

# Real-time 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 and represents approximately 7% of all of the highest-ranking U.S. healthcare organizations. 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 Real-time Feedback solution.

*"When we began this journey, we did not have the patient-experience team stood up the way we do today. We did not have the data and Real-time Feedback that we do today. So we had a major lift."*

—Jayne Gmeiner, MS, RN, Vice President for Patient Care Services and CNO, 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's Real-time Feedback solution to ensure that their loyalty, quality, and service remained high.

## SOLUTION

Real-time Feedback is an automated patient-survey solution 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, Real-time 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**

## LEARN MORE

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