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The Archangel Program

Melissa Holdsworth
Director of Patient, Resident and Family Centered Care



Today's presenter

Melissa Holdsworth, MBA/MPH

Director of Patient, Resident and Family Centered Care

Presence Life Connections



- Optimizes experiences for patients, residents and families at PLC
- Facilitates leadership development for all skilled nursing facilities, senior living communities and home health agencies
- Spearheads PLC's Archangel program

Presence Health: Midwest Catholic-sponsored Healthcare System

Presence Health provides health care access to 4.5 million+ people with the help of 20,000+ employees and 4,800+ physician partners at more than 150 locations.

- Acute care hospitals
- Long-term acute care hospital
- Nursing & rehab centers
- Senior housing communities
- Child and adult day centers
- Primary & specialty care clinics
- Home care agencies
- Comprehensive behavioral health network
- Occupational health
- Immediate care centers
- Outpatient surgery centers
- Employed physician network
- Hospice agencies
- Medical residency programs
- Clinical pastoral education program
- School of radiology
- University (nursing/nurse practitioners/health informatics)

What is Presence Life Connections?

- A division of Presence Health that provides a peri-acute constellation of care, support and services that enhances lives by connecting the right person to the right service at the right time.
- Primarily serves older adults
- Provides management services
- 30 campuses in Illinois and Indiana

Agenda

1. Overview
2. Results
3. Best Practices
4. Questions

Overview

What is the Archangel Program?

- A personalized approach to respond to and address patient and resident needs during their stay at our ministries
- Provides an opportunity to build trust, increase awareness and allow for leadership and associates to quickly respond to/address patient/resident needs

Overview

Why are we doing this?

- To encourage real-time feedback from patients and residents and be able to address concerns in the ministry prior to discharge
- To continuously improve the quality of care patients and residents receive in our ministries with a goal to improve the overall Presence experience
- To continue to impress upon leadership the positive impact of rounding and regular communication with their patients/residents and associates

Overview

Archangel

- Each patient/resident is assigned an *Archangel* once they are admitted into our ministries
 - An *Archangel* (*angel of high rank*) is a member of the ministry's leadership team (*excluding contract workers) who has assigned patient/resident rooms that he/she is responsible for
- *Archangels* are available for a patient/resident to reach out to with any questions, compliments or suggestions they might have during their stay
- Room assignments are split up among all leaders
- Back-up coverage is identified when a leader is not available (i.e. on PTO)

*Note: contract workers are excluded from Archangel responsibility since they are not employed by Presence Life Connections

Overview

Leader Expectations

All leaders are accountable for patient/resident satisfaction

- Treat all patients/residents as if they were your family member
- Round daily (utilize rounding tips sheet)
- Respond to all patient/resident concerns/requests by triaging to the appropriate person when necessary (i.e. clinical questions to nurse, etc.)
- Inform and educate staff on issues that have come up in real time (i.e. don't wait for a meeting)
- Track patient/resident feedback on template provided and share with staff at monthly meetings (compliments, opportunities for improvement, etc.)

Overview

Rounding

- Ensure all leaders are rounding daily and recording positive/negative feedback in database
- Ensure all leaders know the “why” (purpose for doing regular rounding)
- Rounding on the Patient/Resident
 - Incorporate AIDET in every patient/resident interaction
 - Manage up care team (i.e. Archangel should let the patient know that he/she is in good hands with nurse/CNA/therapist/housekeeper/dietary/etc.)
 - Conduct environmental assessment
 - Tell each patient/resident when you will be back and how they can get a hold of you/MOD before then if needed
 - Document feedback in database

Overview

Logistics

→ Flyers

- Archangel Program
- Need to Talk
- Manager on Duty

→ Satisfaction Careline


- Voicemail: *Thank you for calling the Presence Life Connections Satisfaction Careline. We value your feedback. Please leave a detailed message with your name, phone number, ministry location of your stay and your question, compliment or suggestion. A member of our leadership team will return your call within 48 hours, Monday through Friday, or by the next business day if a message is received on the weekend. Thank you for choosing Presence Life Connections.*
- Number is listed on the Archangel Program and Need to Talk flyers
- Provides another resource for patients/residents to reach out with a concern/suggestion
- Voicemails are checked daily by Director of Patient, Resident and Family Centered Care and responded to within 48 hours

Overview

Flyer Details

→ Archangel Program Flyer

- Update as needed
- The flyer is displayed inside each patient/resident room entrance door



The flyer features a photograph of a smiling female doctor in a white lab coat. The text is arranged in a clean, professional layout with an orange header and footer. The main message is 'We always have time for you.' followed by a commitment to patient needs and contact information for the Archangel program.

Archangel Program

We always have time for you.

Patients and visitors,
Our goal is to meet your needs. If you have a question, compliment or suggestion, please share them with us.


We have time to listen. Here's who to talk to:

- + Ask for the Administrator or Director of Nursing any time.
- + Talk with your personal Archangel _____

- at _____

+ Leave a message on our Satisfaction Careline at 708.478.6363.

Thank you for choosing Presence Life Connections.
We look forward to hearing from you.
Mike Gordon, Interim President, Presence Life Connections


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Overview

Flyer Details

→ Need to Talk Flyer

- Update once
- The flyer is displayed in the entrance lobby, elevators, dining and activity rooms



Need to talk?

We are here to listen.


During your stay with us, you are our #1 priority and our goal is to meet your needs. Are we meeting your needs? Are we keeping you informed? Is there someone you would like to recognize for their care and concern? Overall, are you satisfied? We want to hear your questions, compliments or suggestions.

Here are a few key people to talk to and a suggested path to follow.

1. Ask for the Nursing Supervisor.
2. Call your personal Archangel, whose information is posted in your room.
3. Call our Administrator at [redacted].
4. Leave a message on our Satisfaction Careline at 708.478.6363.

Our goal is to make today count.

Thank you for choosing Presence Life Connections.

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Today counts.

Overview

Flyer Details

→ Manager on Duty Flyer

- Update daily
- The flyer is placed on top of nurse stations


Manager on duty.

Insert date here

7 a.m. – 7 p.m. Insert nursing supervisor name	7 p.m. – 7 a.m. Insert nursing supervisor name
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During your stay with us, you are our #1 priority.
If you need assistance, have a question, compliment, or suggestion; feel free to ask for the Nursing Supervisor or call Administration at ###.###.####.

Sincerely,
Insert administrator name/credentials
Administrator

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Overview

Tracking/Monitoring

- PLC Service Excellence Database is used as central resource to track program's progress
 - Feedback is captured in the Leader Rounding category
 - Recorded by Archangels
 - Satisfaction Careline Call Logs
 - Recorded by Director Patient, Resident, Family Centered Care
- Archangel room assignments are tracked on an Excel spreadsheet
- Reports are run on monthly basis to track progress and are sent to administrators/PLC Corporate Leadership

Overview

Tracking/Monitoring

→ Room coverage templates are tracked in Excel

Archangel Room Coverage Template

	Ministry	Leader	Archangel Category (Archangel, Float Archangel)	Room Assignment
example	CRM	Sherry Gilhan	Archangel	1-20
example	CRM	Jaclyn O'Keefe	Float Archangel	Float

Note- designate 1-2 people at your ministry as the float Archangels

Service Excellence detail

ID: 88884 D50 Name: PLC Corporate Office
Date: Category: Leader Rounding
Keywords:

Leader Rounding

Look up the patient/resident and admit date on the left to complete the resident last name, first name and admit date on the right.

Enter only one record per admission.

Please use these fields to lookup a resident

Look-up specific patient/resident:

Look-up specific admit date:

Patient/Resident Visited
Last Name: First Name:
Admit date:

Rounding Memo:

Positive Negative
 Archangel Recognition
Last Name: First Name:

Leader Rounding By:
Last Name: First Name:

Buttons: Save + Close, REC

→ Feedback is tracked in PLC Service Excellence Database under “Leader Rounding” category (Check Archangel, positive or negative for feedback and list an associate name to recognize if applicable)

Overview

Report summary example

Sample Archangel Report Summary

Ministries	Total Number of Responses Logged	Number of Positive Comments	Number of Negative Comments	Main Concerns from Negative Comments
Ministry A	40	40	0	
Ministry B	105	105	0	
Ministry C	49	48	1	Dietary
Ministry D	13	13	0	
Ministry E	40	39	1	Nursing

Overview

Awards

→ Biannual Awards (held in January and July every year)

- Ministry Award
 - Criteria: Ministry with the highest number of positive feedback entries
- Associate Awards
 - Criteria: Associate with the highest number of positive feedback entries

→ Reward

- Certificate of Appreciation
- Pizza Party
- Etc.

Overview

Communication Plan

Stakeholder	Date	Vehicle	Communicator	Message	Status
PLC Leadership	2/26/15	Monthly Meeting	Director of Patient, Resident and Family Centered Care	Announcement of new program	Complete
Administrators/ Senior Leaders/ Nurse Navigators	4/1/15 4/3/15	Webinar	Director of Patient, Resident and Family Centered Care	Launch of new program to SNFs	Complete
Ministry Leadership Team	Week of 4/6	Meeting	Administrator	Program Overview/Training	Complete
Ministry Staff	Week of 4/6	Email	Administrator	Key Highlights of Program	Complete
Physicians/ Medical Directors	Week of 4/6	In-person/Letter/ Email	Administrator	Key Highlights of Program	Complete
Current Patients, Residents and Families	Ongoing	Council Meetings Etc.	Administrator	Key Highlights of Program	Ongoing
Prospective Patients, Residents and Families	Ongoing	Summary/Flyer	Business Development	Key Highlights of Program	Ongoing

Overview

Timeline

Feb/March 2015

- Program announced at
2/26 PLC Leadership
Meeting

April/May 2015

- Program overview and
launch for SNFs

June/July 2015

- Program overview and
launch for Housing

Aug/Sep 2015

- Program overview
and launch for Home
Care

Results

2015

→ Achieved 2015 Satisfaction Goal

- PLC exceeded the satisfaction goal with 39 units achieving the 75th percentile rank or higher for 2015

→ 13 PLC Ministries received NRC Health Excellence in Action Award for high patient and resident satisfaction

- Presence Life Connections Ministries have received the Excellence in Action Award from My InnerView by National Research Corporation (NRC) which recognizes post-acute care facilities that achieve scores within the top 10 percent of the My InnerView product database.

Results

2016

→ Achieved 2016 Satisfaction Goal

- PLC exceeded the satisfaction goal of 80th percentile rank by achieving the 81st percentile rank for PLC Overall. Over 8300 surveys were completed by patients, residents and families in 2016.

→ 12 PLC Ministries received NRC Health Excellence in Action Award for high patient and resident satisfaction

- For the second consecutive year, Presence Life Connections Ministries have received the Excellence in Action Award from My InnerView by National Research Corporation (NRC) which recognizes post-acute care facilities that achieve scores within the top 10 percent of the My InnerView product database.

Results

2017

→ Progress on 2017 Satisfaction Goal

- PLC is currently exceeding the patient satisfaction goal of 100 with a current score of 120 on the satisfaction index scale.

→ 6 PLC Ministries received NRC Health's Excellence in Action Award for high patient and resident satisfaction

- For the third consecutive year, Presence Life Connections Ministries have received the Excellence in Action Award from NRC Health which recognizes post-acute care facilities that achieve scores within the top 20 percent of the NRC Health product database.

PLC Best Practices

Tactic	Planned Action	Responsibility	Targeted Completion
Leadership Development Institutes (LDIs)	Quarterly LDIs are held for PLC Leaders to provide education on patient/resident satisfaction, associate engagement and career development. This has contributed to improving associate/patient engagement in our ministries/agencies.	PLC Leaders	2017 LDIs scheduled for : 3/29 9/20 12/13
Archangel Program and Satisfaction Careline	By pairing up every patient/resident with a ministry leader, it has provided an opportunity to build trust, increase awareness and allow for leadership/staff to quickly response to and address patient/resident needs by rounding regularly and being available for patients/residents to reach out to at any time.	Administrators Executive Directors Home Care Directors Archangels	Ongoing
Monthly Satisfaction Survey Coordinator Meetings	Monthly meetings are held with all ministry survey coordinators to review survey results, opportunity areas, patient comments and best practices.	Administrators Executive Directors Home Care Directors Survey Coordinators	Ongoing
Weekly Ministry Satisfaction Updates	Ministries who are not currently meeting their satisfaction goal are required to send a weekly update with their plan of action on specific tactics implemented to address opportunity areas. Ministries are also to send an update on the number of surveys completed for the week and tactics to improve their response rate.	Administrators Executive Directors Home Care Directors Survey Coordinators	Ongoing
Biannual Survey Action Plans	All ministries are required to submit two formal action plans on their top two opportunity areas from the biannual survey. Each action plan includes detail on specific tactics to improve the opportunity area, a measureable goal and a timeline that will be followed to achieve their goal.	Administrators Executive Directors Home Care Directors Survey Coordinators	Ongoing

Questions?

Melissa Holdsworth, MBA/MPH

Director of Patient, Resident and Family Centered Care

Presence Life Connections

melissa.holdsworth@presencehealth.org