

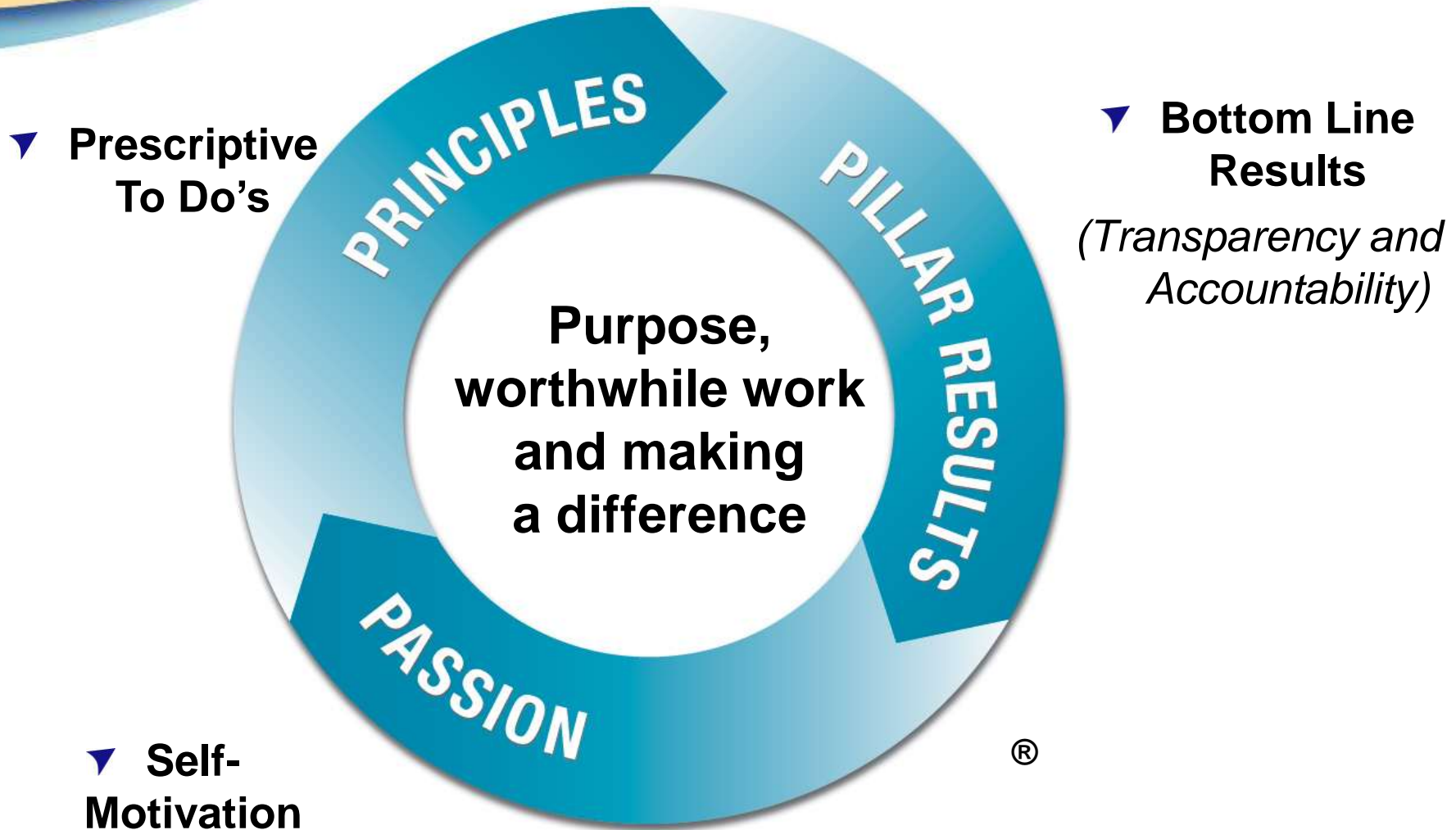
Tying it All Together...

What To Do Next

A Quick Review of Our Learnings

- ▶ What's the Why?- ED Climate, Healthcare Reform, ED/HCAHPS correlation, Top 10 Challenges in Execution
- ▶ The Psychology of Waiting
- ▶ How to Build Physician Buy-in and Engagement

Keep Bringing it Back to “What’s the Why”?



How Do We Solve This? Think “Path of the Patient”

Phase of ED Visit	Patient Expectations	Evidence-Based Tactics to Meet and Exceed Patient Expectations
Beginning	<ol style="list-style-type: none"> 1. Acknowledged upon arrival and triaged promptly with courtesy and respect 2. Kept informed of next steps 	<ol style="list-style-type: none"> 1. Expedited triage process 2. Immediate bedding 3. Hourly Rounding in reception area
Middle (During)	<ol style="list-style-type: none"> 1. Seen by ED provider in a timely manner (best practice is 30 minutes or less) 2. Checked on frequently during the visit- be more than just a number 3. Kept informed of next steps 	<ol style="list-style-type: none"> 1. AIDETSM/Key Words 2. Hourly Rounding with focus on pain, plan of care and duration (PPD) 3. Bedside Report 4. Leader Rounding on Patients
End	<ol style="list-style-type: none"> 1. Discuss results and diagnosis with ED provider 2. Be able to ask questions 3. Kept informed of next steps 	<ol style="list-style-type: none"> 1. ED provider conducts formal close with patient using AIDETSM/Key Words 2. Post visit phone call within 48 hours after the visit

What Do Improved Results Mean to Patients?



It means:

- ▶ Pain is being managed
- ▶ Call lights are being responded to in a timely manner
- ▶ Patient needs are met “proactively”
- ▶ Patients are actively involved in their plan of care
- ▶ Improved communication with families
- ▶ Patients understand their home care instructions
- ▶ Patients feel like we care, not like an inconvenience

What Do Improved Results Mean to Physicians?

- ▶ Patients are more satisfied with care
- ▶ Patients are more compliant with plan of care
- ▶ Decreased complications, litigation and time
- ▶ Greater peace of mind
- ▶ By reducing turnover you increase consistency and provide more effective and efficient place to practice
- ▶ Better fulfillment of physician mission to provide better care for patient



What Do Improved Results Mean to Employees?

- Know and feel better about where they work- pride in workplace
- More effective and efficient team when work force is stable
- Feel systems and process work better
- Tools and equipment to do the job
- Ability to consistently perform core responsibilities
- More specific reward and recognition
- Renewed passion for their work
- Better work-life balance



What Do Improved Results Mean to Leaders?

- Increased effectiveness and efficiency of the unit
- Better internal department communication
- Improved staff morale and ownership
- Improved safety and quality of care for patients
- Decreased patient complaints
- Increased time to round on patients and to reward and recognize staff
- Better understanding of what success looks like
- Better skills due to focused training
- Better feeling about being a leader



Removing Barriers to Success- How Will You Do?

- ▶ Have a vision of what's possible. "Believe you can achieve results. Relate, don't compare."
- ▶ Think Alignment, Action and Accountability. "Have a bias for action".
- ▶ Introduction to evidence-based best practice tools and infrastructure needed to get there. "Avoid the pitfalls".
- ▶ Next steps – What, how, and when to implement. "Have an action plan. Don't just roll the dice".

Execution Framework

Evidence-Based LeadershipSM

Foundation

Breakthrough

STUDER GROUP®:



Aligned Goals

- ▼ Implement an organization-wide staff/leadership evaluation system to hardwire objective accountability (Must Haves®)
- ▼ Create process to assist leaders in developing skills and leadership competencies necessary to attain desired results

Aligned Behavior

- ▼ Agreed upon tactics and behaviors to achieve goals
- ▼ Re-recruit high and middle/solid performers
- ▼ Move low performers up or out

Aligned Process

- ▼ Processes that are consistent and standardized
- ▼ Software
- ▼ Process Improvement
 - ▼ PDCA
 - ▼ Lean
 - ▼ Six Sigma
 - ▼ Baldrige Framework

Sequencing is Important- Hardwire Foundational Work First

- ▶ Hardwire Rounding on Staff, Patients and Reception Areas
- ▶ Set clear expectations and hold people accountable
- ▶ Reward and recognize for specific behaviors
- ▶ Complete an ED flow assessment to see where greatest opportunities lie
- ▶ Do small test of change
- ▶ Celebrate successes

At the End of the Day, It's All About Consistency!





*Never Underestimate
the Difference You Can
Make*

~ Quint Studer ~

*“What will you say to
your patients today?”*

Thank You !

Stephanie.baker@studergroup.com

www.studergroup.com

