

Driving and Sustaining Improvement: Front-line staff members lead by influence

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- UCHealth is a not-for-profit health care system, headquartered in Aurora Colorado
- Includes hospitals and facilities throughout Colorado.
- It also includes affiliated hospitals in Wyoming and Nebraska.
- The system includes an academic medical center, University of Colorado Hospital which is closely affiliated the University of Colorado School of Medicine.
- One of America's Top Hospitals, ranked in 11 adult specialties by U.S. News and World Report
- 4X Magnet Designation
- Level 1 Trauma Center



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25th Annual NRC Health Symposium – Omni Nashville Hotel
Nashville, Tennessee
August 14–16, 2019

Objectives:

- Describe how to develop a robust Patient Experience Champion program that engages frontline staff and leaders to drive patient experience improvement
- Identify tactics to support and motivate patient experience champions
- Understand how involving front-line staff in patient experience efforts creates a sustainable grass-roots movement and enhances employee engagement



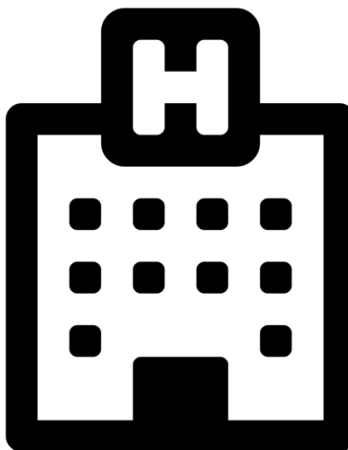
We needed help improving ...fast.



The past - 300K patients

The present - 1.5 million patients

Ambulatory Setting



Patient Experience Champion Program

→ 1.

→ 2.

→ 3.

GOAL

- 1. Expand Communication and Organizational Goals
- 2. Equip managers and frontline staff with communication tools and improvement tactics
- 3. Encourage a culture of extraordinary patient experiences

Patient Experience Champion

A Champion for Patient Experience at UHealth – Metro Denver assumes the lead role in their unit or department and helps drive performance related to the patient, guest, staff and provider experience. The Champion actively promotes team transformation of “can do thinking”, assists others to effectively use identified scripting, adopts best practices with Patient Experience and helps celebrate performance. The Champion also works to understand the importance of having a positive Patient Experience.

Qualifications

- Demonstrates ability to achieve organizational expectations established by the Office of Patient Experience.
- A role model for patient focused excellence as recognized by peers and leaders as.
- Demonstrates creative and positive approaches to breaking down departmental barriers.
- Demonstrates creativity and interest in recognizing and celebrating performance.
- Demonstrates abilities and credibility with staff and providers to effectively coach and mentor them in the expected skills and behaviors.
- Demonstrates competency in oral communication.
- Functions independently.
- Manages time and workload effectively to support Champion opportunities.
- Consistently demonstrates a positive, enthusiastic and confident “Can Do” attitude toward change and about driving Patient Experience.

Specific Duties

Time commitment for this position is approximately 2.4 hours per month and will be divided among the following categories:

1. Presentations and Discussion: ~ 1 hour per month
 - o Present monthly about Patient Experience topics at staff meetings, virtual meetings, and huddles.
 - o Share job aids, suggestions, best practices and communication regarding Patient Experience with leader and clinical team.
2. Strategy and Brainstorming: ~ 1 hour per month
 - o Update the monthly Communication Board with data, recognize peers (via Recognizing You points and/or cards or clinic specific identified celebrations) and implement Patient Experience tactics.
 - o Work to improve the Overall Rating metric in order to achieve the predetermined percentile performance goal. Collaborates with manager on

specific tactics to achieve this goal as outlined at the Patient Experience Workshop.

3. Education and Professional Development: ~1 hour per month
 - o Provide support and guidance to new staff on the importance of the patient experience.
 - o Participate in orientation ongoing education, such as understanding patient experience surveys, goal setting, and communicating survey data.
 - o Attend at least 75% of meetings conducted by the Patient Experience Team to share feedback and observations. A representative or manager must attend in the Champions absence.
 - Meetings will be held the 3rd Friday of each month in the room indicated on the Outlook invite at noon. Lunch to be provided.
 - Participate in a Journal Club (present evidence based link of patient experience tied to better patient outcomes) during monthly meetings.

I acknowledge that I have received my personal copy of the Patient Experience Champion Job Description. I understand that I am responsible for helping drive the Patient Experience at University of Colorado Hospital. It is my personal commitment to help our practice deliver exceptional care and an extraordinary patient experience.

Champion Signature and Date

Manager Signature and Date

Director Signature and Date

- Champs meet the third Friday of each month for 90 minutes to get education, learn about best practices, and network with other areas around ideas to improve our patients experiences
- Identify 2-3 Champions from each department to participate. A 75% meeting attendance is required for each Champ per fiscal year.
- A Champion needs to be someone very interested in the patient experience and ready to support improvement tactics.
- The information they receive monthly will need to be brought back to their teams and cascaded
- Champs need to feel comfortable presenting this information and require creative thinking!

The role of the unit/department leader



Content and Training

uhealth Agenda

Ambulatory Patient Experience Champions
Friday February 15, 2019
12:30-1:30 pm
BSCC Auditorium

Time	Topic	Length	Owner
12:00p	Welcome and Ice Breaker	15m	Trent Joseph and Echo Vogel
12:15p	Super Hero	5m	Jennifer Rodgers
12:20p	January Meeting Debrief - Snowflakes Revisited	20m	Trent Joseph and Echo Vogel
12:40p	Data and Comments	10m	Andrea Salvo
12:50p	Duration and Explain	30m	Amy Searts and Indigo Brown
1:20p	Next Steps	5m	Trent Joseph and Echo Vogel
1:25p	Share the Love! ❤️	5m	Amy Searts

Notes:

Icebreaker is crucial



Super Hero

Super Hero of the Month

Darby Gallardo, PSA,
Cardiac Oncology



Meeting Debrief



Data and Comments

KNOW ME	EDUCATE ME
<p>Nurses + dr's were very good + cheerful. I would recommend your hospital to everyone. My husband + 3 daughters were always treated with respect + friendly.</p> <p>Both nurses and doctors were very knowledgeable understanding and personable. Great staff!!</p>	<p>When I didn't understand or had questions, I asked for clarification and it was given with no problem. Overall excellent!</p> <p>There was a sonographer in training that was working with me and I absolutely LOVED it because I got to learn right along with her about what they were looking for! It made the experience very educational and fun! Dr. Harper was also so warm and friendly!</p>
GUIDE ME	SUPPORT ME
<p>At CU Hospital I had excellent care from the emergency room & throughout my whole stay everyone did an excellent job. Thank you all from the bottom of my heart.</p> <p>Everything and everyone has been terrific! I'm really impressed with how well everyone is connected online and knows exactly what's going on in this old body of mine. Love the UCH phone app as well.</p>	<p>All who provided care during my stay were very supportive of my problem.</p> <p>The staff, nurses were more than vigilant about my comfort. The recovery nurse was really out of her way until I was assigned a room. She was with us for over 6 hours. She gave us updates frequently.</p>

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Education/Training

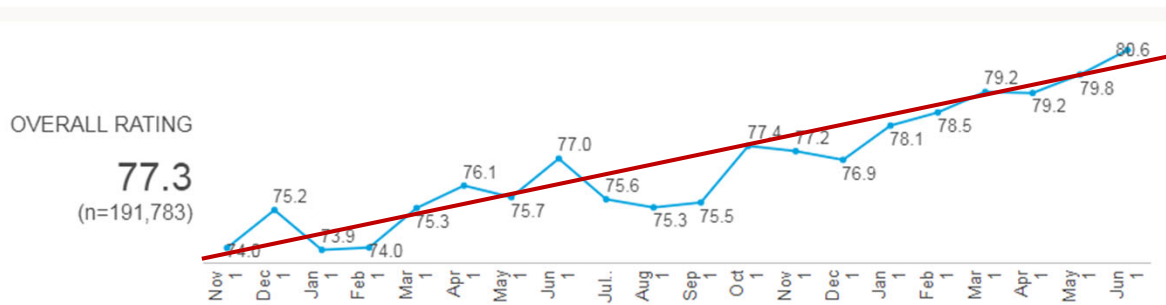
- Body Language
- Handoffs
- MAIDET
- Celebrate!

Action team

- Teamwork makes the dream work 😊



Results



A little help from our friends...



The journey continues...

Learning Modules Timeline



2019 Building the Foundation

1. September – Self Care
2. October – Emotional Intelligence
3. November – Trust

2020 Building Connections

4. January – Patient Mindset
5. February – Empathetic Communication
6. April – Implicit Bias
7. May – First Impressions
8. July – Gratitude
9. September – Service Recovery
10. November – Change