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Improving Patient Satisfaction Through Engaging Patients in Their Care – A Nurse Led Project

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Improving Patient Satisfaction Through Engaging Patients in Their Care – A Nurse Led Project



Presenters: Kei Berlin, Jacqueline Beckford, Vanessa Bombiella, Dorkis Iglesias, Shuyang Liu, Imani Joseph, Shariel Palmer, Lilianny Sosa Miguelez

BACKGROUND/PROBLEM

The Nurses are a bridge for patients to participate in their care. Health literacy is a barrier for patient engagement.

The Press Ganey (PG) Survey is a tool used to measure patient satisfaction in the hospital setting. For several months between May 2022, 4 Pavilion reached the lowest scored at 67% for the question “Did nurses explain in a way you understand?” In Aug. 2022 the PG score was 80% and PG benchmark is 82%.

This 4P Unit Practice Council (UPC) project was created to improve the Press Ganey scores and increase patient satisfaction.

Educational points based on diagnosis			
CHF	Importance of fluid restrictions. The difference between intake and output	Why daily weights are necessary Standing vs bed weights	Continuing to monitor themselves when de/d (i.e. Daily weights, monitoring fluid intake, etc)
MI	New medications and their importance	Important modifiable risk-factors to consider changing for a healthy heart	What to expect care to be post-catheterization
Post-Open Heart	The importance of early ambulation The importance of daily weights	How significant the I/S can be or lung health post-open heart surgery	Pain management and signs of infection
Post-Pacemaker	Wearing the sling after the procedure	When the patient can expect to have dressings removed	Care after at home

INTERVENTION(S)

September 2022:

- Education provided to 4P Nurses & staff to guide patient engagement.
- Welcome cards distributed to all new patients.
- Notebooks and pens given to patients upon admission to encourage them to write questions that they have regarding their plan of care and disease process.
- Hanging educational goal board in each room to enforce nurse and patient care conversations.
- Used education board for bedside shift report to reiterate patient participation.
- Reassessment of educational tool barriers and improvement.

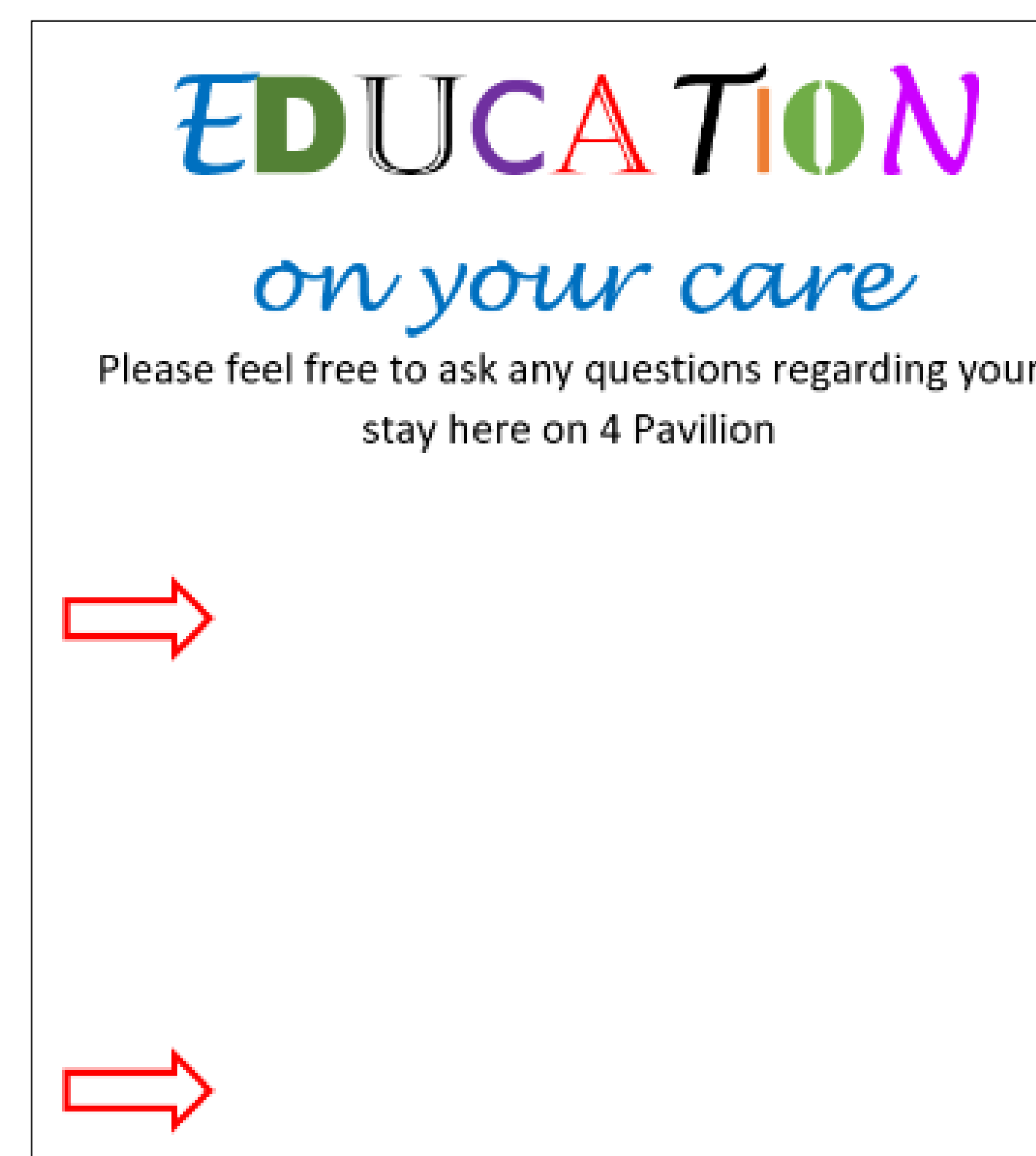
GOAL

Improve the Press Ganey Patient Satisfaction Score for “Nurses explain in a way you understand” on 4P to achieve/outperform the PG benchmark of 82%.

PLAN

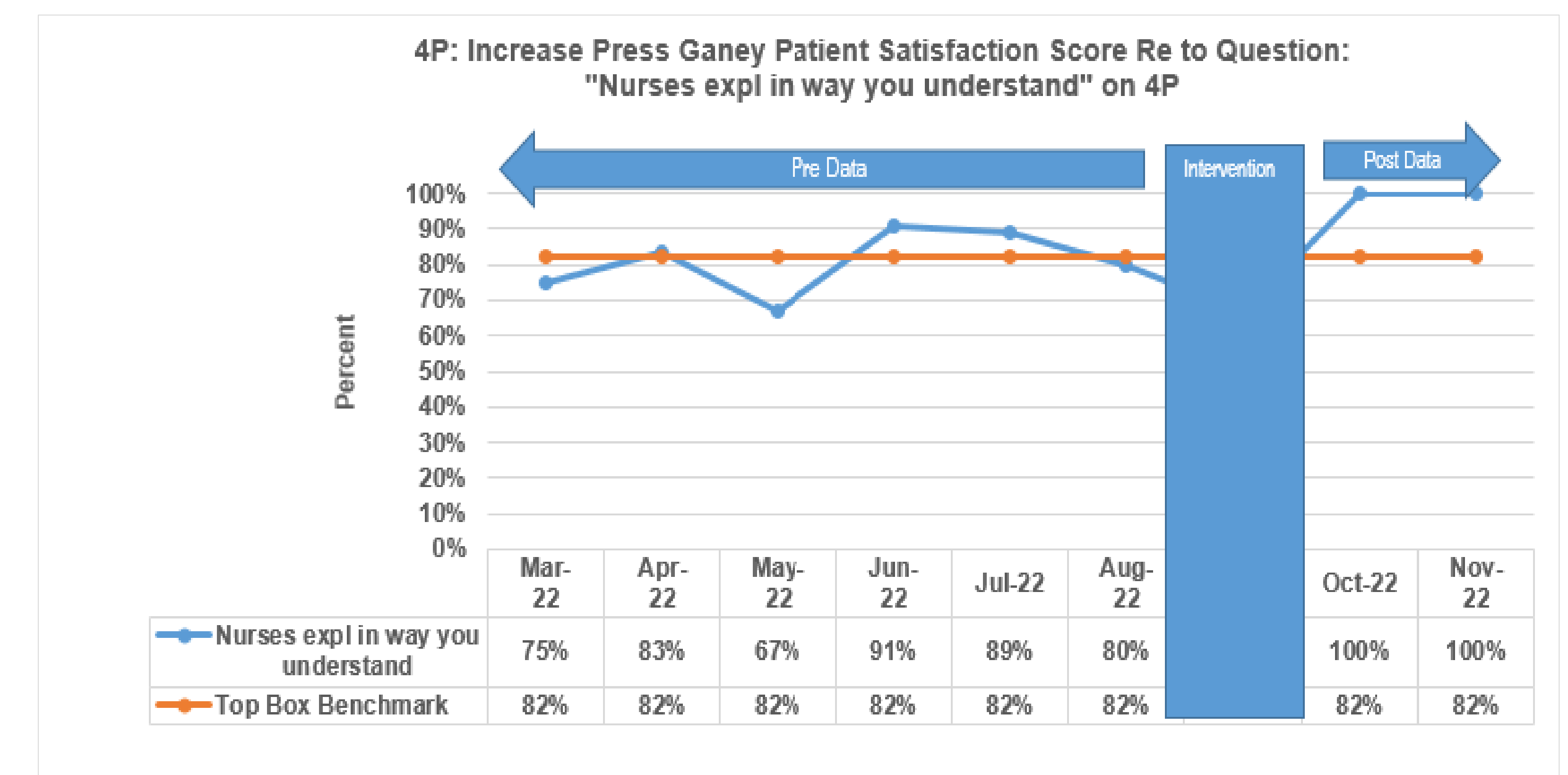
The Method: PDCA

- UPC team conducted a literature search
- Educate nurses on practicing patient-oriented health literacy. Ex: webinar for important of healthcare literacy.
- Increase conversations with patients regarding procedures, medications, and health conditions.
- Create education board to focus patient on topic of interest.
- Outline patient goals in leadership rounding.



OUTCOME

- Results of the project helped increase score for “Nurses explained in a way you understand” from 80% to 100% satisfaction in Oct. & Nov. 2022.
- The UPC will continue to monitor outcomes to ensure sustainability in the process.



References:

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