

SUPPORT STAFF

MOVING THESE CRITICAL TEAM
MEMBERS TO A CULTURE OF **ALWAYS**



Lafayette General Health System



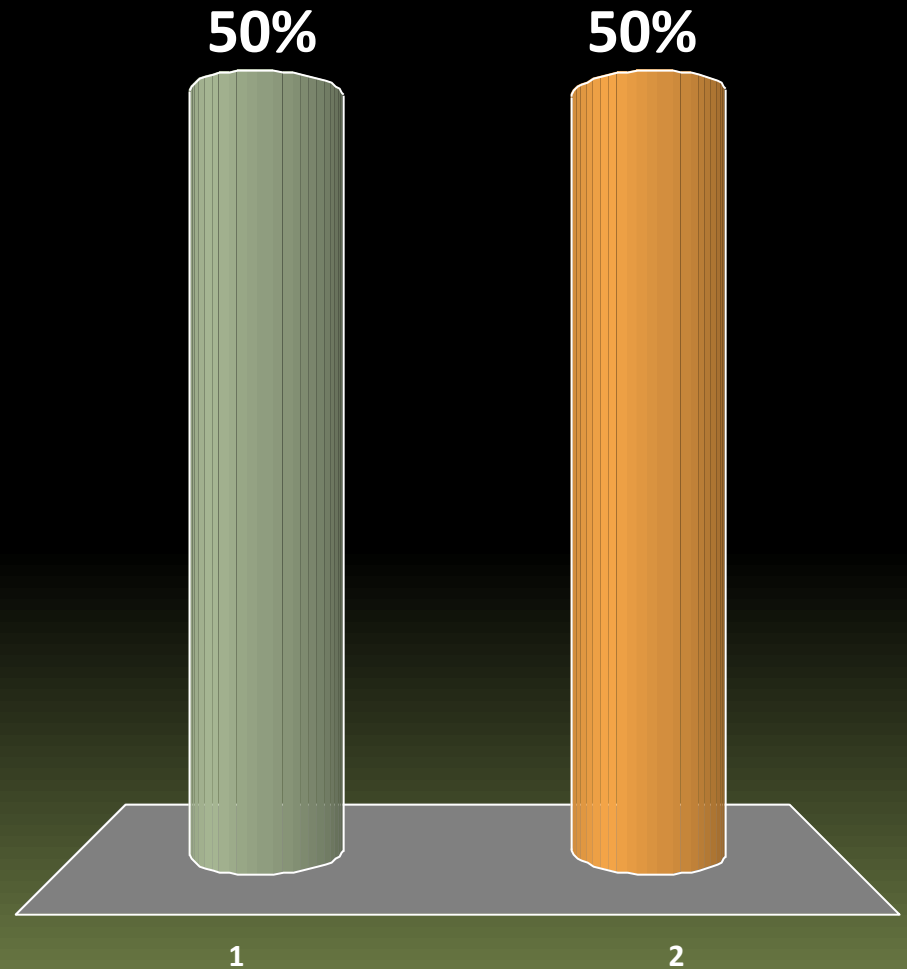
Mission

**To restore, maintain,
and improve health.**

- LGMC is the largest, full service hospital in Acadiana
- 4 hospital system and 2 clinical affiliates
- Cancer Center of Acadiana is largest infusion center in LA
- 356 beds with 32 ICU beds, 25 NICU, 10 PICU at main campus
- Servicing a population of 600,000 -vibrant, growing area of Louisiana

Do you currently use a support card?

1. YES
2. NO

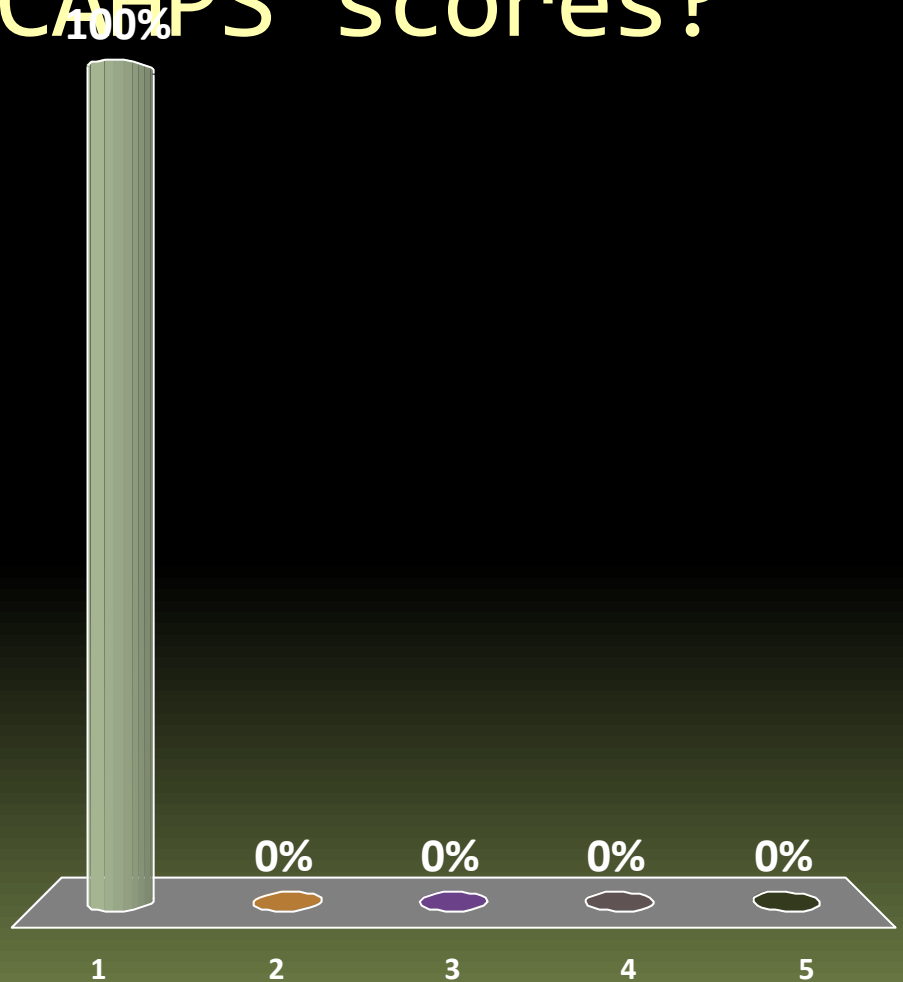


On a scale of 1 to 5, how satisfied are you with your current support card?

1. Not at all
2. A Little
3. Fairly
4. Satisfied
5. Very satisfied

On a scale of 1 to 5, how much has your support card improved your HCAHPS scores?

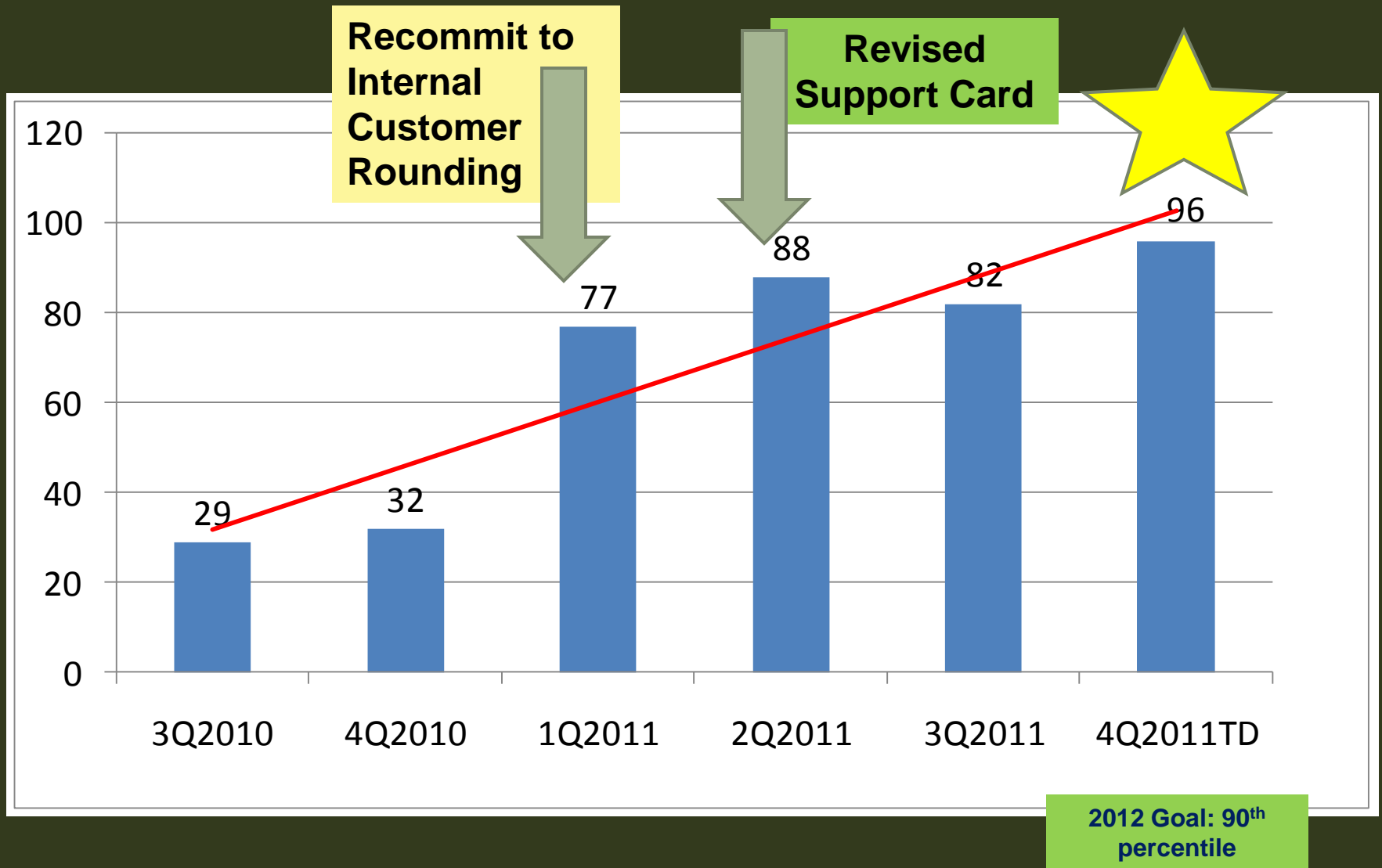
1. Not at all
2. A little
3. Somewhat
4. Significantly
5. Very significantly



Always...

takes ALL of us

HCAHPS Overall



Why A Support Card?



- Nothing worse than a nurse not having what the *patient* needs when the *patient* needs it!!
- Ancillary supporting culture of “ALWAYS”
- “I am not on Press Ganey”
- Not measured or not measurable

What is your current percentage of returned support card surveys?

1. <25%
2. 26-50%
3. 51-75%
4. >75%
5. Do not use

OLD Support Card

September 2009



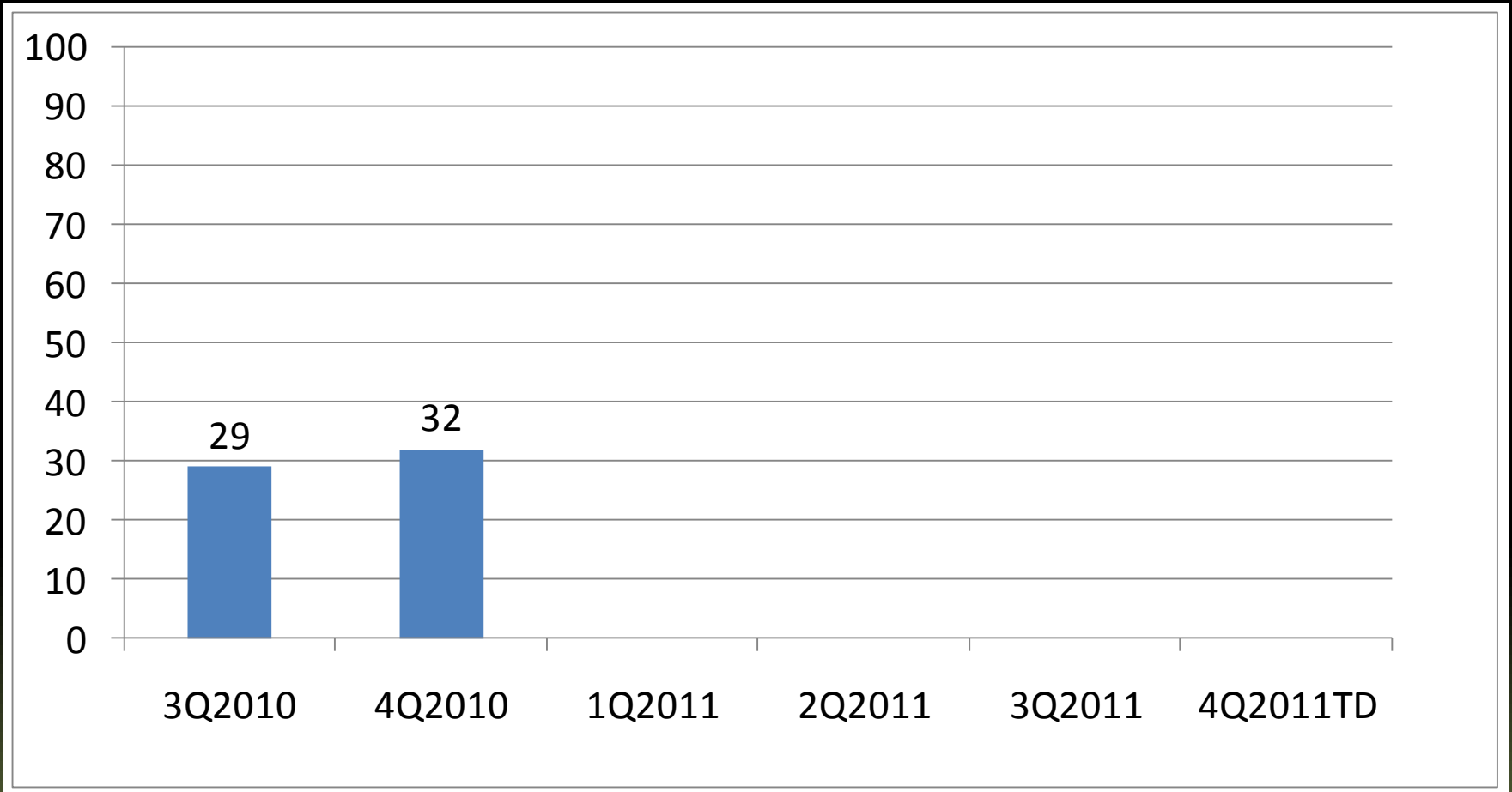
- Had leaders vote on top 5 departments
- Consider impact on ability to do job and provide best patient experience
- 6 departments ID'd, 5-6 survey items each
- Rated on scale of 1-5 (very poor to very good)
- Paper survey, interoffice mail/ email distribution
- Averaged 30 / 120 completed surveys per quarter

Initial Service Departments Identified by Leaders

Based on “Most Impact” Survey from 2009:

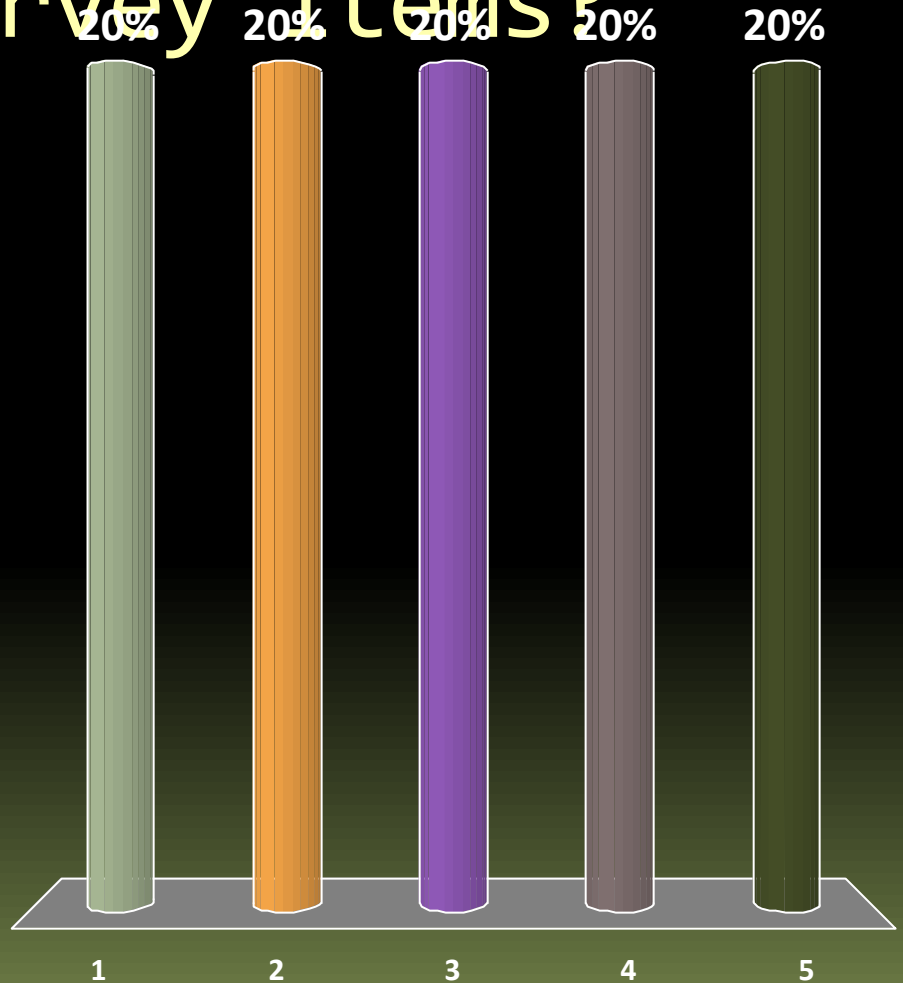
- Human Resources
- Pharmacy
- Laboratory
- Materials Management
- Information Systems
- EVS

Evolution OR *Revolution?*



On a scale of 1-5, how actionable and specific are your current survey items?

1. Not at all
2. A little
3. Fairly
4. Good
5. Very actionable and specific



Better Questions

- Don't just ask questions to get a score...
- Write specific questions that will allow you to know exactly **HOW** to get better

Process of Change



Accountability Enhancements

- 
- Changed responses to *always, usually, sometimes, never*
 - Public & Personal

- Audience Polling Devices used at LDI
- Results posted house wide

- After baseline established, target score on LEM
- Action Plans between LDIs

Old Support Card

New Support Card

Paper Survey

Audience Polling Devices

30 responses over 1 month

135+ responses in 30 minutes

Nonspecific survey items

Specific, actionable, time frame

"Test turnaround timely"

"Commonly ordered STAT results available within 60 min from time ordered to results reported"

How much did you like me?

How often did I do it?

Very Good, Good, Fair, Poor, Very Poor

Always, Usually, Sometimes, Never

Only leaders have input

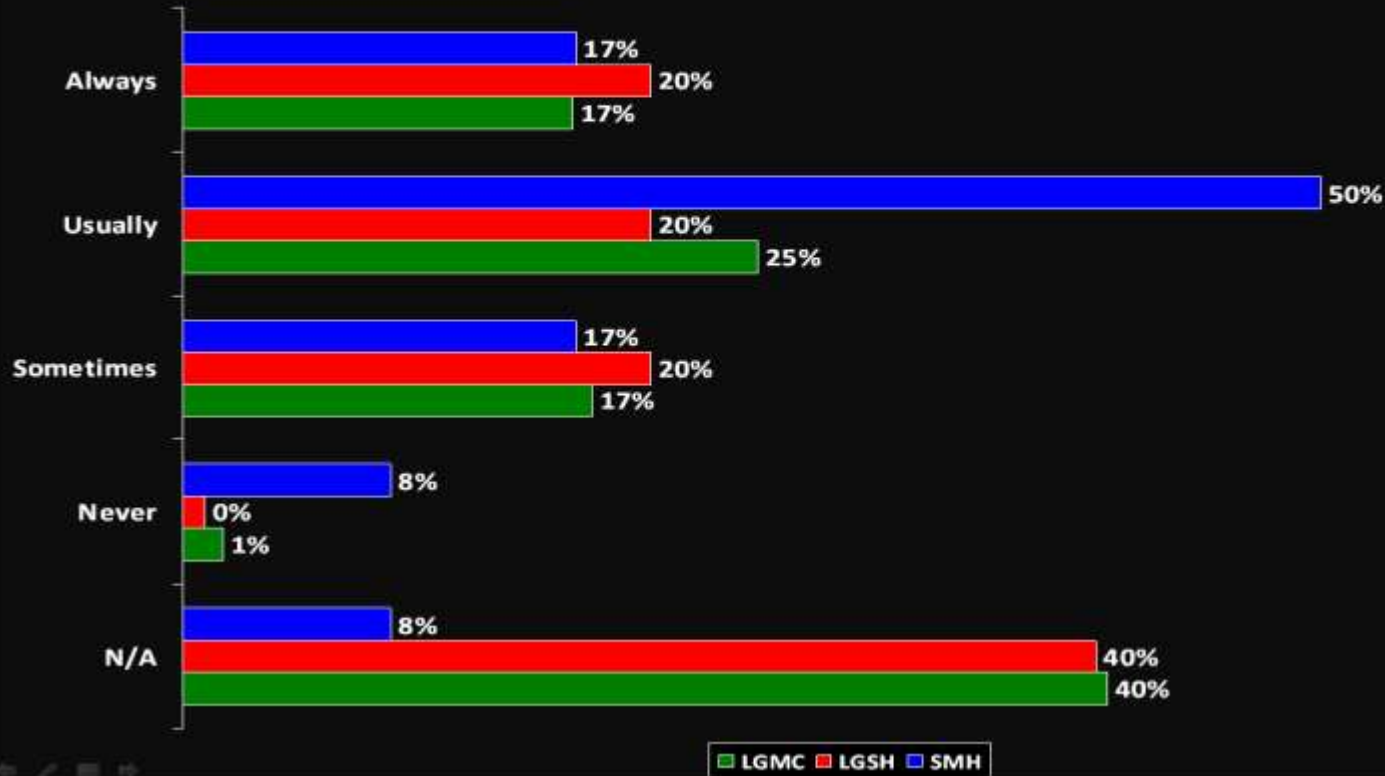
All staff members have input

Result tabulation takes one month

Result tabulation immediate, ready to use results next day

Sample Scoring

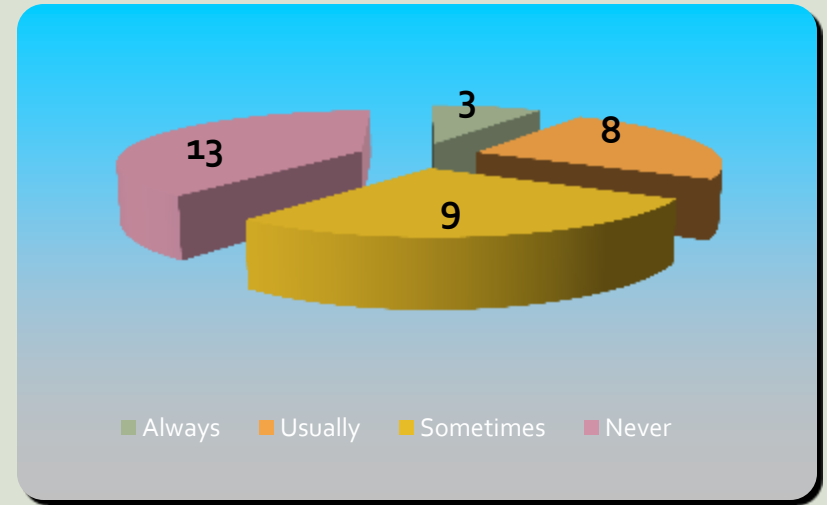
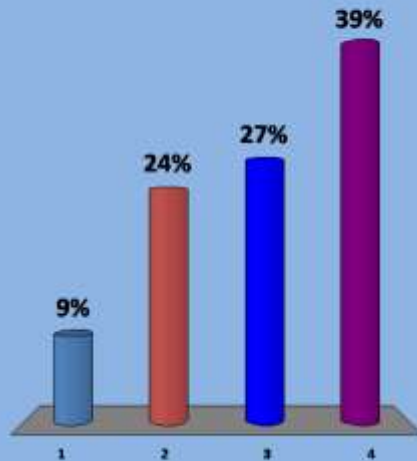
Lab1: Staff members are professional, courteous, and consistently demonstrate the SERVICE Standar...



Sample Scoring

Department leaders round on areas served at least monthly.

1. Always
2. Usually
3. Sometimes
4. Never

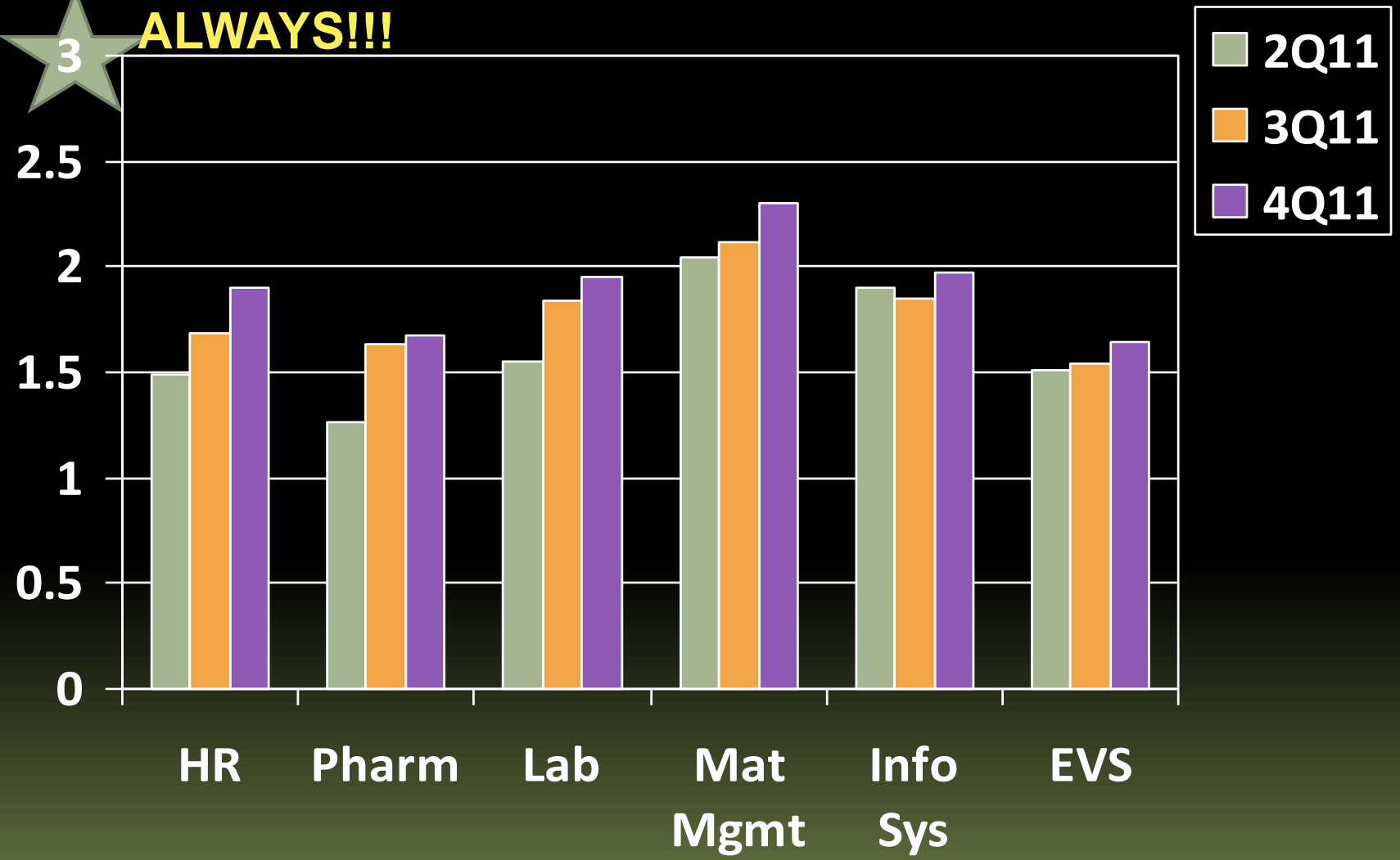


1.) Department leaders round on areas served at least monthly. (multiple choice)

	Responses	
Always	3	9.09%
Usually	8	24.24%
Sometimes	9	27.27%
Never	13	39.39%
Totals	33	100%

Score Changes

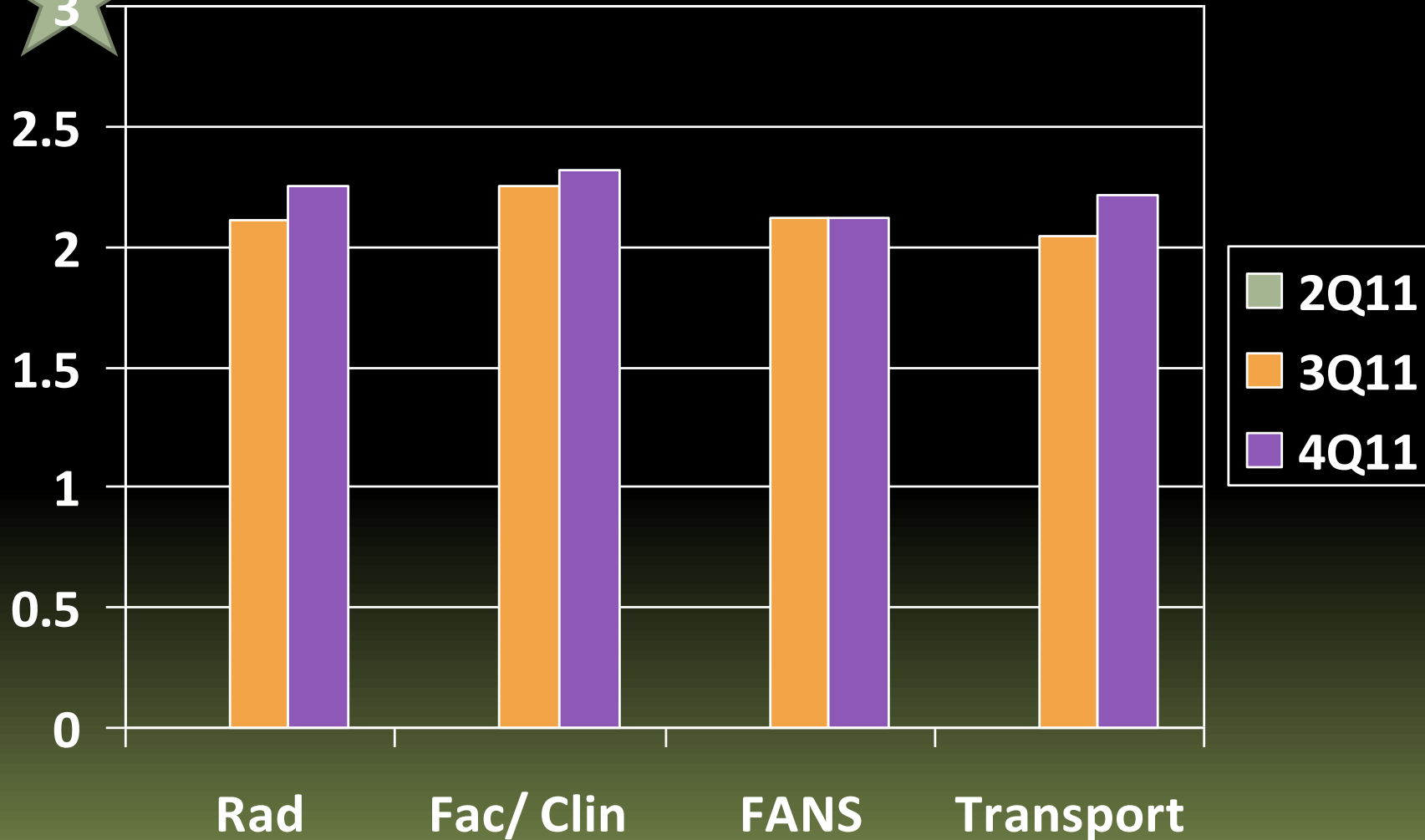
★ 3 ALWAYS!!!



Score Changes



ALWAYS!!!



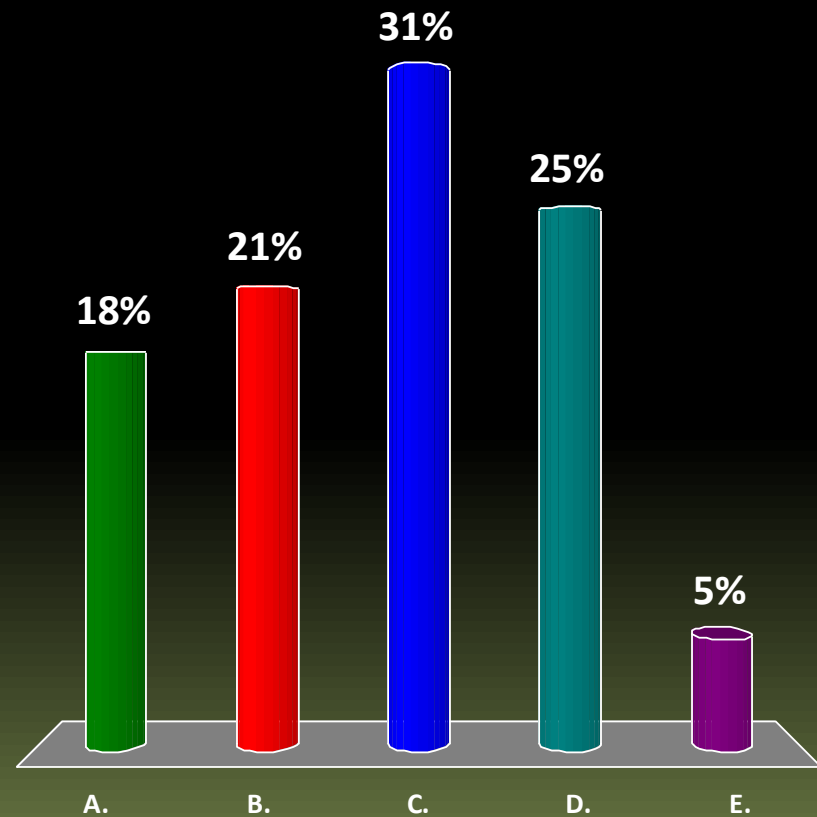
Directions

- Please rate how often we do something that is important to you and our patients. In other words, rate how often we demonstrate a culture of ALWAYS and provide the very best support and care.
- DO NOT rate an area if you do not rely of the support of the department.
- Think about only the last quarter (Jan-Mar) when responding.

HUMAN RESOURCES

HR3: Staff members respond to requests within 1 business day.

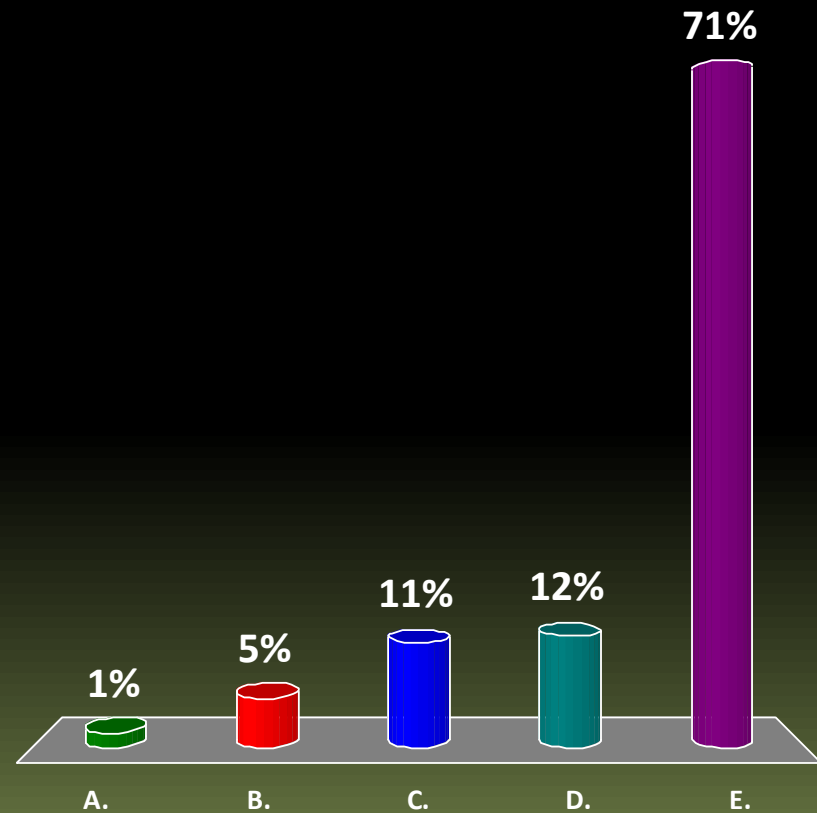
- A. Always
- B. Usually
- C. Sometimes
- D. Never
- E. N/A



PHARMACY

Ph3: STAT medications ordered are available within 15 minutes of receipt in Pharmacy.

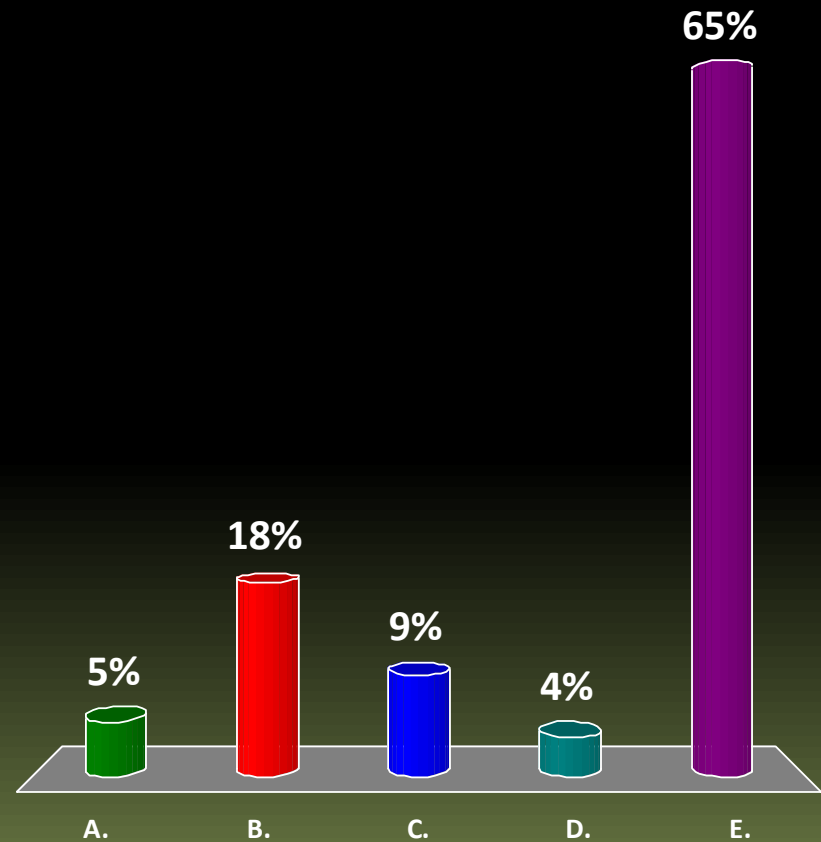
- A. Always
- B. Usually
- C. Sometimes
- D. Never
- E. N/A



LABORATORY

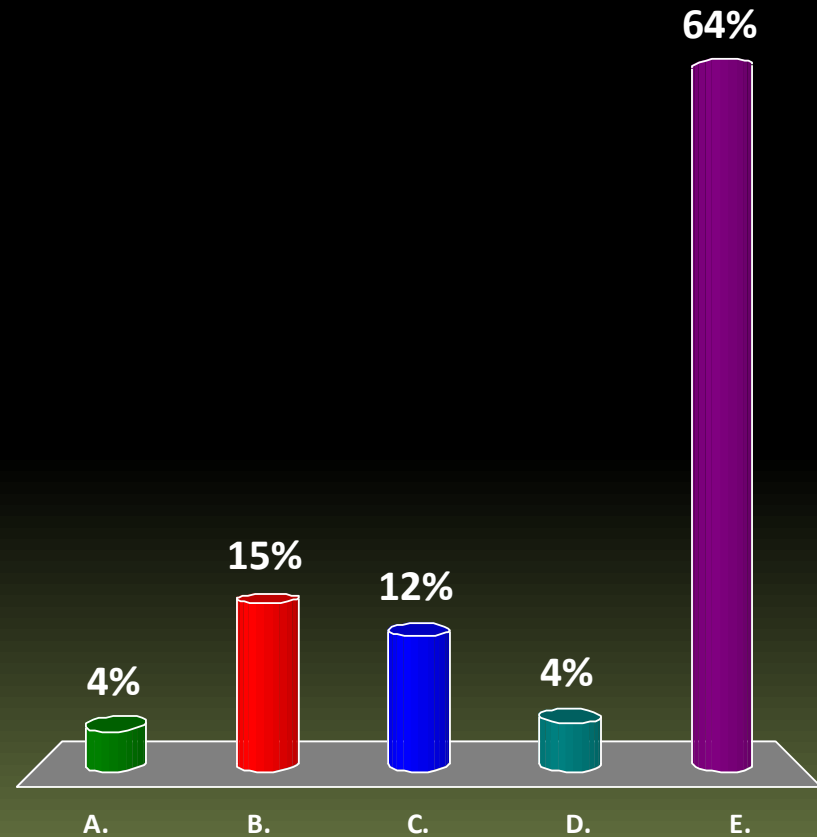
Lab3: Commonly ordered STAT tests results (H&H, CBC, CMP, BMP) are available within 60 minutes from time ordered to results reported.

- A. Always
- B. Usually
- C. Sometimes
- D. Never
- E. N/A



Lab4: Phlebotomists use AIDET during patient interactions.

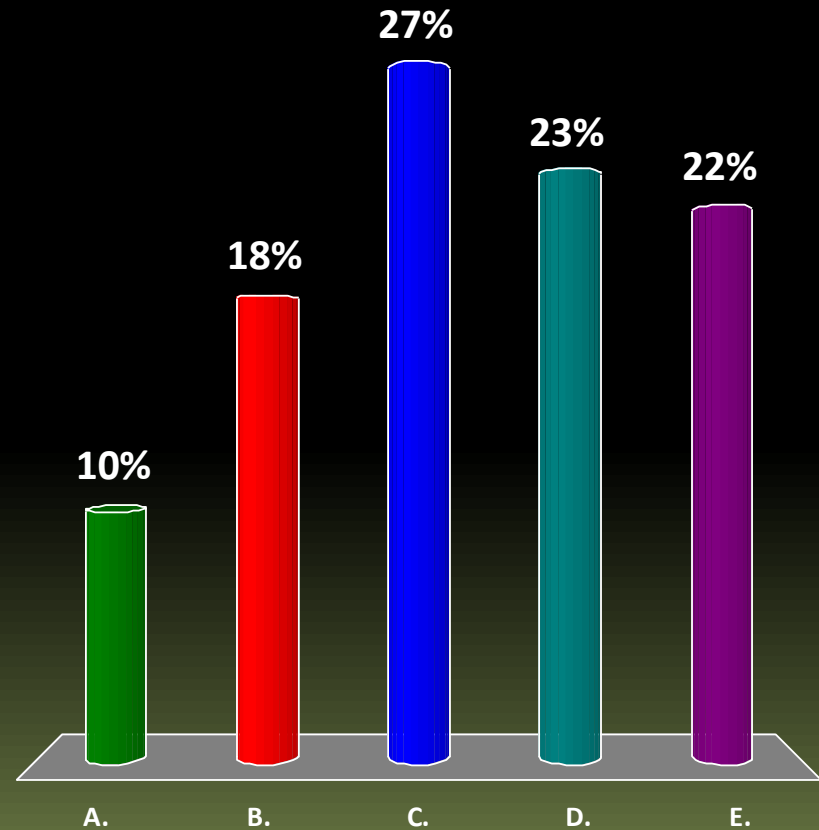
- A. Always
- B. Usually
- C. Sometimes
- D. Never
- E. N/A



ENVIRONMENTAL SERVICES

EVS3: Service calls are responded to within 20 minutes.

- A. Always
- B. Usually
- C. Sometimes
- D. Never
- E. N/A



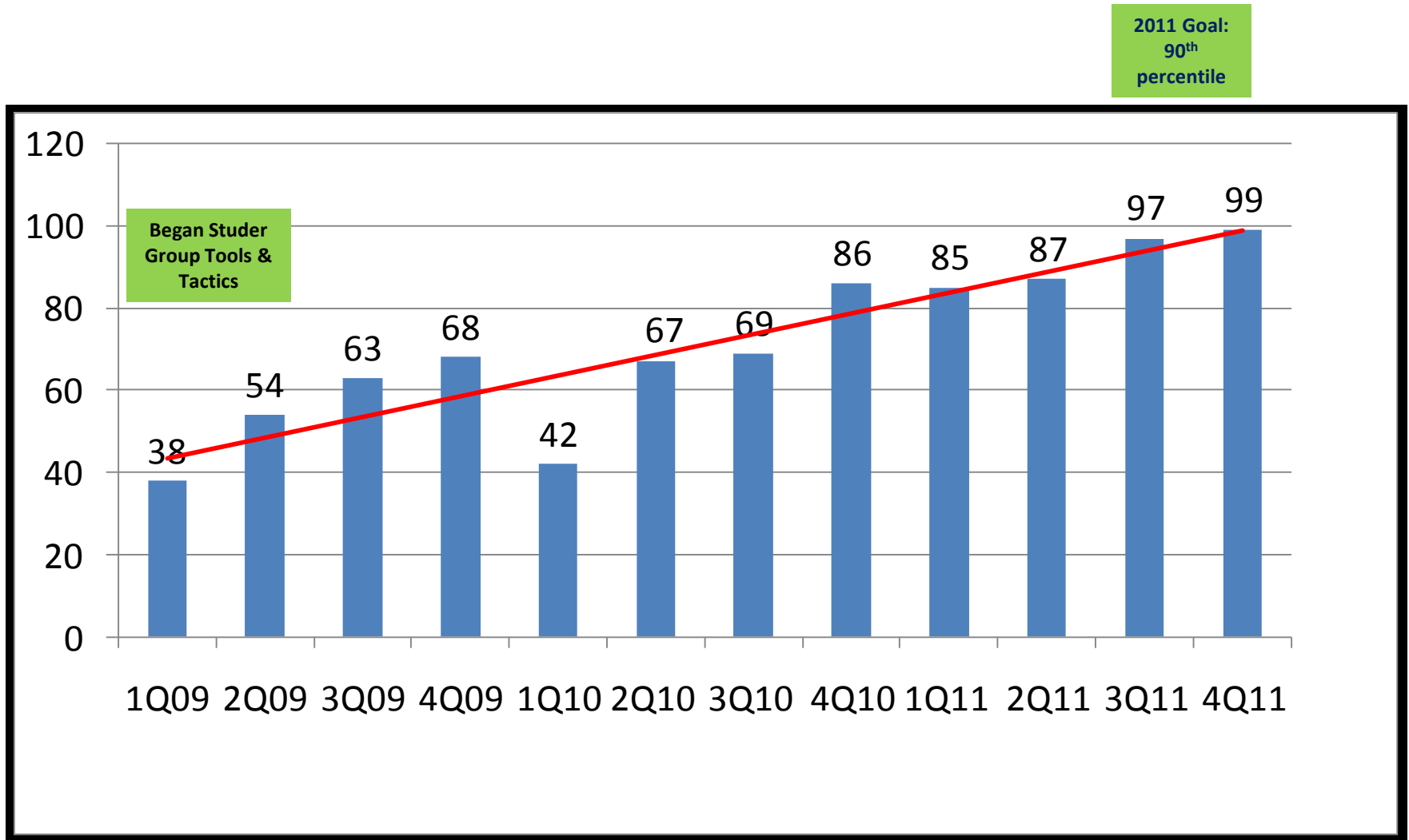
Lessons We've Learned

- Adapt for smaller hospitals
- Prepare for uncomfortable

Wins We've Earned

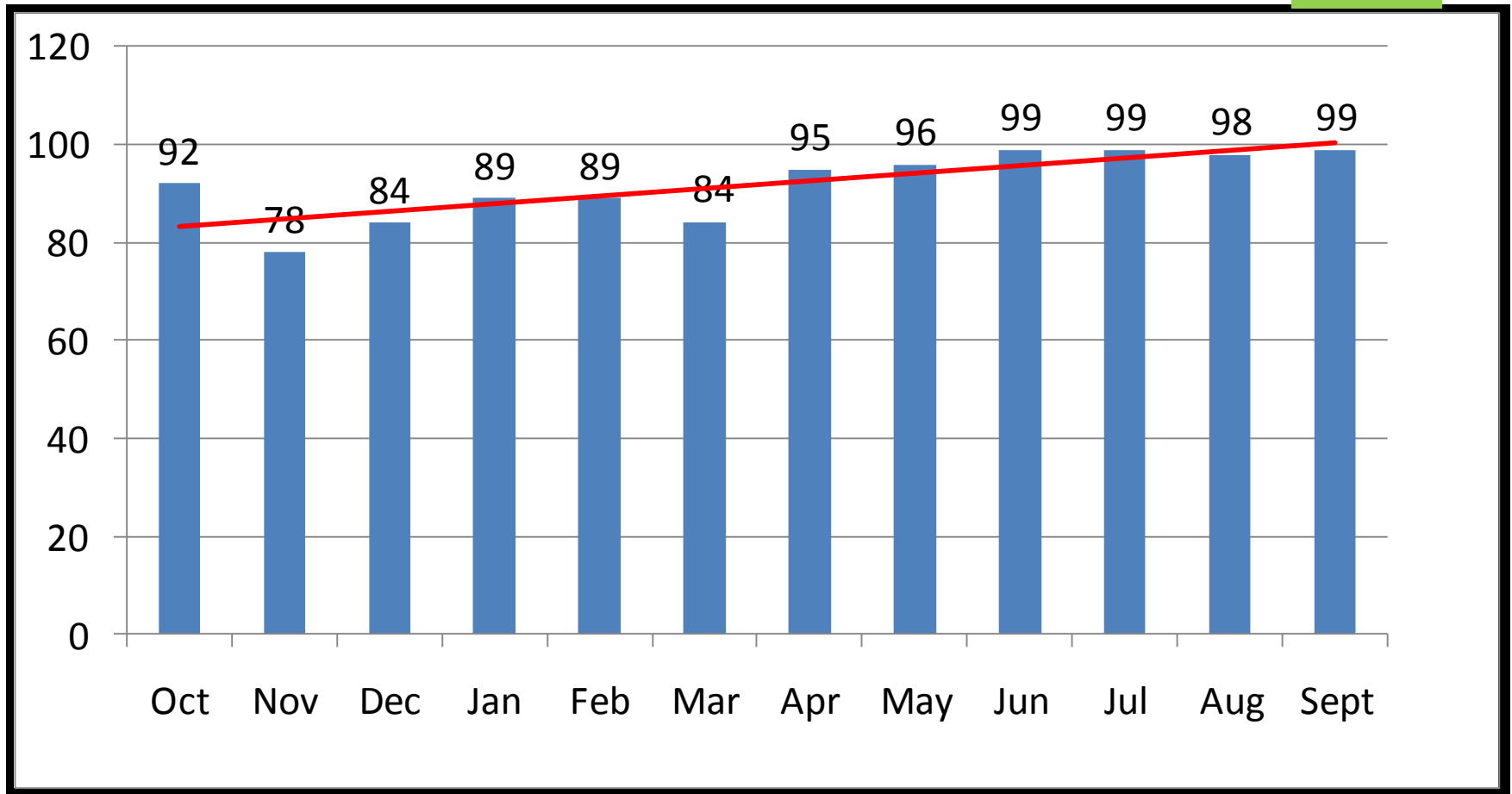
- Actions / improvements in shorter time
- Structured internal customer rounding process

Inpatient Patient Satisfaction Results



Inpatient Patient Satisfaction Results for FY2011

2011 Goal:
90th
percentile



Core Measures

Core Measure Dashboard													
Indicator		Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11
SCIP	Beta Blocker At Home	✔ 94	✔ 90	✔ 90	⚠ 82	✔ 93	✔ 92	✔ 93	⚠ 88	✔ 100	✔ 95	⚠ 86	✔ 100
	Abx 1 hr Before Incision	✔ 100	✔ 96	✔ 90	✔ 96	✔ 98	✔ 97	✔ 97	✔ 100	✔ 100	✔ 96	✔ 98	✔ 100
	Appropriate Abx	✔ 100	✔ 96	✔ 98	✔ 100	✔ 98	✔ 97	✔ 97	✔ 97	✔ 100	✔ 100	✔ 95	✔ 97
	Abx D/C Within 24 hrs	✔ 93	✔ 98	✔ 95	✔ 91	✔ 100	✔ 94	✔ 97	✔ 94	✔ 100	✔ 98	✔ 95	✔ 97
	Blood Glucose Controlled	✔ 94	✔ 100	✔ 100	✔ 93	✔ 93	✔ 100	✖ 75	✔ 100	✔ 100	✔ 94	✔ 93	✔ 92
	Appropriate Hair Removal	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100
	Urinary Cath DC POD1 or POD2	⚠ 83	⚠ 89	✔ 90	⚠ 82	⚠ 80	⚠ 86	⚠ 83	⚠ 84	✖ 79	⚠ 86	✔ 94	✔ 90
	VTE Ordered	✔ 91	✔ 93	✔ 94	✔ 100	✔ 100	⚠ 82	✔ 93	✔ 100	✔ 93	✔ 97	✔ 96	✔ 94
	VTE Received	⚠ 89	✔ 95	✔ 100	✔ 100	✔ 100	⚠ 82	✔ 93	✔ 100	✔ 93	✔ 97	✔ 96	✔ 94
	Heart Failure	Discharge Instructions	✖ 71	✔ 96	✔ 100	⚠ 89	✔ 90	⚠ 89	✔ 94	✔ 90	✔ 100	⚠ 82	⚠ 88
LVS Function		✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100
ACE/ARB for LVSD		✔ 100	✔ 100	✔ 90	⚠ 88	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100
Smoking Cessation		✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100
AMI	ASA At Arrival	✔ 100	✔ 100	✔ 100	✔ 100	✔ 94	✔ 100	✔ 100	✔ 100	⚠ 89	✔ 100	✔ 100	✔ 100
	ASA At Discharge	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100
	ACE or ARB for LVSD	✔ 100	✔ 100	N/A	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✖ 0	N/A	✔ 100	✔ 100
	Smoking Cessation	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100
	Beta Blocker At Discharge	✔ 100	✔ 92	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100
	Fibrinolytic Within 30 Minutes	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	PCI Within 90 Minutes	✖ 0	✔ 100	✔ 100	⚠ 83	N/A	✖ 50	✖ 75	✔ 100	✔ 100	✔ 100	⚠ 80	✔ 100
Pneumonia	Pneumococcal Vaccine	✔ 100	✔ 100	✖ 67	⚠ 89	✔ 93	⚠ 89	✔ 94	✔ 100	✔ 96	✔ 100	⚠ 82	✔ 100
	Blood Culture Before Abx	⚠ 89	⚠ 88	⚠ 88	✔ 100	✔ 100	✔ 95	✔ 100	✔ 94	✔ 96	✔ 100	✔ 90	✔ 100
	Smoking Cessation	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 100	✔ 90	✔ 100	✔ 100	⚠ 80	✔ 100
	Abx Within 6 Hours	✔ 93	✔ 100	✔ 91	✔ 91	✔ 100	✔ 100	✔ 95	⚠ 88	✔ 100	✔ 100	✔ 100	✔ 100
	Appropriate Abx	⚠ 83	⚠ 88	⚠ 80	✔ 100	⚠ 86	✔ 100	✖ 73	✔ 100	✔ 97	✔ 100	✖ 67	✔ 100
	Influenza Vaccine	N/A	N/A	N/A	✖ 69	✔ 96	✔ 91	✔ 96	✔ 100	⚠ 85	N/A	N/A	N/A
Core	Monthly Percentage	75	88	87	72	92	76	84	88	84	92	75	100

Comfortable with Uncomfortable Video

[Darrell's Video](#)

Content Rating

1. Very Poor
2. Poor
3. Fair
4. Good
5. Very Good

Likelihood that I will start or improve my support card following this session..

1. Very poor
2. Poor
3. Fair
4. Good
5. Very good

QUESTIONS?

Contact Information

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