

Improving Inpatient Patient Satisfaction Through Innovation and Technology

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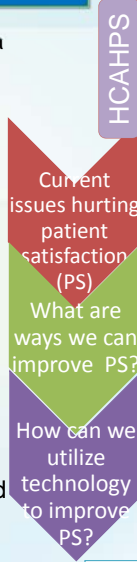
Improving Inpatient Patient Satisfaction Through Innovation and Technology

Keziah Zacharia

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BACKGROUND / INTRODUCTION

A national trend in healthcare today is a push towards patient centered medical care. To assess patients' healthcare experiences, a national, standardized survey was created known as the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS). This scoring survey grades hospital systems on key metrics pertaining to patient satisfaction. It also plays a role in Medicare reimbursement as the government makes a push towards value based reimbursement. With that understanding, it has become pertinent to assess which areas of patient satisfaction Lehigh Valley Health Network (LVHN) require improvement. The Center for Connected Care and Innovation would like to research key technology improvements to help increase these scores.



OUTCOMES

- HCAHPS analysis indicate that communication between healthcare providers (HCPs) and patients has room for improvement.
- Ineffective communication between healthcare providers and patients
- Size of facility is overwhelming leading to dissatisfaction
- Interactivity in the rooms is minimal
- Facilitate Rounding
- Implement a Chief Patient Experience Officer who can quarterback patient experience improvement
- Improve interdepartmental communication (break down siloed departments)
- Rounding technology
- Wayfinding technology
- Patient Discharging Aids
- Technology that helps transfer of Information among HCPs and to patients
- Technology pertaining to the "Hospital Room of the Future"

Stakeholder Interviews

Literature Review

- Implementation of a clinical leadership training module in which leaders are coached on how to hold their direct reports accountable to "Gold Standards" has been shown to improve HCAHPS (Keith et. al, 2015)
- Hourly rounding by clinical staff and executive rounding has proven effective at improving PS scores (Emerson et al., 2013)
- Having staff participate and suggest PS improvement measures increases willingness to implement changes (Kennedy et. al. 2013)
- Post Discharge follow up phone calls have been seen to increase medication adherence, reduce rehospitalizations, and address patient concerns not alleviated prior to discharge (Kennedy et. al, 2013)
- Real Time Patient feedback to physicians improve patient satisfaction (Indovina et. al, 2016)

RESULTS/CONCLUSIONS

Vendor	Technology	Rounding	Wayfinding	Information Transfer	Interactivity in Hospital Room
Emmi Solutions	Interactive multimedia program and interactive voice response calls				
Vocera	Suite of products designed to help patients and HCPs through an episode of care				
Voalte	Healthcare communication platform for care teams inside and outside hospital				
Healthloop	Pre and post operation follow up care				
Optum	Single platform to simplify and automate information to patients and caregivers				
Wifarer	Indoor positioning and navigation				
Get Well Network	Patient engagement and education tool				
My Rounding	HCP and executive leadership rounding application				
MyChart Bedside	Application giving patient access to current healthcare records				
TeleHealth Services	Healthcare garde televisions, accessories, and patient engagement applications				

The Center for Connected Care and Innovation would like to implement one of these technologies within the next 6-12 months. My recommendation would be to choose either Optum or the Get Well Network because of the ability to avoid buying multiple disparate components.

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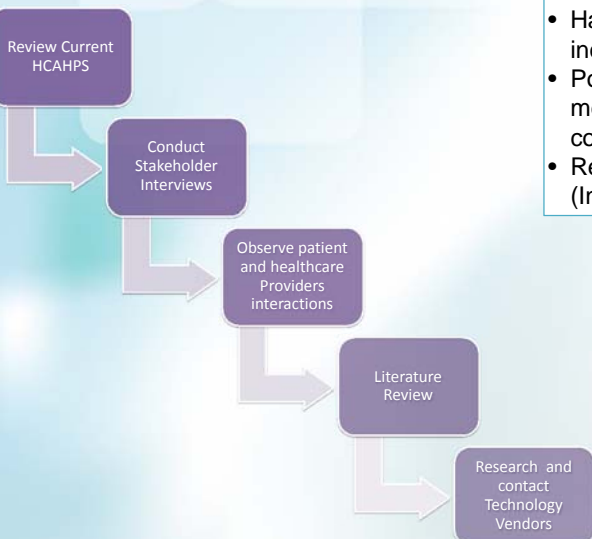
METHODS

Researched Vendors

Emmi Solutions	Vocera	Voalte	HealthLoop	Optum
Wifarer	Get Well Network	My Rounding	MyChart Bedside	TeleHealth Services

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