

Emphasis on patient feedback increases rapid cycle improvement for Magnet redesignation

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NPS SCORE IS WELL ABOVE AVERAGE



STRUCTURED COACHING PROGRAM



CUSTOMIZED MAGNET INDICATOR DASHBOARDS

SUMMARY

Dayton Children's Hospital is one of only 31 Magnet-designated organizations in Ohio. The Magnet designation is highly sought-after—its hospitals have lower patient mortality, fewer medical complications, improved patient and employee safety, and higher patient and staff satisfaction. Dayton Children's Hospital leadership found all the innovative, forward-thinking functionality needed to achieve their Magnet redesignation through NRC Health's experience solution.

"We know the provider is key in the ED, because that's why people are here. But we look at the whole picture to see if there are other areas that we can make improvements in, and then try to do that."

—**Tami Wiggins**, Senior Director of Emergency and On Demand Access, Dayton Children's Hospital

OPPORTUNITY

Dayton Children's has cultivated a resilient reputation for outstanding care and excellent customer service. Leadership strives to ensure that every patient encounter lives up to the organization's stellar reputation of going "above and beyond", starting before a patient arrives and concluding after their visit. In 2013, Dayton Children's received nursing's highest honor: A Magnet designation nationally recognizing the hospital as providing the gold standard in patient care and the professional practice of nursing, granted by the American Nurses Credentialing Center (ANCC). To ensure continued patient success, leaders at Dayton's Children turned to NRC Health for support with patient feedback to ensure that their loyalty, quality, and service remained high.

SOLUTION

NRC Health's patient feedback function is an automated patient-survey that attempts to reach 100% of patients within 48–72 hours of their care episodes. Contacting customers via email or interactive voice recording (IVR) technology, NRC Health reaches patients where they are, accelerating survey turnaround times and driving up response rates.

IMPLEMENTATION

With this feedback, they developed a comprehensive coaching program. They also quickly identified and compared scores from different departments alongside their benchmark scores, helping them efficiently schedule and pursue different improvement tactics in the following areas:

1. **NURSE COURTESY AND RESPECT**
2. **CLEANLINESS**

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