

Wellstar West Georgia Medical Center:

# Building Patient Confidence and Trust through Collaboration

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## Wellstar West Georgia Medical Center



2022 NRC HEALTH SYMPOSIUM



## OUR MISSION

To enhance the health and well-being of every person we serve.

## OUR VISION

Deliver world-class healthcare to every person, every time.

## OUR VALUES



We serve with compassion



We pursue excellence



We honor every voice



# Inpatient “Would Recommend” Scores



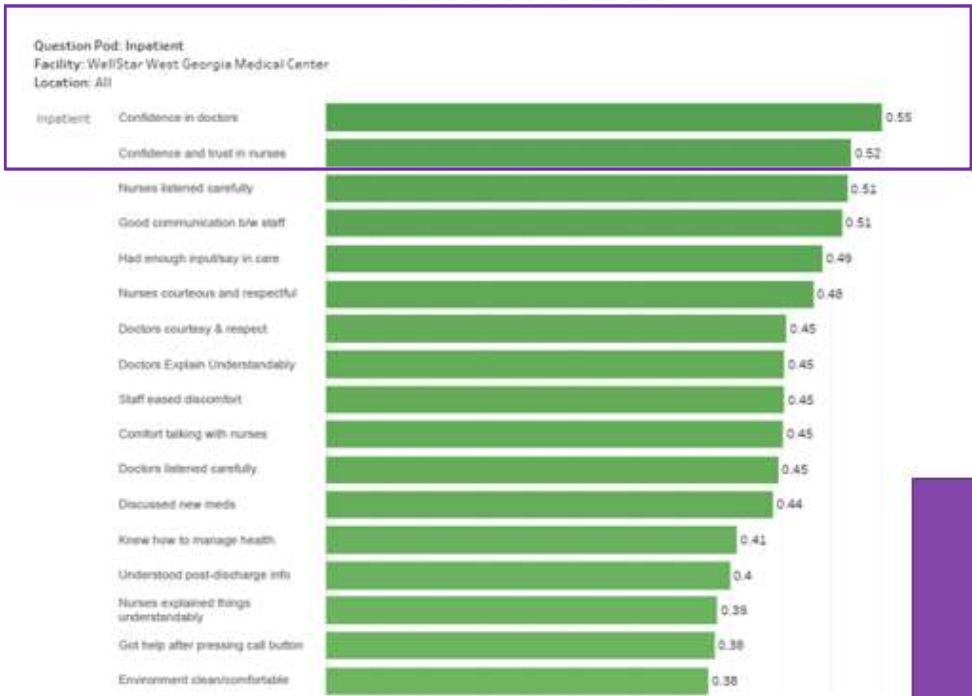
WWGMC worked diligently FY20, FY21, and FY22 to build processes and behaviors to improve confidence in nurses and physicians both independently and mutually by tracking these measures. Through these initiatives WWGMC has improved Confidence Metrics year over year and improved Overall Would Recommend from 71.1 to 76.8 over the last 3 years.





# West GA: Inpatient Quantitative Data

## Correlation Report



## Benchmark Report (%ile Rank)

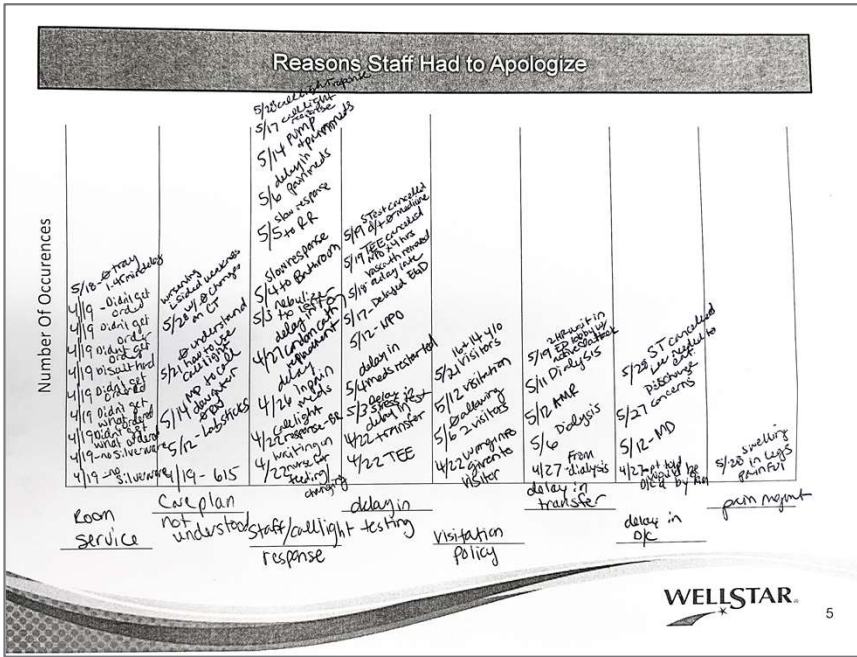


**Confidence and Trust in Nurses and Confidence in Doctors Identified as top Contributors to Would Recommend**

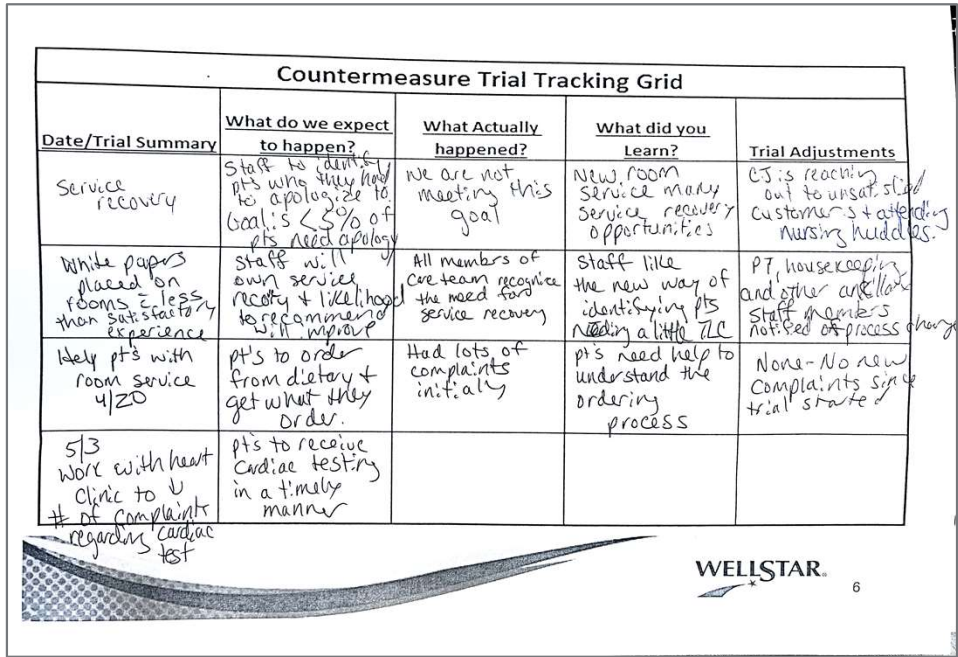


**Driving Improvement  
Through Collaboration**





Pareto chart used to track occurrences of common service recovery opportunities



### Countermeasure Trial Tracking Grid

Date/Trial Summary	What do we expect to happen?	What Actually happened?	What did you Learn?	Trial Adjustments
Service recovery	Staff to admit pts who they had to apologize to. Goal: < 5% of pts need apology	We are not meeting this goal	New room service recovery opportunities	CS is reaching out to unsat. staff customers + attending nursing huddles.
White papers placed on rooms = less than satisfactory experience	Staff will own service recov + likelihood to recommend will improve	All members of care team recognize the need for service recovery	Staff like the new way of identifying pts needing a little TLC	PT, housekeeping and other ancillary staff members notified of process change
Help pt's with room service 4/20	pt's to order from dietary + get what they order.	Had lots of complaints initially	pt's need help to understand the ordering process	None - No new complaints since trial started
5/3 Work with heart clinic to ↓ # of complaints regarding cardiac test	pt's to receive cardiac testing in a timely manner			

Countermeasure tracking grid to track experiments and trials



10 Extremely likely

**What Else Re: Experience:**

The doctor, nurses and staff were wonderful. This hospital has definitely come a long way from the way it use to be. I am confident in knowing that if my family had to be admitted in the future, they would be well taken care of. Thanks again to the staff of 5South?

- Care Team - Admit/Check in
- Care Team - Involvement of Friends and Family
- Care Team - Recognition
- Facilities/Environment - Building Quality
- Nurse/Nurse Aide - Recognition
- Provider - Recognition

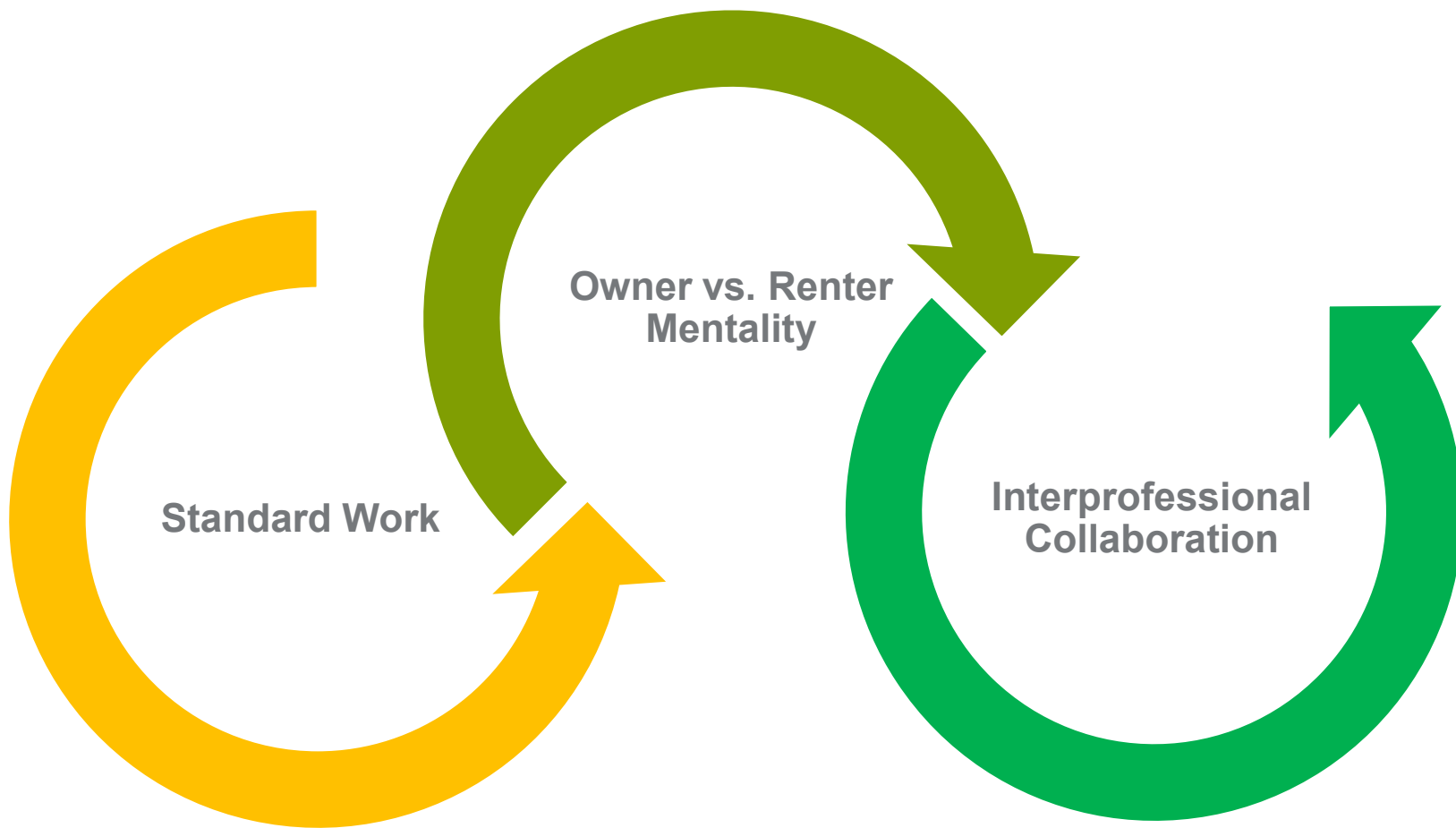
**What Else Re: Experience:**

I love the nurses in the Labor/Delivery and Postpartum units. They were kind, helpful, respectful, and made me feel comfortable and provided a happy environment. They eased my fears and comforted me during emotional moments. They were the best.

- Facilities/Environment - Building Quality
- Nurse/Nurse Aide - Courtesy/Respect
- Nurse/Nurse Aide - Diagnoses/Testing
- Nurse/Nurse Aide - Recognition
- General - Emotional Support
- General - Pain/Physical Comfort
- General - Recognition

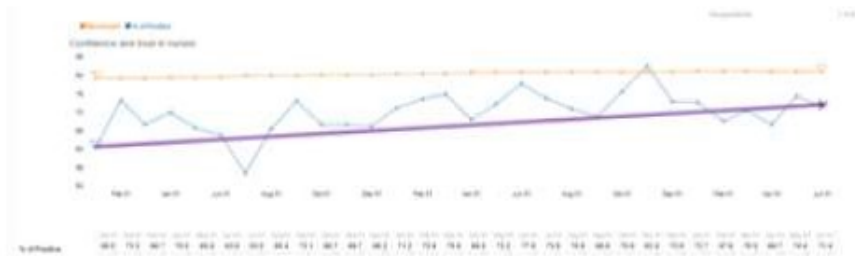




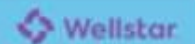
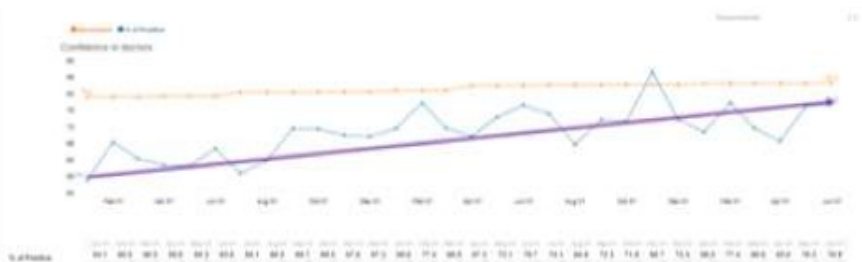


# Upward Trend In Confidence Metrics

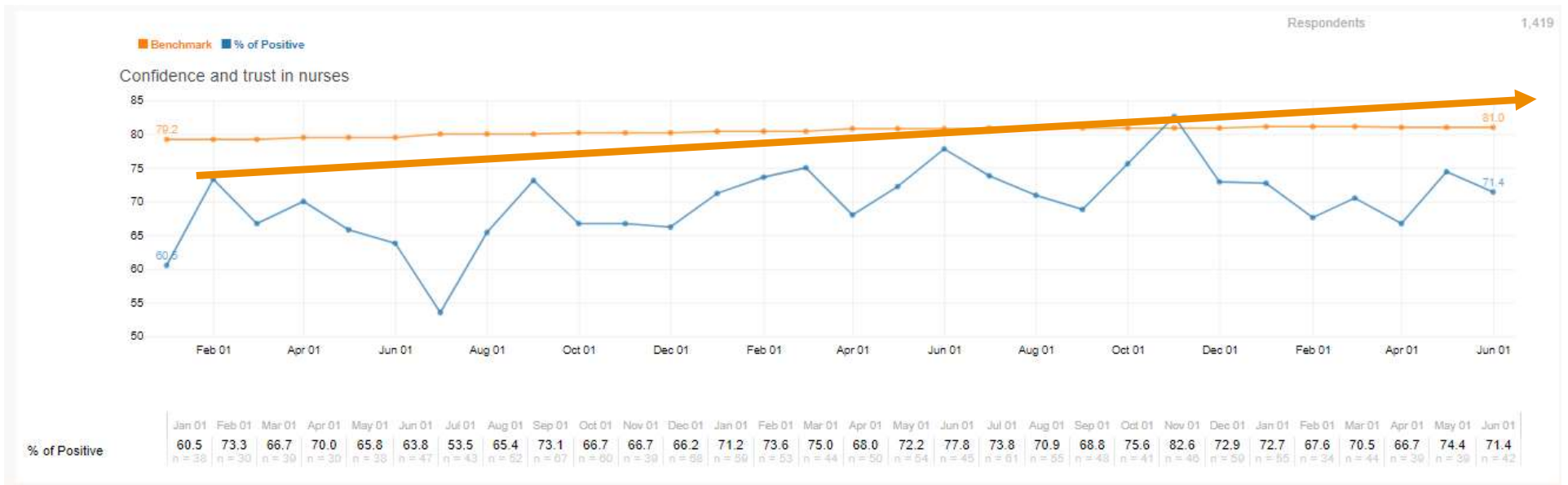
## Confidence and Trust in Nurses FY20-FY22



## Confidence in Doctors FY20-FY22



# Confidence and Trust in Nurses FY20-FY22

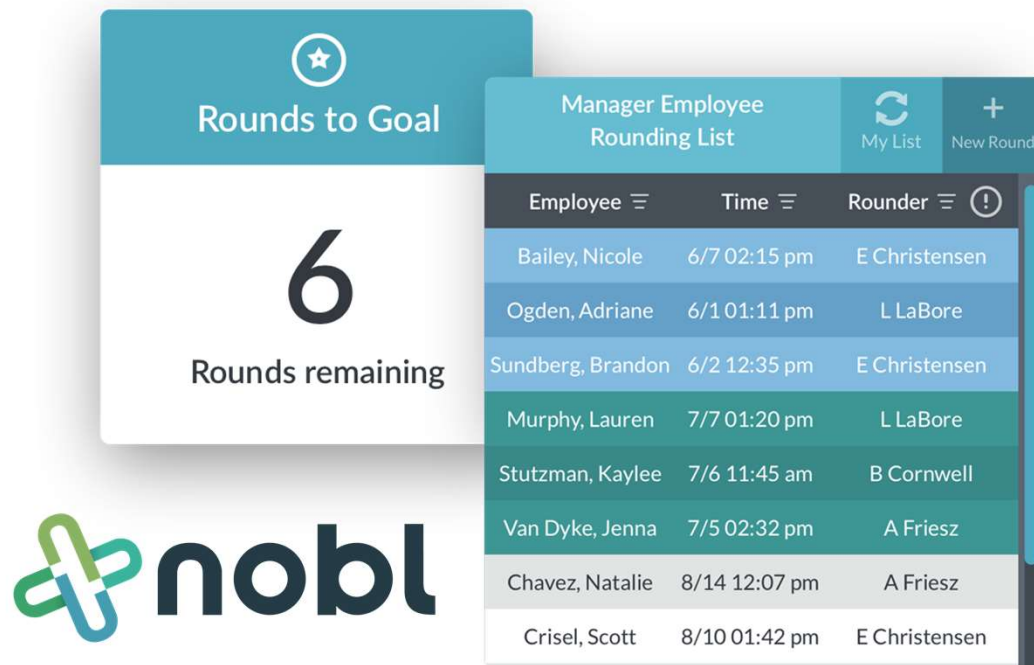


Initiatives to  
Improve  
**Confidence and  
Trust in Nurses**





# Nurse Leader Rounding



The screenshot displays the nobl mobile application interface. On the left, a card titled 'Rounds to Goal' shows a star icon and the number '6' with the text 'Rounds remaining'. To the right, a 'Manager Employee Rounding List' table is shown with columns for Employee, Time, and Rounder. The table lists several entries with their respective details. The nobl logo is visible in the bottom left corner.

Employee	Time	Rounder
Bailey, Nicole	6/7 02:15 pm	E Christensen
Ogden, Adriane	6/1 01:11 pm	L LaBore
Sundberg, Brandon	6/2 12:35 pm	E Christensen
Murphy, Lauren	7/7 01:20 pm	L LaBore
Stutzman, Kaylee	7/6 11:45 am	B Cornwell
Van Dyke, Jenna	7/5 02:32 pm	A Friesz
Chavez, Natalie	8/14 12:07 pm	A Friesz
Crisel, Scott	8/10 01:42 pm	E Christensen

- Focused rounding with both patients and team members
- Learn barriers to success
- Drive improvements



# Identifying Trends in Care through Rounding

## Round by Assignment

- Round with the nurse first
- Focused Questions to learn about behaviors

## Use Focused Questions

- Choose focused patient rounding questions aligned with your strategic lanes

## Provide Feedback and Coaching

- Provide the team member with feedback that encourages growth

## Identify and Share Trends

- Reflect on what you learned
- Share learnings at huddles



# To Elevate Frontline Staff Members' Performance

Coaching Excellence

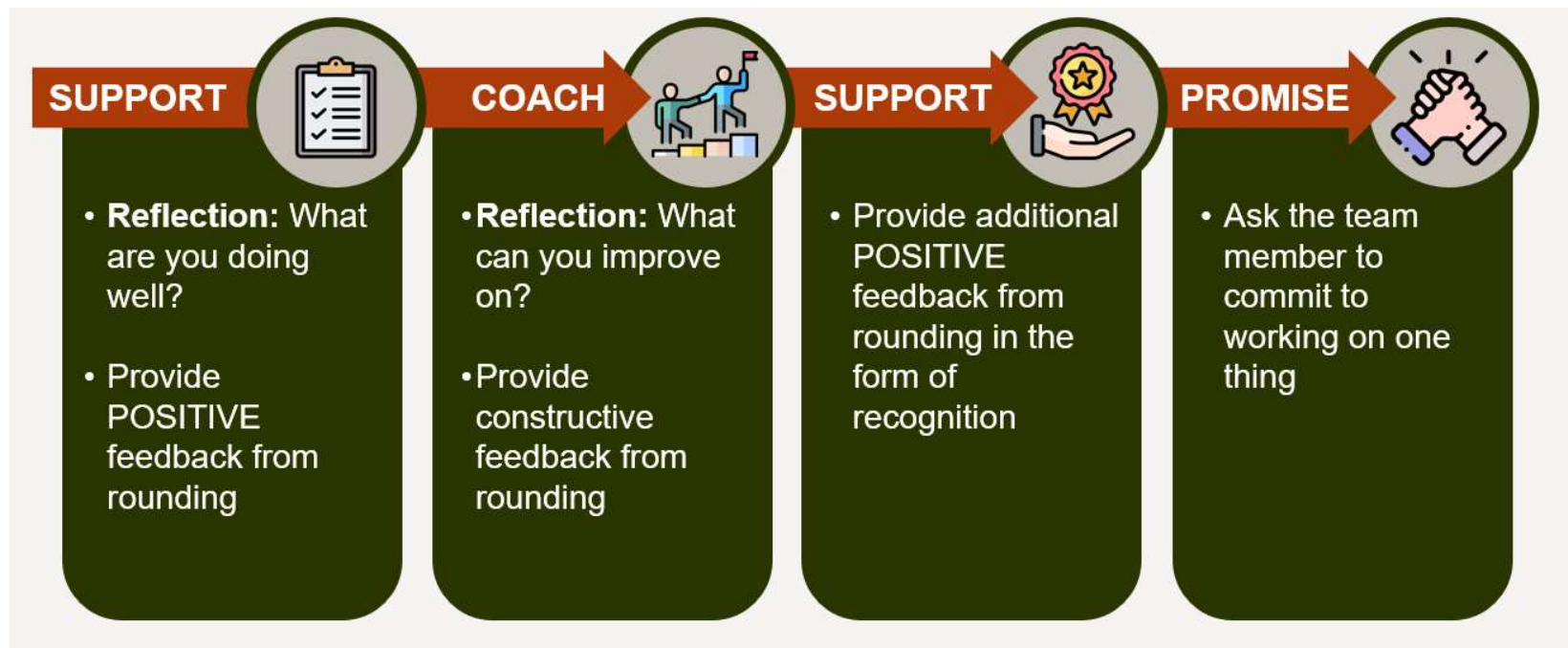




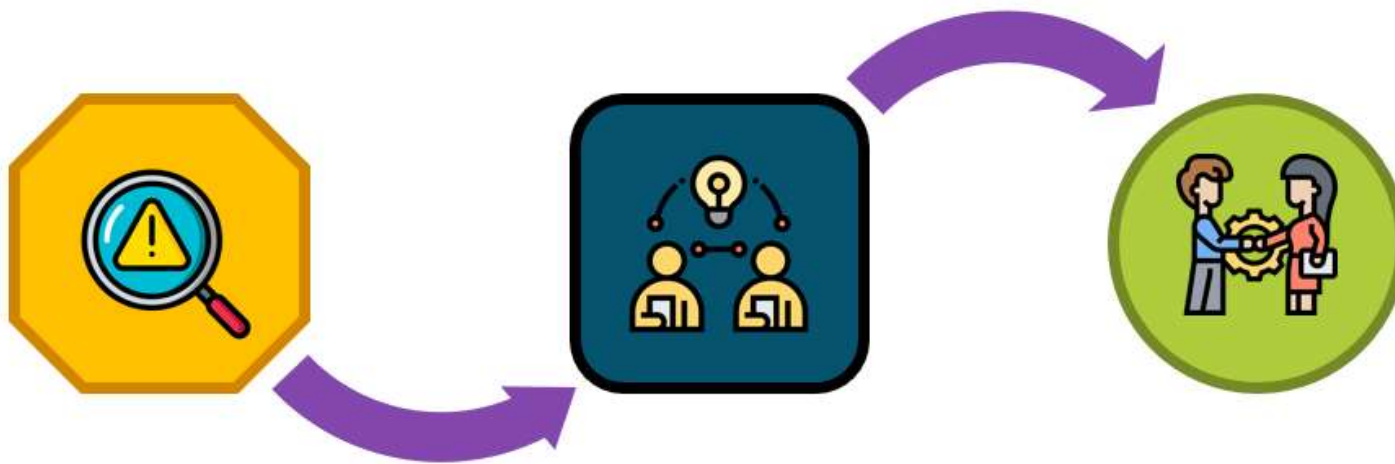
*Feedback is  
a gift!*



# Coaching Excellence Model



## When the Standard is not Met...



In this situation, re-educate the team member to the standard, and follow back up with the team member at the end of the shift.



# Coaching Excellence: Leaders are on Stage



***Your words have weight.*** Take time to think about what you are coaching and how your coaching is aligned to your unit strategy and the professional development of your team members.

***Your Leadership should be Intentional.***



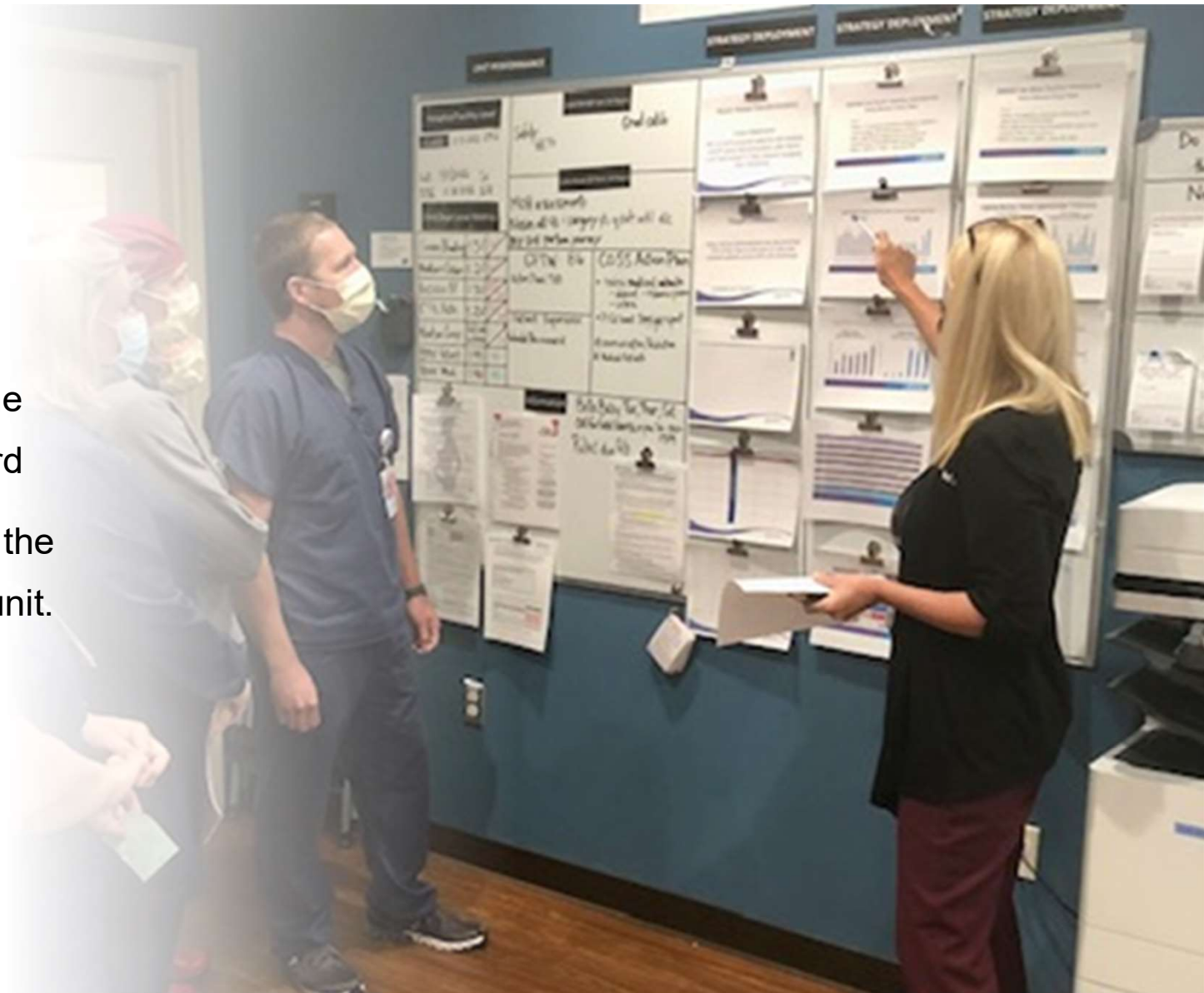
# Intentional Leadership

CNO Gemba





- Every Gemba Starts at the Visual Management Board
- Gemba should align with the strategic initiative of the unit.



# Charge Nurse Development

Developing a Frontline Leadership Standard





### Service Recovery Training

Utilizing the CARE Model to structure service recovery conversations:

- Connect
- Apologize
- Repair
- Exceed



### Effective Communication

Utilizing tools to communicate effectively and respectfully

- SBAR
- THINK



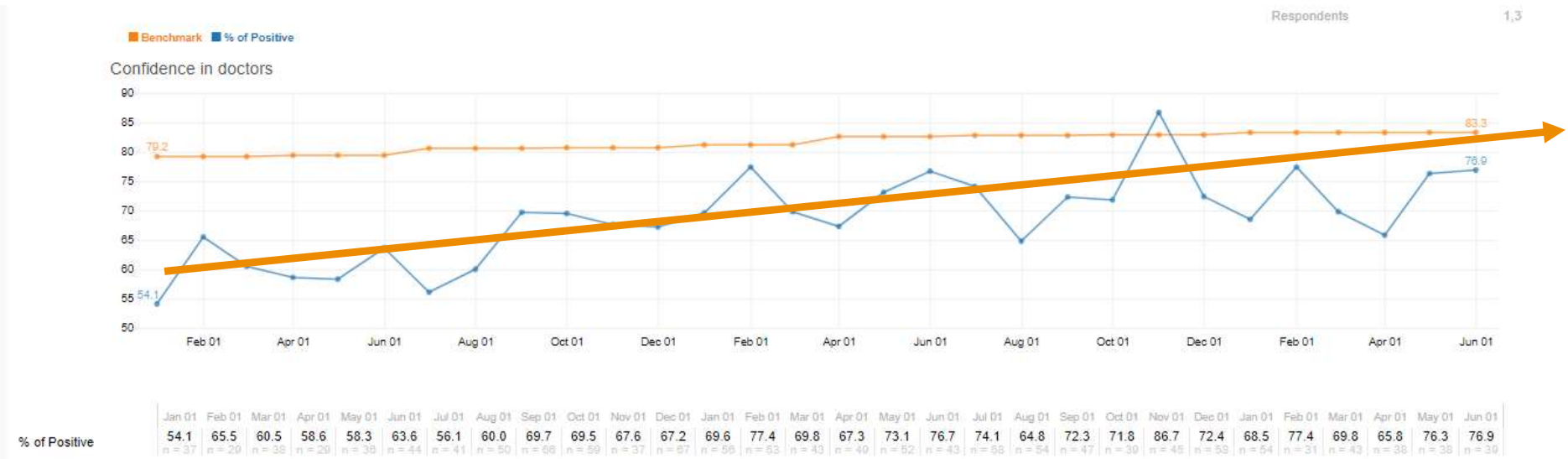
### Leadership Development

Opportunities to grow future leaders:

- Book Clubs
- NCharge Training Course
- Preceptor Course



# Confidence in Doctors FY20-FY22



Initiatives to  
Improve  
**Confidence and  
Trust in Doctors**



# Collaborative Daily Huddles

- **Daily Hospital Medicine Huddle**
  - Length of Stay
  - Readmissions
  - Confidence in Physicians
- **Interdisciplinary Rounds (IDRs)**

*Team.  
Coming together is a  
beginning. Keeping  
together is progress.  
Working together is  
success.*

HENDY FORD





# Acknowledging Values in Action


Physician Recognition



# Quarterly Award

- Hospitalist of the Quarter:
  - Highest “Confidence in Doctor” Score
  - Minimum number of Surveys
- Recognized in Newsletter
- Recognized at Department of Medicine
- Favorite Treat placed in Doctors lounge
- Plaque at End of Year

HOSPITALIST OF THE QUARTER



Congratulations to our Hospitalist of the Quarter, Dr. Quoc Ngo! We appreciate all you do for our patients.



# Monthly CEO Luncheon

- Agenda Set by Hospitalist Group
- Allows time to problem solve and trouble shoot
- Creates Social Capital





**To Build  
Confidence, You  
Gotta Own It!**





# Questions?

