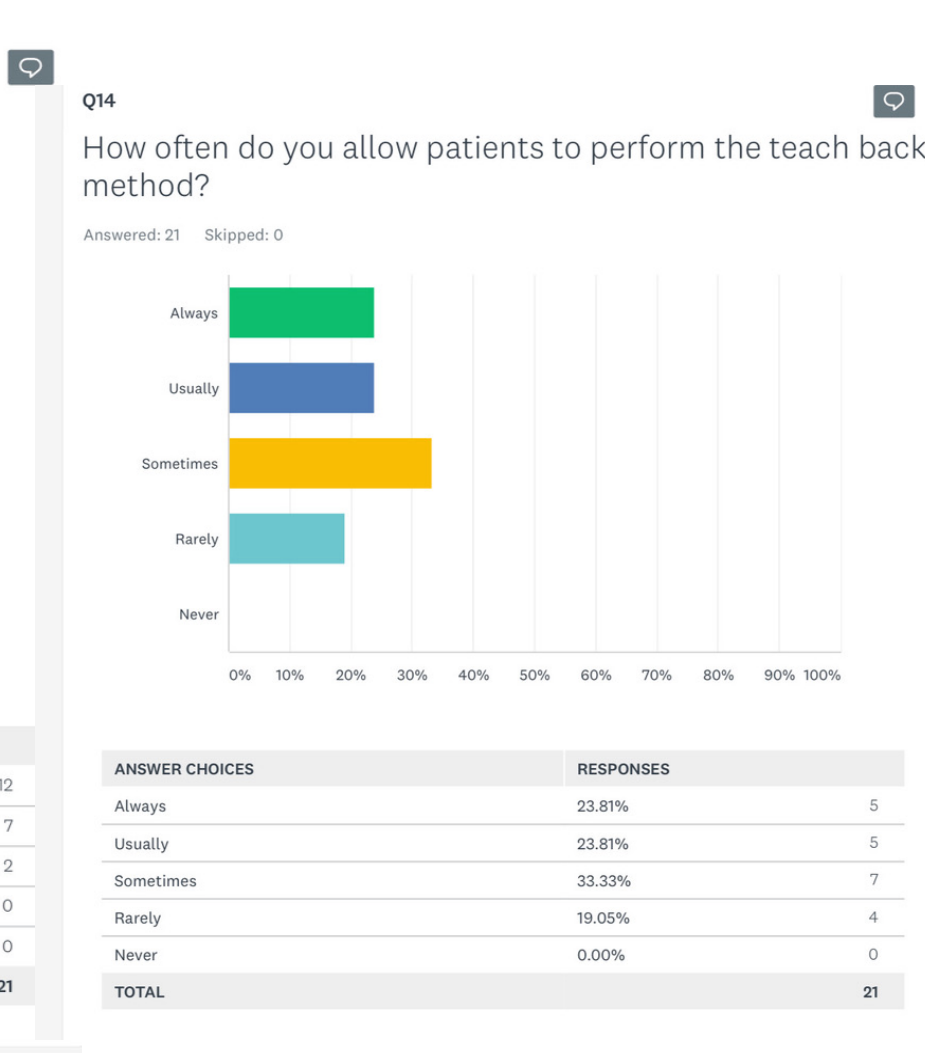
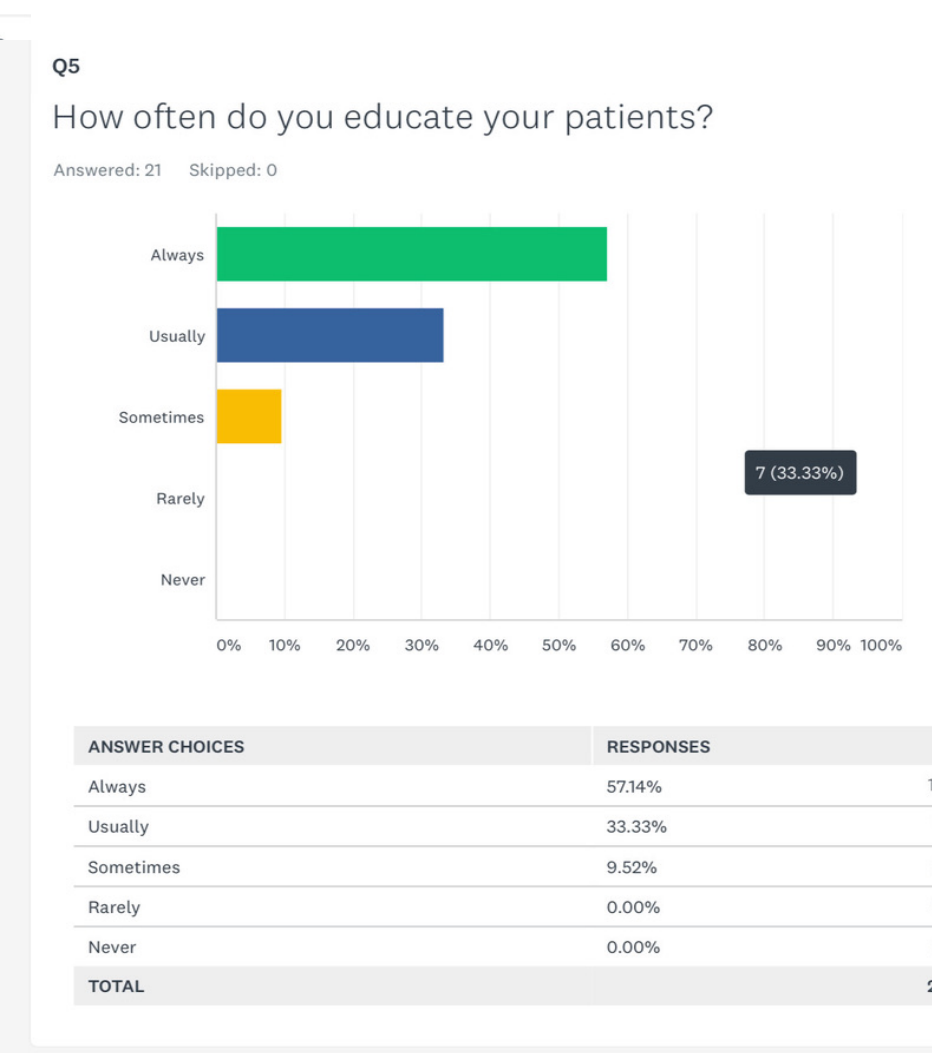
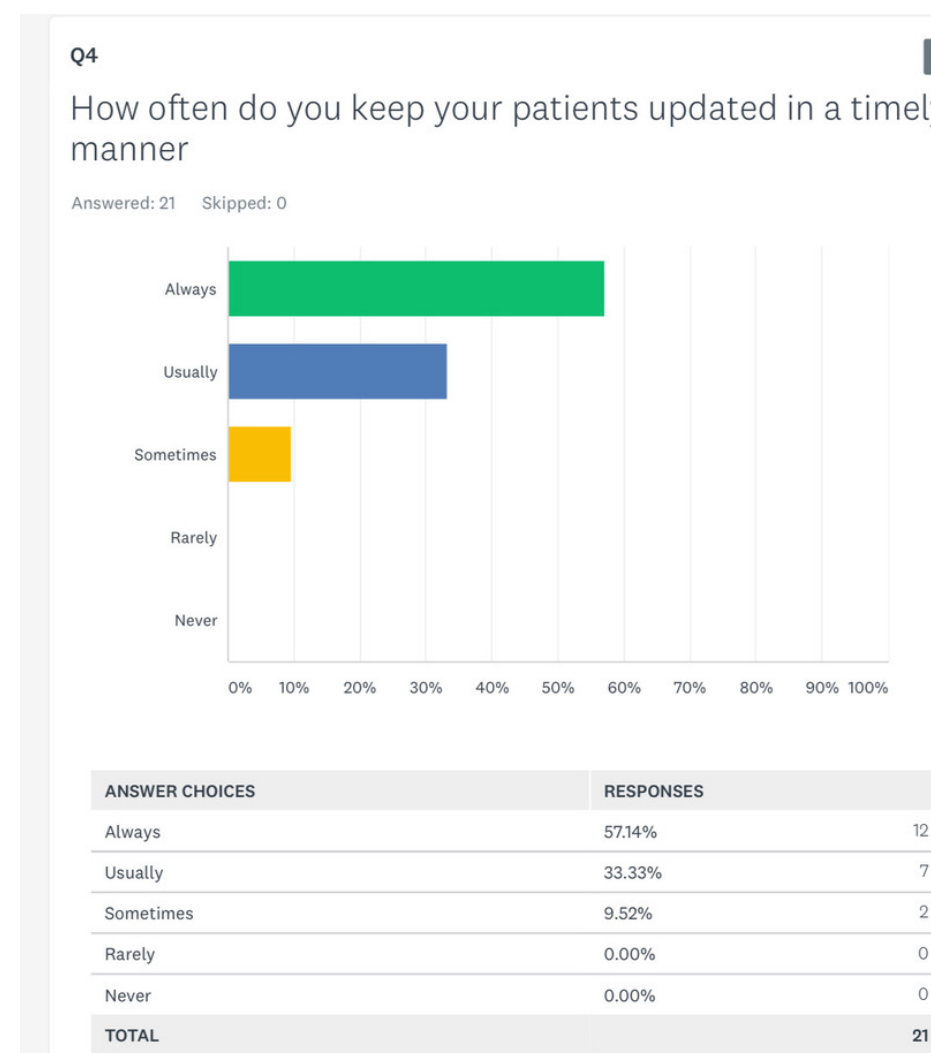
Implementation Plan



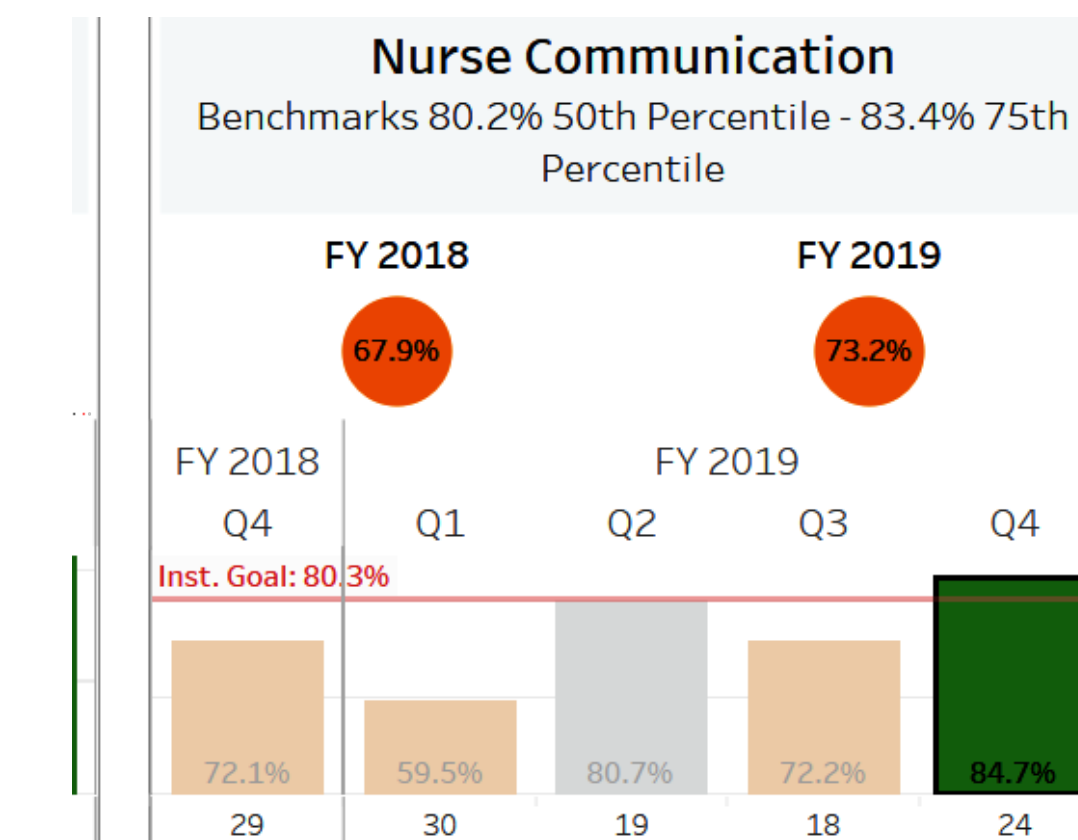
- Staff inservice to implement culture transformation with our patient education.
- Resource Video (56-Seconds Connection) was created, presented at the staff inservice and emailed to all the staff.
- Role playing/return demonstration during staff inservice.
- Practice set structured communication approach & techniques by rolling out the “56-Seconds Connection” using the ‘Soup & Salad’ badge card as cue for staff.
- Promote the use of RN-Patient Communication Progress Sheet.
- Trial the use of new “ My Care Information” bedside board.
- RNs maintain a “Buddy System” in educating each other on how to access available resources and teaching materials.
- PEEP Board and Resource Binder are available at all times for reference.
- Staff updates per e-mails and start of shift huddles.

Performance Data

(Pre-Survey Data)



Conclusion



Since implementation of a set structured communication approach and techniques, North1 ED Annex RN Communication Score improved.

North 1 ED Annex recent HCAHPS RN Communication Scores:

January,2020 - 84%

February,2020-80.2%

March,2020 - May,2020 - Due to low census, unit was closed.

References

- 1) 10 Essential Nurse Communication Skills for Success by Melissa Mills from www.nursechoice.com
- 2) 56 Seconds to Connect with your Patient by Christina Dempsey (CNO Press Ganey)
- 3) Improving Nurse Communication with 56-Second Strategy from <https://patientengagementhit.com>
- 4) Evidenced-Based Strategies to Enhance Nurse-Patient Communication from Cipher Health
- 5) The Antidote to Suffering: How Compassionate Connected Care Can Improve Safety,Quality and Experience by Christina Dempsey (CNO Press Ganey)
- 6) HCAHPS Dashboard

Acknowledgements

Calene Roseman, RN, MSN - Unit Manager
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N1 ED Annnex UBPC
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