

Using Comments for Improvements

Activity Instructions

- Pull your comments report (Make this manageable—pull comments that have been listed as negative/both for a month or two month time period).
- Review for Key Words, such as:
 - Clean
 - Communication
 - Confusion
 - Paperwork/Papers
 - Medications/Home Medications
 - Information
 - Home
 - Discharge
- Identify themes in the comments (Look at what the patients/families are really asking for—education, what is missing?).
- Look for quick fixes (i.e. “Place to sleep for family”, Does your organization have a respite area for families, if so how is the location communicated and what signage do we have?).
- Pick one or two of the themes to deep-dive into further.

Next Steps When Returning Home

- Validate your themes with a larger amount of data.
- Conduct the same process above with your leaders of each department.
- Create potential initiatives for improvement.
- Who needs to be involved to carry out these initiatives?
- Set goals (Please see SMART worksheet).

Theme 1: _____

Theme 2: _____

Theme 3: _____

Theme 4: _____

Theme 5: _____

Theme 6: _____

Quick fixes identified:

Two identified themes for focus (from above):

Theme 1

Theme 4

Theme 2

Theme 5

Theme 3

Theme 6

Additional notes:
