

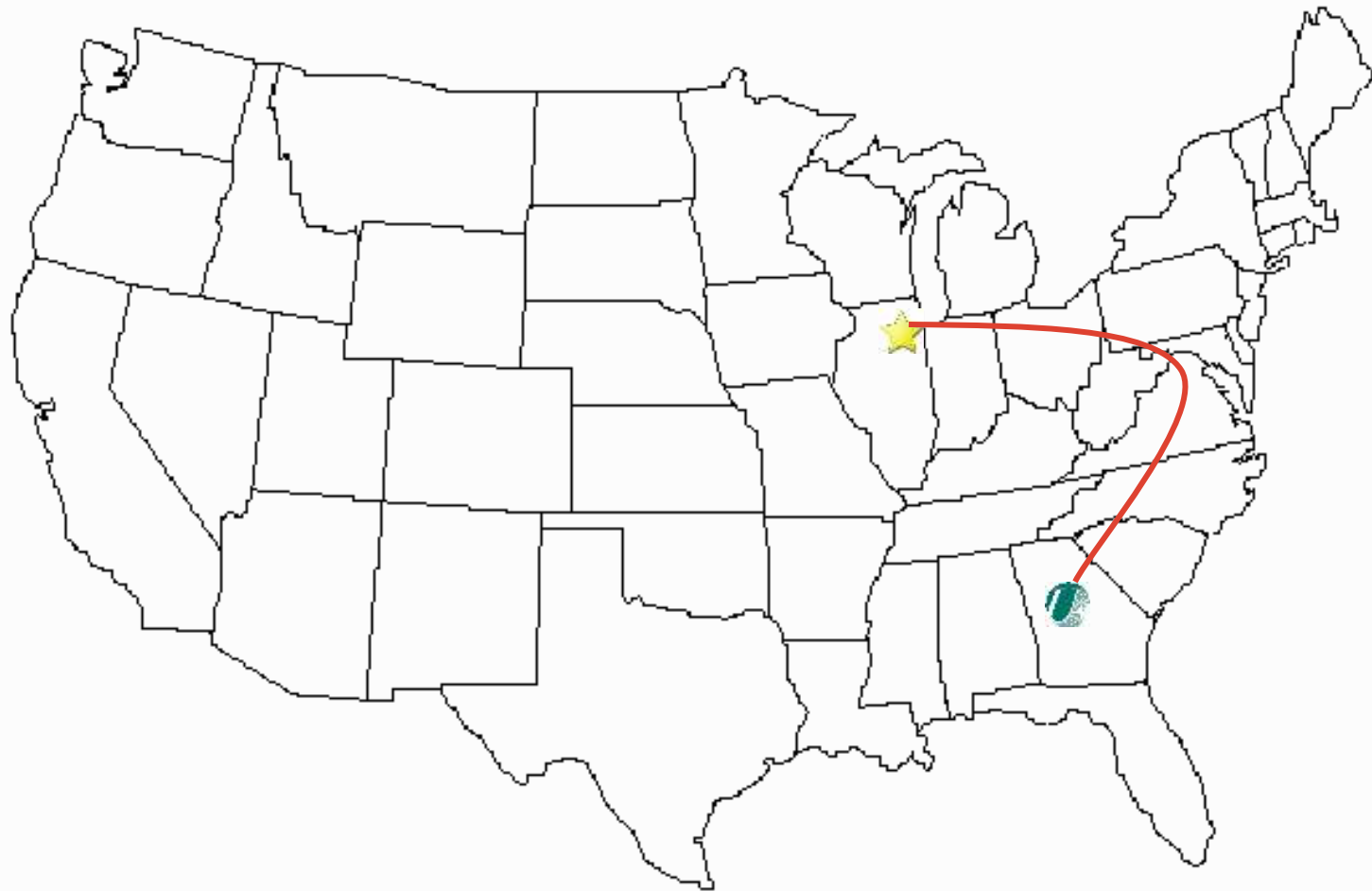
A Report from the Frontline:

From Skeptics to Owners of Excellent Service Delivery

60 Years of Service



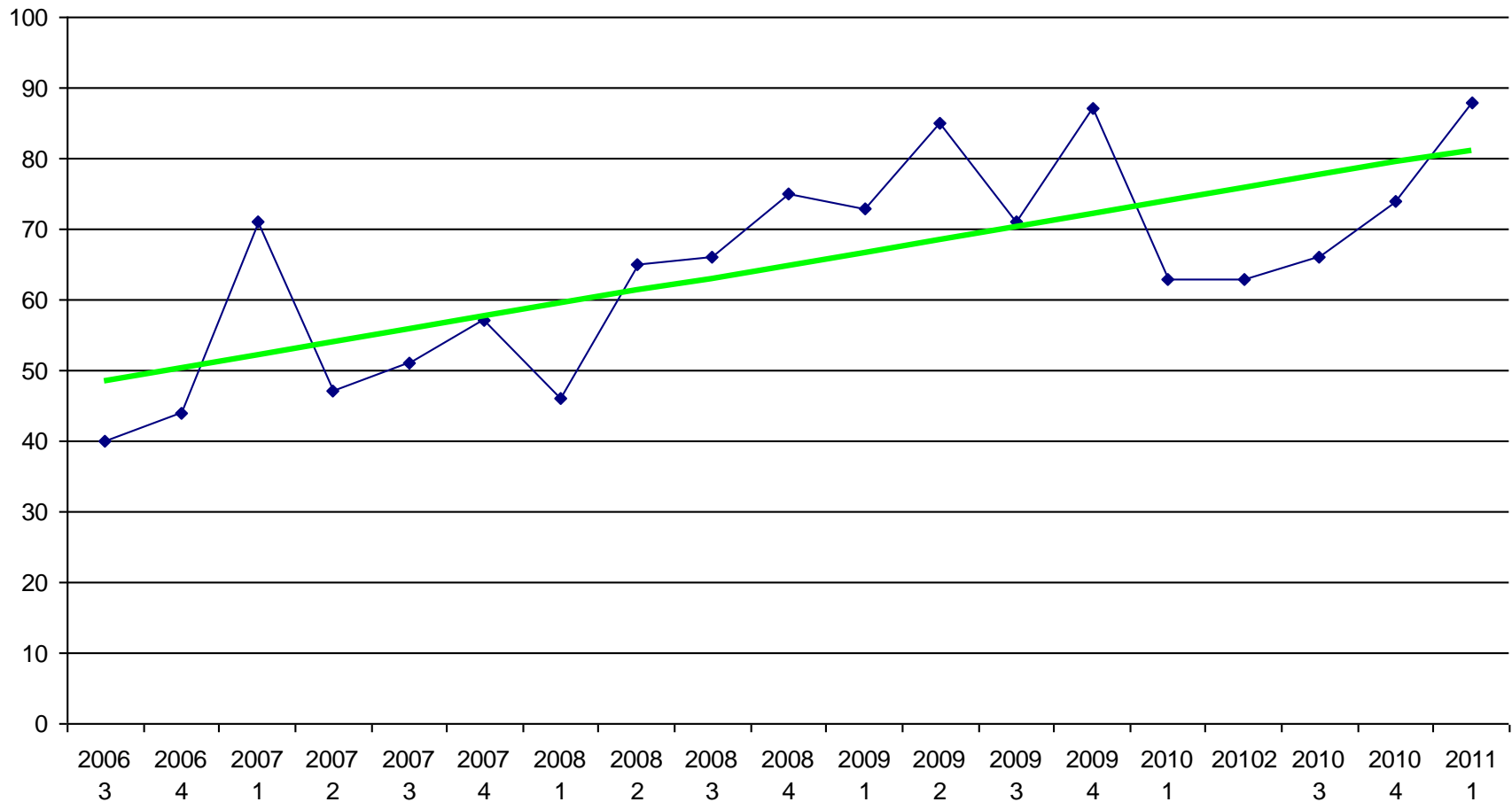
Our Journey ... How We Got Here



A Frontline Report



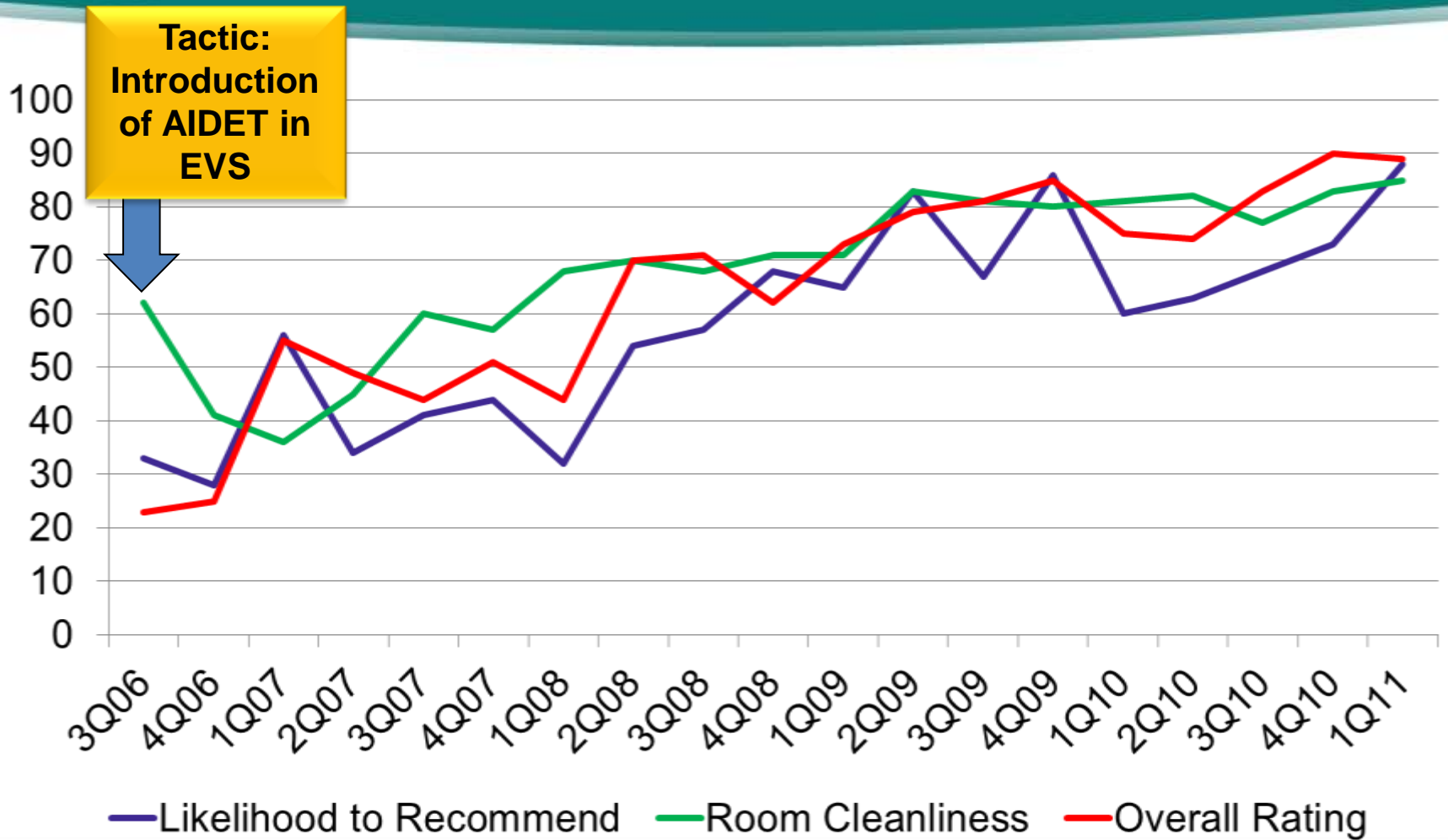
It's a Journey ... Not a Sprint



Cleanliness



Communication Impacts Cleanliness



Cleaning for Safety



Making the Rounds



Housekeeping's Rolling Billboards



every patient

A	Acknowledge
I	Introduce
D	Duration
E	Explain
T	Thank you!

every time



Recognition: Housekeeping Cards



- My room was exceptionally clean.
- My room did not meet my expectations of cleanliness.

Comments: Mrs. Reenas House Keeping Services
was more than exceptionally good. She
was well manner, with a very
warm and pleasant spirit.
Ms Debbie / Lynn were also Wonderful Nurses.

20
Room Number



7-19-2011
Date of Stay

Housekeepers are our Leaders

Volume 06..10

HealthBeat

An Internal Publication of Upson Regional Medical Center

Consistently Courteous



Upson's Housekeepers rank in the Top 8 percentile nationally for Courtesy. Cindy, Linda, Juanita, Ana, Christy, Coxa, Carolyn, Linda, Freeman, Charlene, Veronica, Velma, Mary, Thelma, Laura and David.

Volume 09.14.10

HealthBeat

An Internal Publication of Upson Regional Medical Center

Hooray for Housekeeping!



Upson Housekeepers receive praise from the top for consistently excellent service and professionalism. Linda, Laura, Carolyn, Cindy, Kenny, Mary, Laura, Beret, Veronica, Velma, Angelia, Donald, Cora, Charlene, Juanita, and Tamba.

ALWAYS Very Clean Inside ...



and Outside!

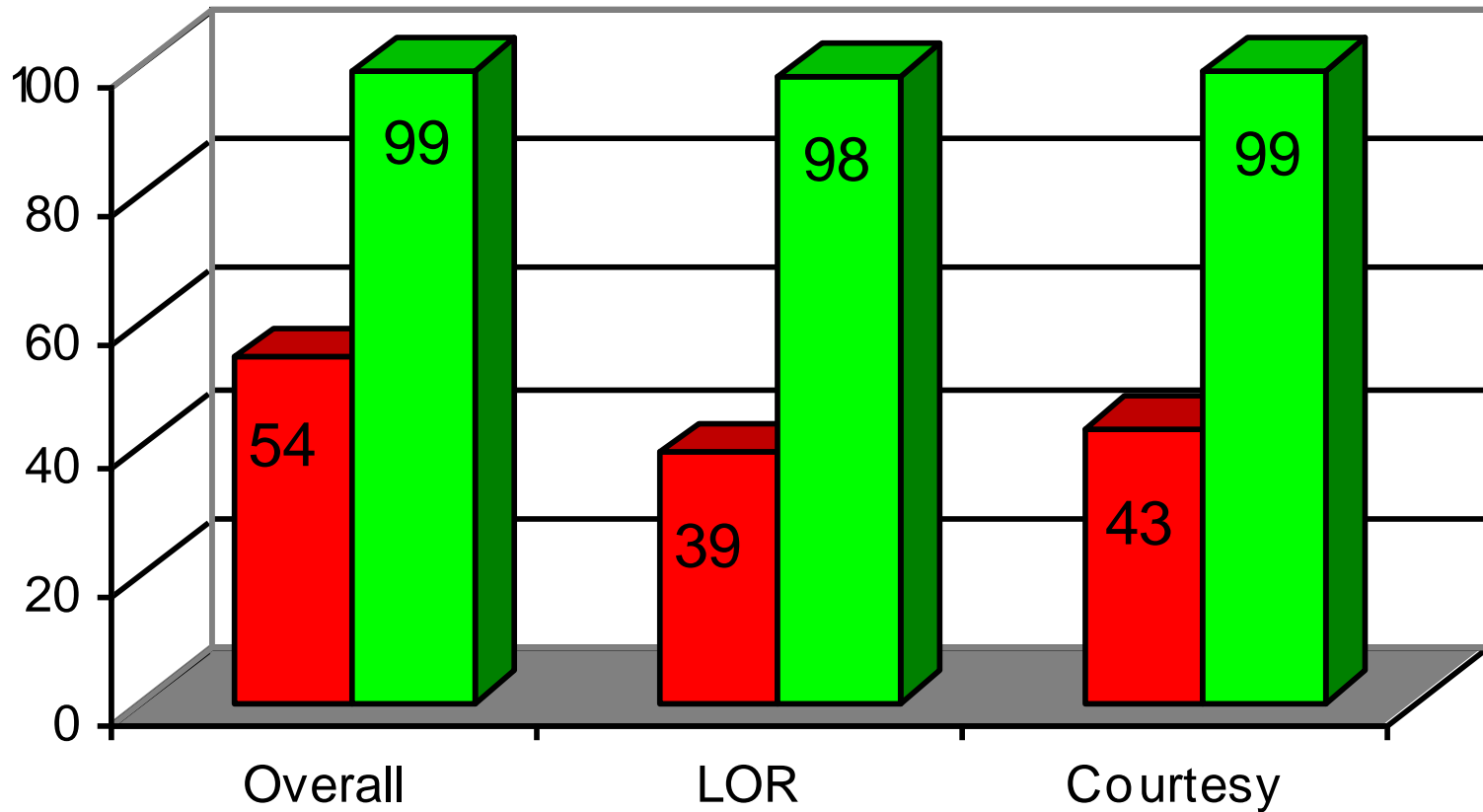


Nurse Communication



Medical Unit Scores

2006 and Today



It's All About the MUST HAVES



highmiddlelow



Hourly Rounding

ROUNDING LOGS



StuderGroup

White Boards

Every patient, Every time.



Key Words at Key Times

Nurse Communication?

White Boards & Hourly Rounding



Tools & Tactics



Nurse Leader Rounding



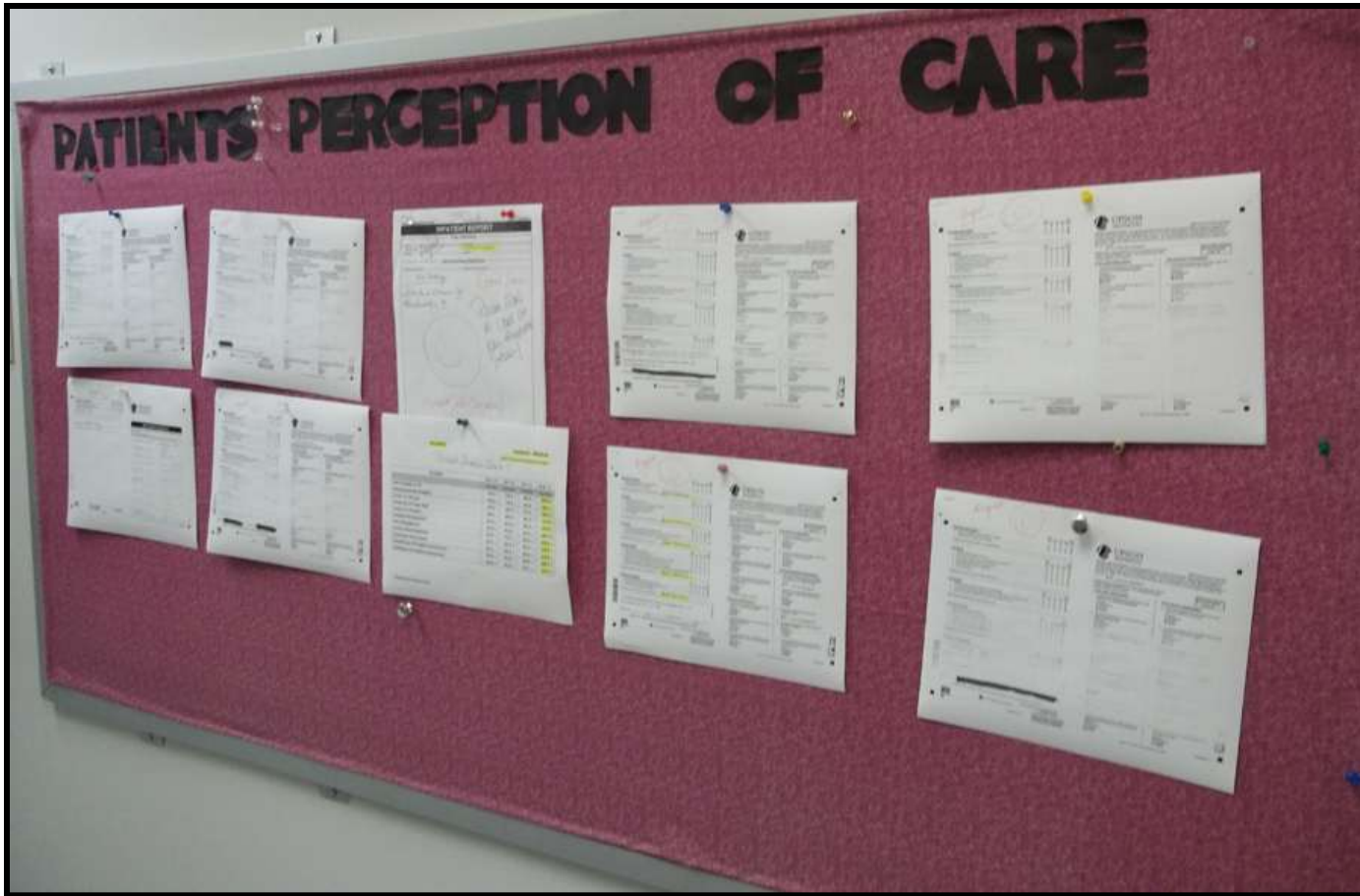
TRUST & VERIFY

CCO Reviews All Rounding Logs



Recognition & Accountability

Posting ALL Surveys



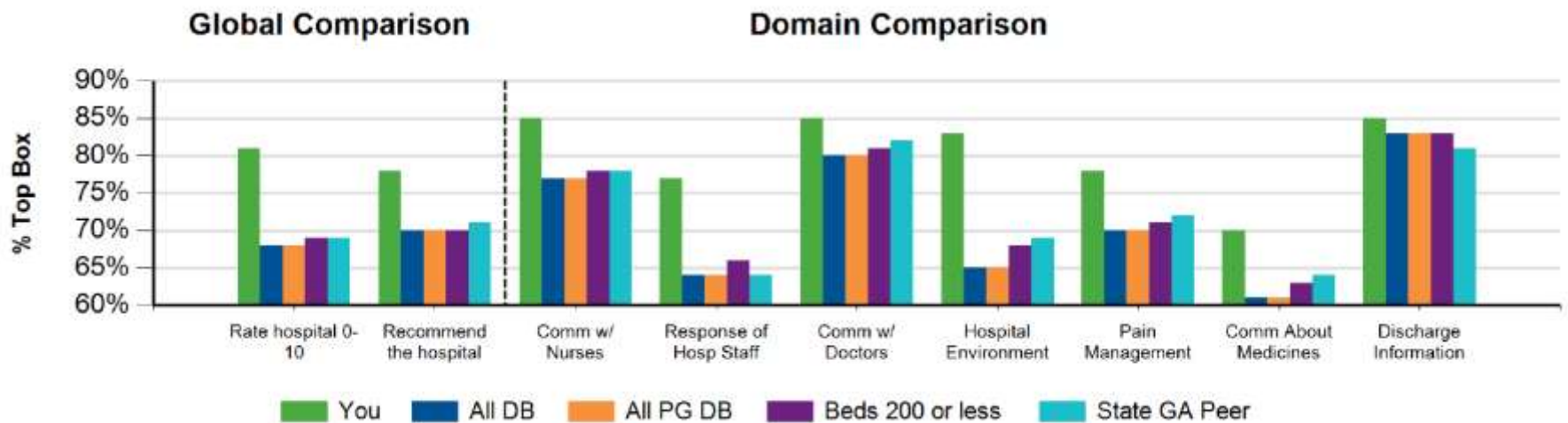
Weekly Huddles Help



All New Except 1 and 2



Inpatient HCAHPS Performance



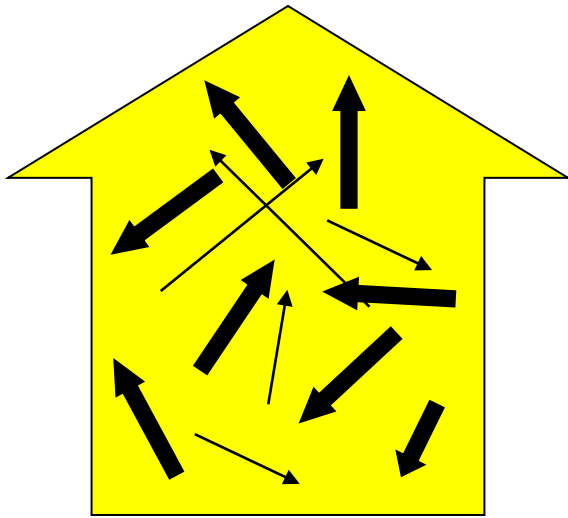
Transparency & Focus

What Are Our Patients Telling Us?

Inpatient Overall HCAHPS	4th Q. 2010	1st Q. 2011	2nd Q. 2011	3rd Q. 2011	4th Q. 2011
Upson Overall	71	73	75 ▲		
Medical	69	78	71 ▼		
Surgical	80	73	78 ▲		
Special Care	68	68	83 ▲		
Perinatal Svcs.	70	70	70		
Outpatient Overall Press Ganey	4th Q. 2010	1st Q. 2011	2nd Q. 2011	3rd Q. 2011	4th Q. 2011
Ambulatory	72	95	98 ▲		
Emergency Dept.	26	16	26 ▲		
Laboratory	58	94	59 ▼		
Radiology	78	66	89 ▲		

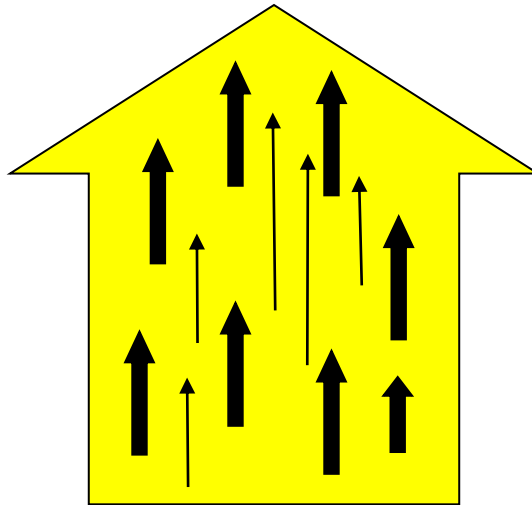
COMMITMENT is Key

2006



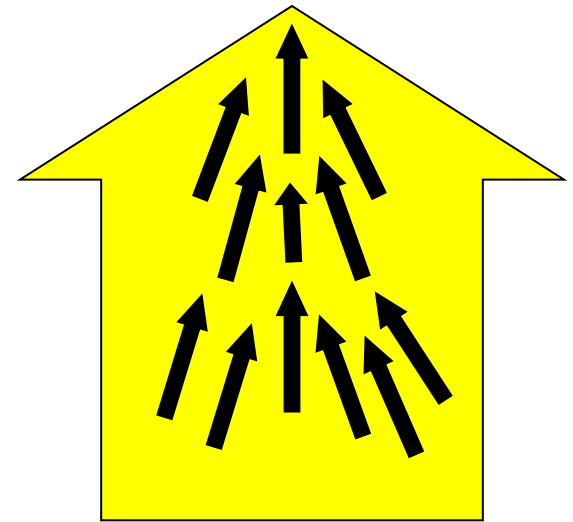
**Working Hard
Different Directions
Silos**

2008



**Hospital-Wide
Awareness of Tactics
Teamwork/Professionalism**

2011+
The Patient



The Patient is the
Center
of Everything we Do



Contact Us Anytime

sanshort@urmc.org

(706) 647 – 8111 ext. 1165

Compassion

It Feels Better Here.