

From a child's perspective..... Why do we have doctors if we have nurses?

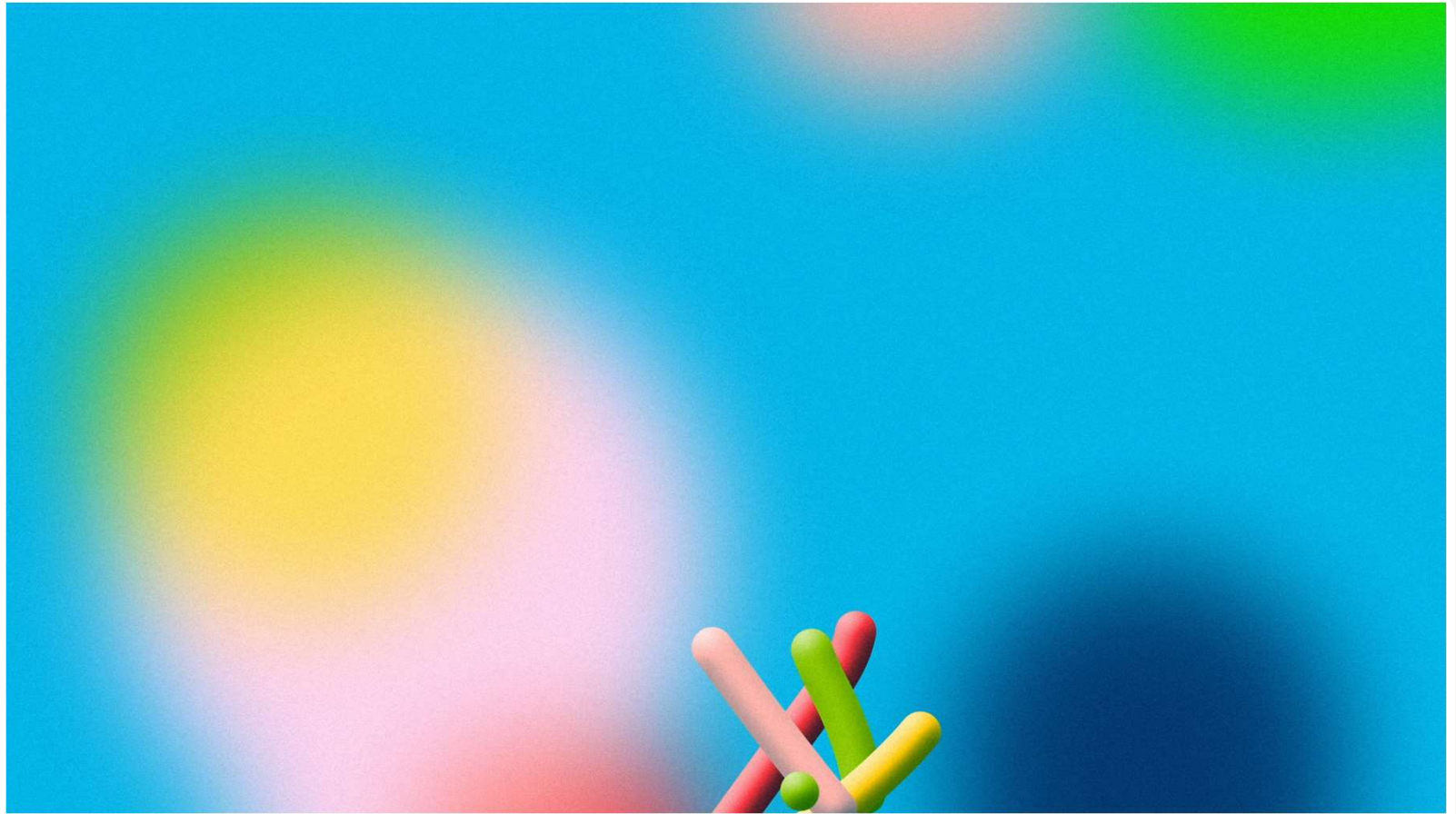
How positive nurse/patient relationships support quality outcomes and patient experience



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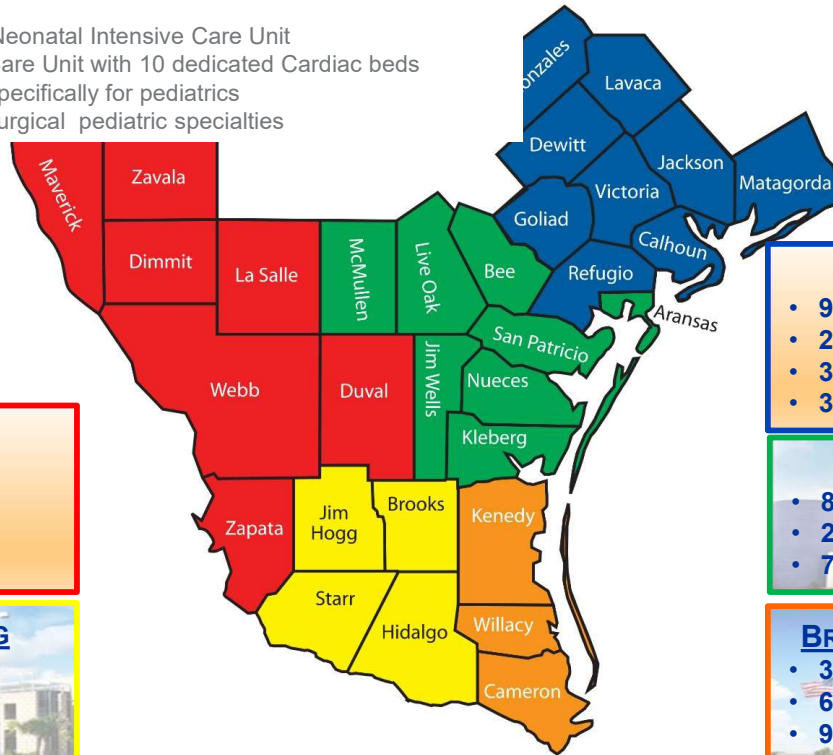


Who we
are...



DRISCOLL SERVICE AREA

- Driscoll Children's Hospital is a not-for-profit 191-bed pediatric tertiary care center
- 61-bed Level IV Advanced Neonatal Intensive Care Unit
- 22-bed Pediatric Intensive Care Unit with 10 dedicated Cardiac beds
- Emergency Room created specifically for pediatrics
- More than 30 medical and surgical pediatric specialties



LAREDO

- 7 counties
- 58 Employees
- 10,995 Clinic Visits
- 264 Flights to Market

MCALLEN/EDINBURG

- 4 counties
- 156 Employees
- 19,921 Clinic Visits
- 213 Flights to Market

VICTORIA

- 9 counties
- 26 Employees
- 3,688 Clinic Visits
- 39 Flights to Market

CORPUS CHRISTI

- 8 counties
- 2,250 Employees
- 75,030 Clinic Visits

BROWNSVILLE/HARLINGEN

- 3 counties
- 61 Employees
- 9,513 Clinic Visits
- 210 Flights to Market





DRISCOLL CHILDREN'S HOSPITAL RIO GRANDE VALLEY



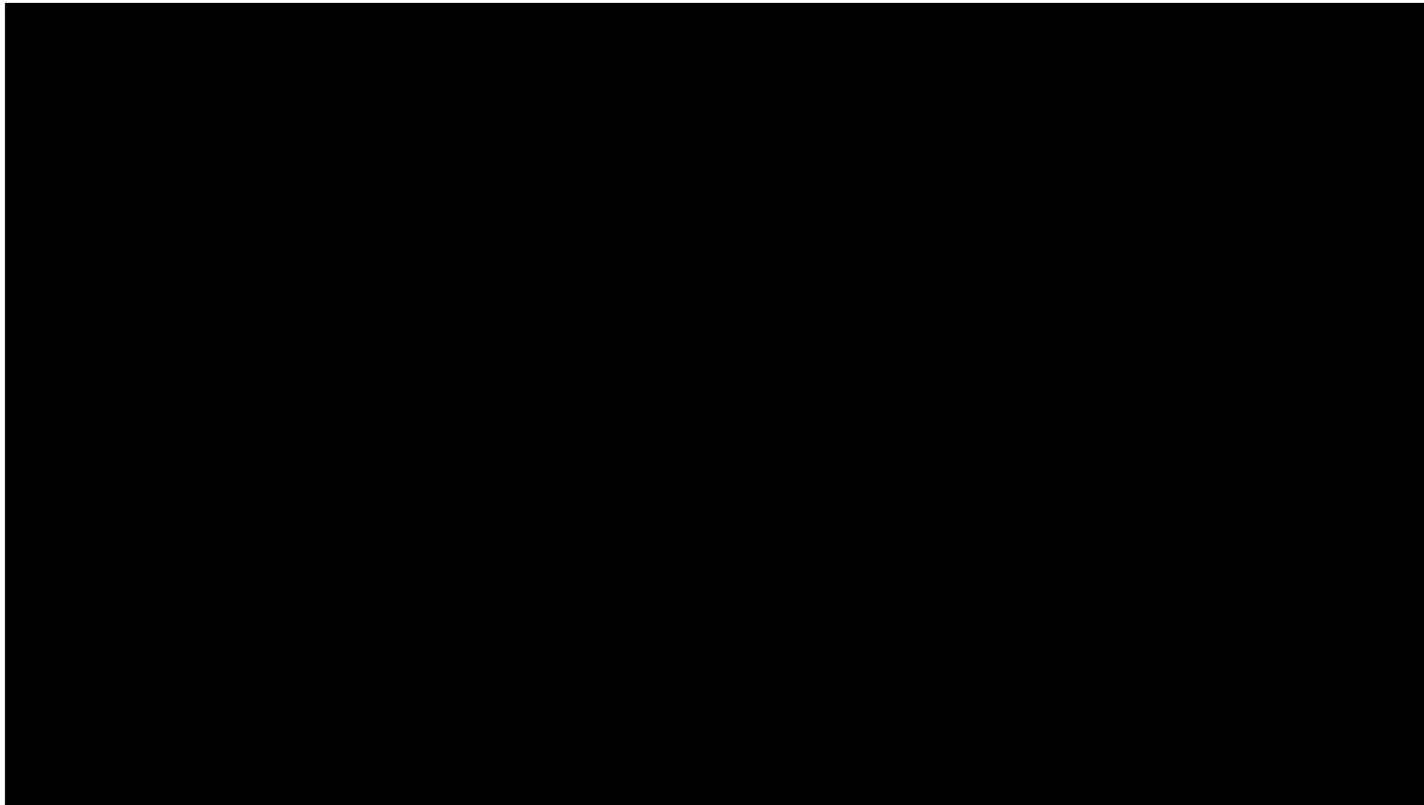
Our Title...

”Why do we have
doctors if we
have nurses?”

Out of the mouth of babes.....



Nurses – Patients Relationship...





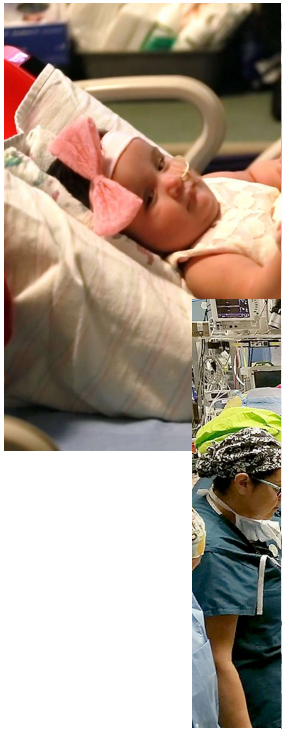
Current Credentialed Physicians affiliated with Driscoll Health System-**280**

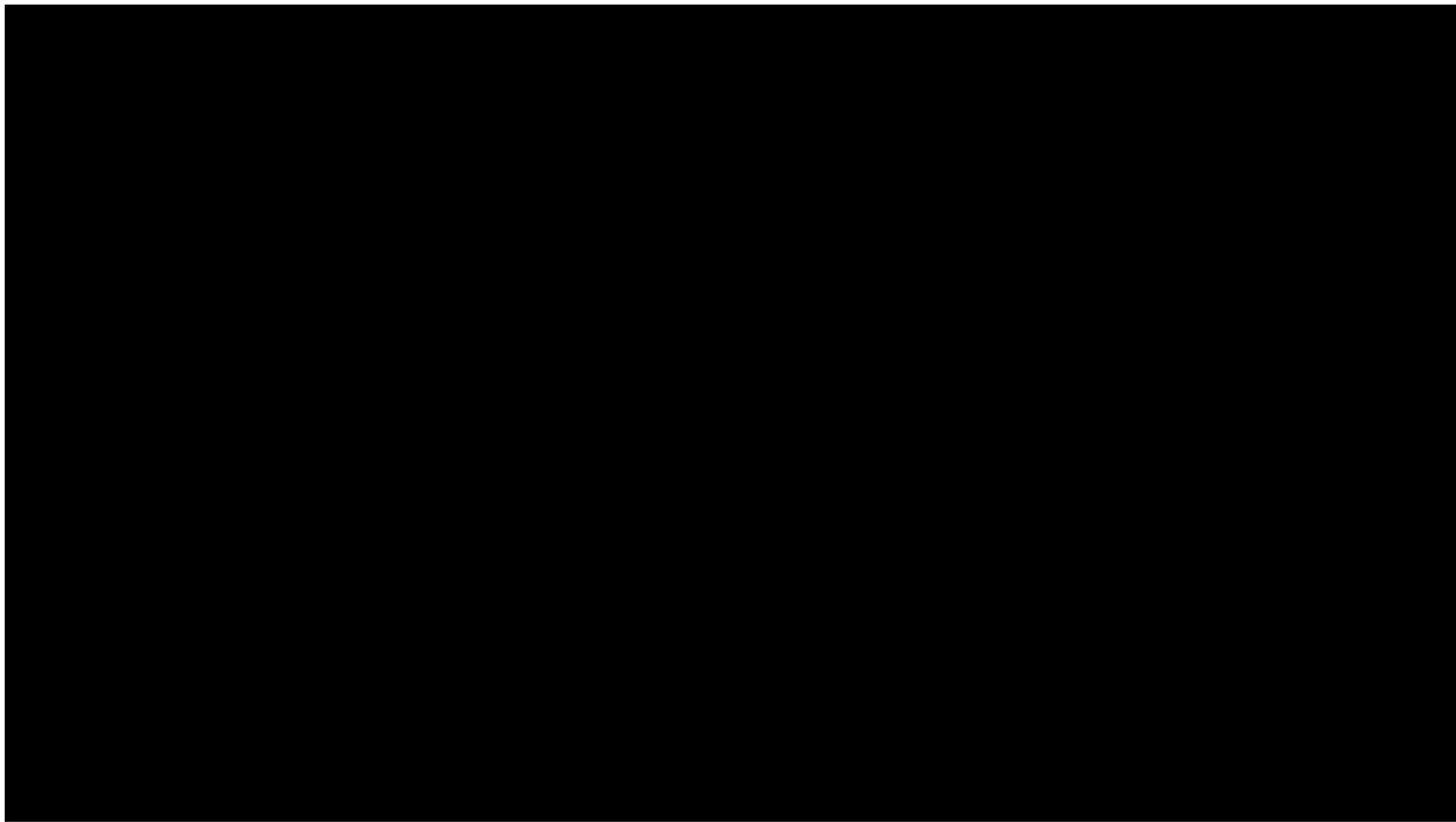


PHYSICIANS ❤️



Through the patient's eyes...





Objective 1

- Identify how collaboration methods in the inpatient nursing units can lead to aligned goals and consistent actions to make a positive impact on the patient/family experience.



Collaboration Best Practice & Outcomes

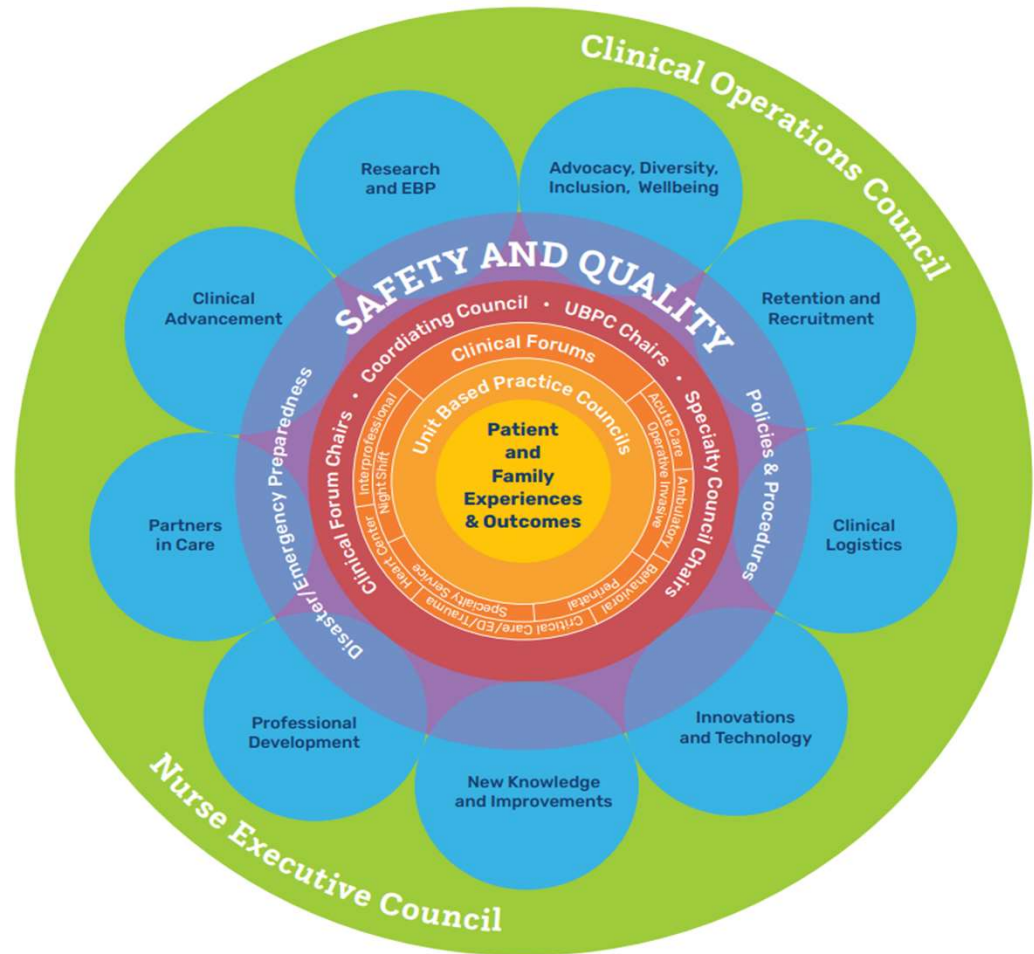


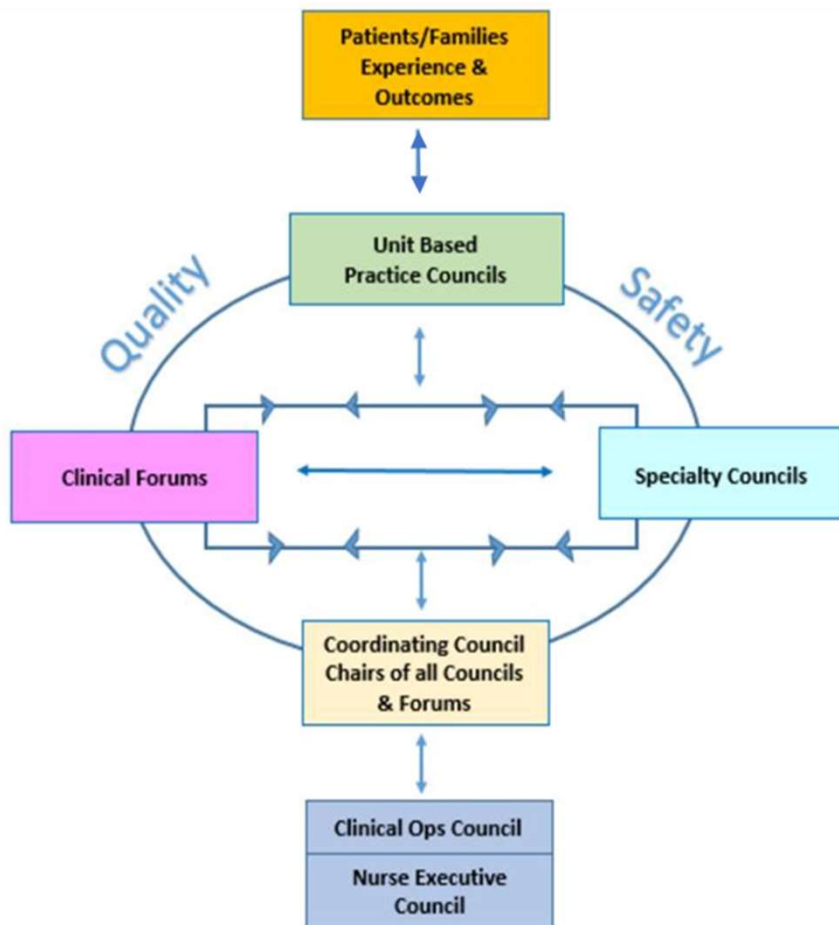
Share Governance Structure-Current State

- Unit Based Councils
- Specialty Councils
 - Practice and Research
 - Diversity, Resilience & Well Being
 - Professional Practice, Education and Development
 - Innovation and Technology
- Coordinating Council
- Clinical Operations Council



Proposed NEW Shared Governance Structure





Proposed Communication Flow

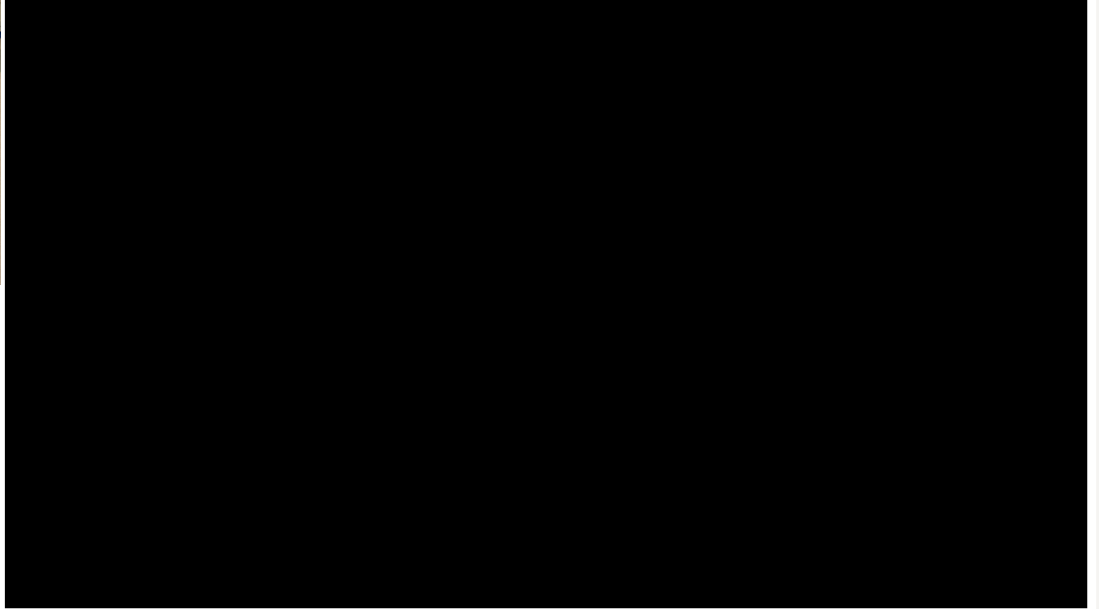


Nursing



- Nightingale Pledge
- 1935 revised version
- ...”with loyalty will I aid the physician in his(her) work, and as a missioner of health, I will dedicate myself to devoted service for human welfare
- “Doctors study and cure disease, while nurses study and heal people”...doctors treat/heal using drugs, procedures and/or surgery
- Medical diagnosis focuses on the illness; nursing diagnosis focuses on the patient;
- A nursing diagnosis is patient-oriented...not just focused on the disease, but also on the impact the disease has on the patient’s emotional, spiritual, mental or even social in addition to the physical ramifications.
- <https://rnspeak.com>things-that-nurses-can-do-but-the-doctor-cannot>





Outcomes

365 days since our last
**SERIOUS SAFETY
EVENT!!!!!!**



HR Metrics

- **Vacancy Rates**
- **BEDSIDE RNs FYTD 2022**
- **2.8%**
- Avg Headcount 375
- Avg Vacancies 11

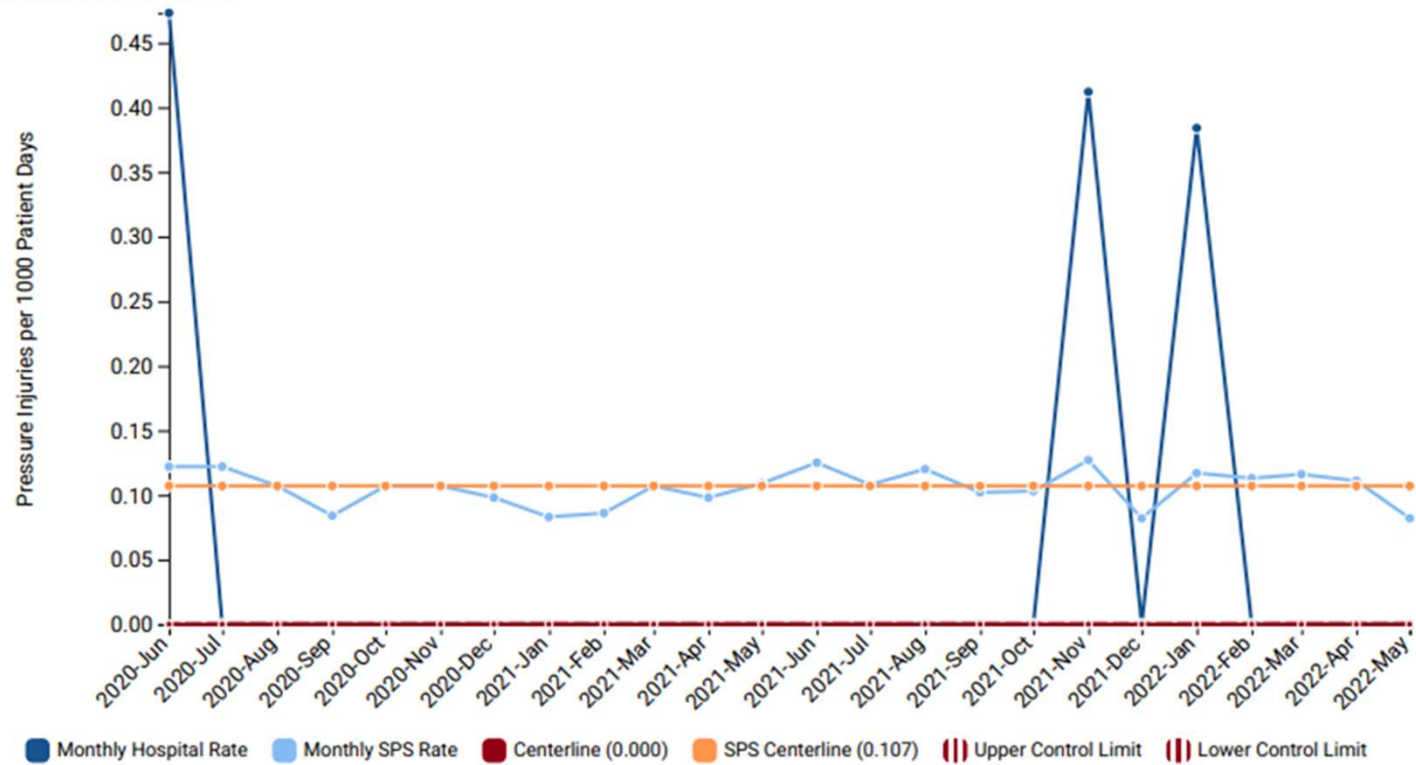
Term or Turnover Rates
FYTD through July 2022

6.8%



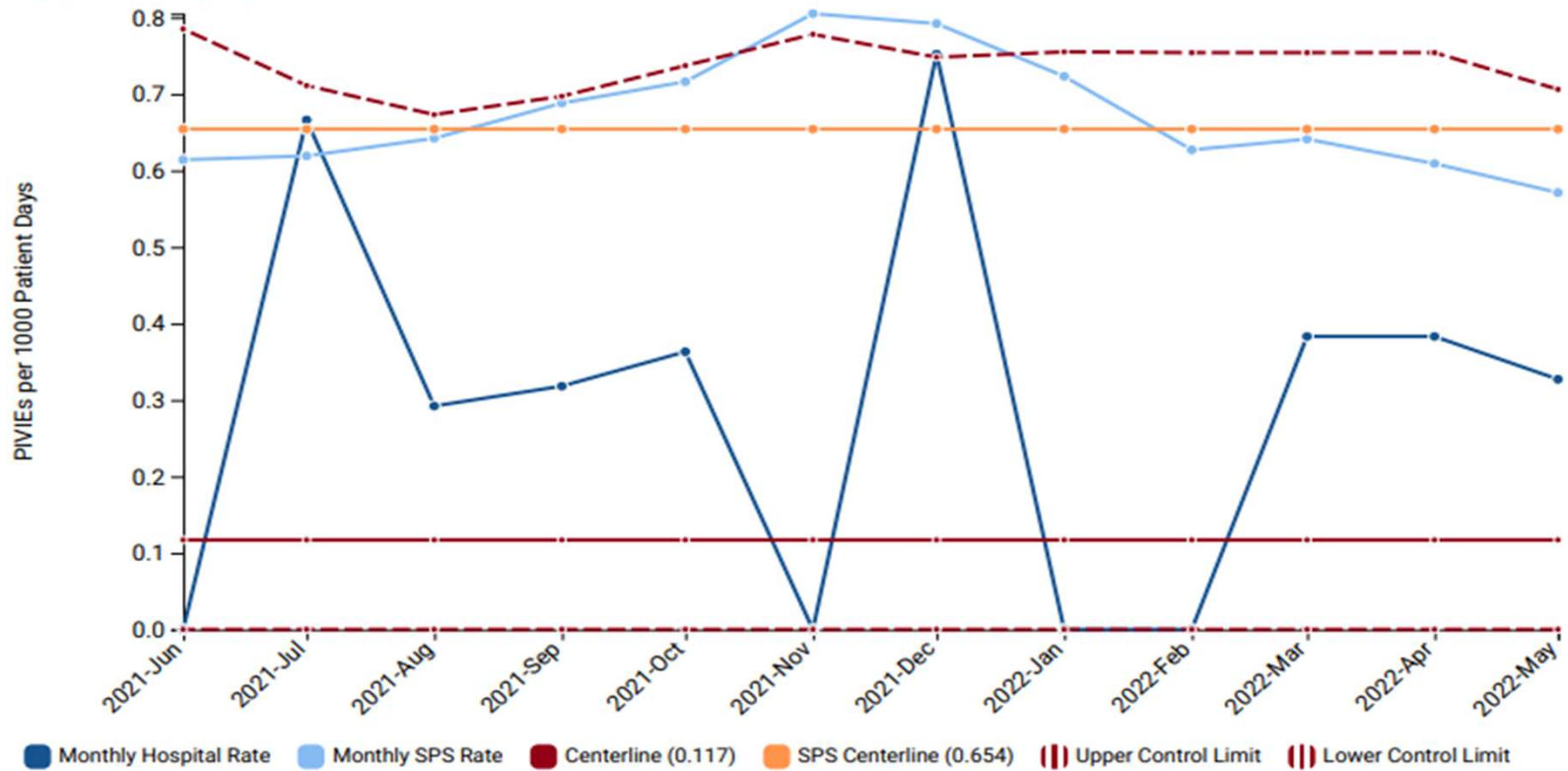
Pressure Injuries Rate (Stages 3 & 4, Unstageable) Driscoll Children's Hospital

Desired direction of change



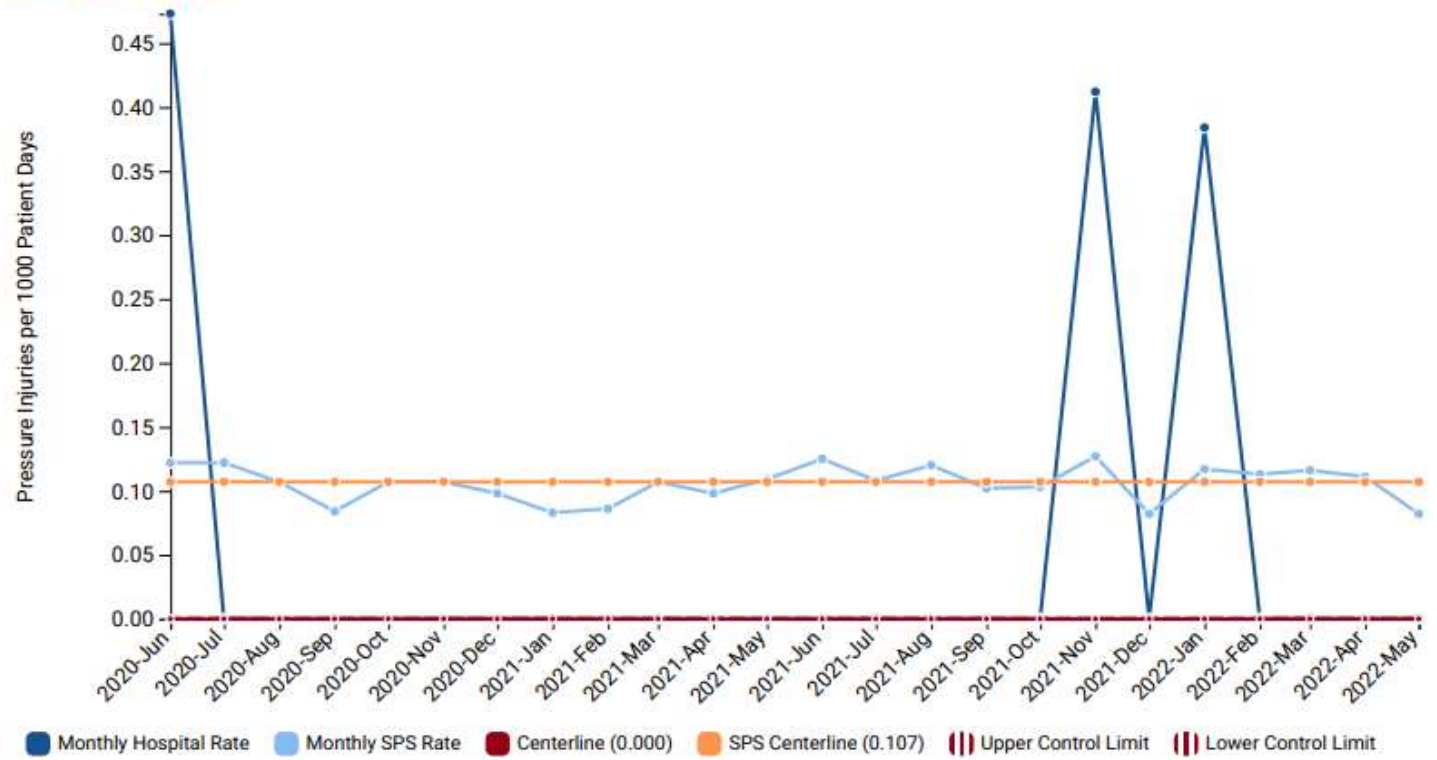
Peripheral IV Infiltrations and Extravasations (PIVIE) Rate - Moderate
Driscoll Children's Hospital

Desired direction of change
↓



Pressure Injuries Rate (Stages 3 & 4, Unstageable)
Driscoll Children's Hospital

Desired direction of change
↓



Objective

- Define Real-time patient feedback data and best practices to communicate and align behaviors and initiatives related to relationships between nurses and their patients (comfortable talking with nurses; nurses explained things in a manner that the patient/family understand; communication is courteous and respectful).



Importance of Data

“The ultimate purpose of taking data is to provide a basis for action or a recommendation for action.”

“You can’t manage what you don’t measure.”

“Without data you’re just another person with an opinion.”

-W. Edwards Deming



Real Time

Before

5% Response Rate

175 comments/year



After

30% Response Rate

More than 5000
comments/year



Real Time Data

- Provided immediate, real-time feedback
- Quantity of data created powerful, believable experience data for all stakeholders
- Opportunities easily identifiable
- Great source for recognition



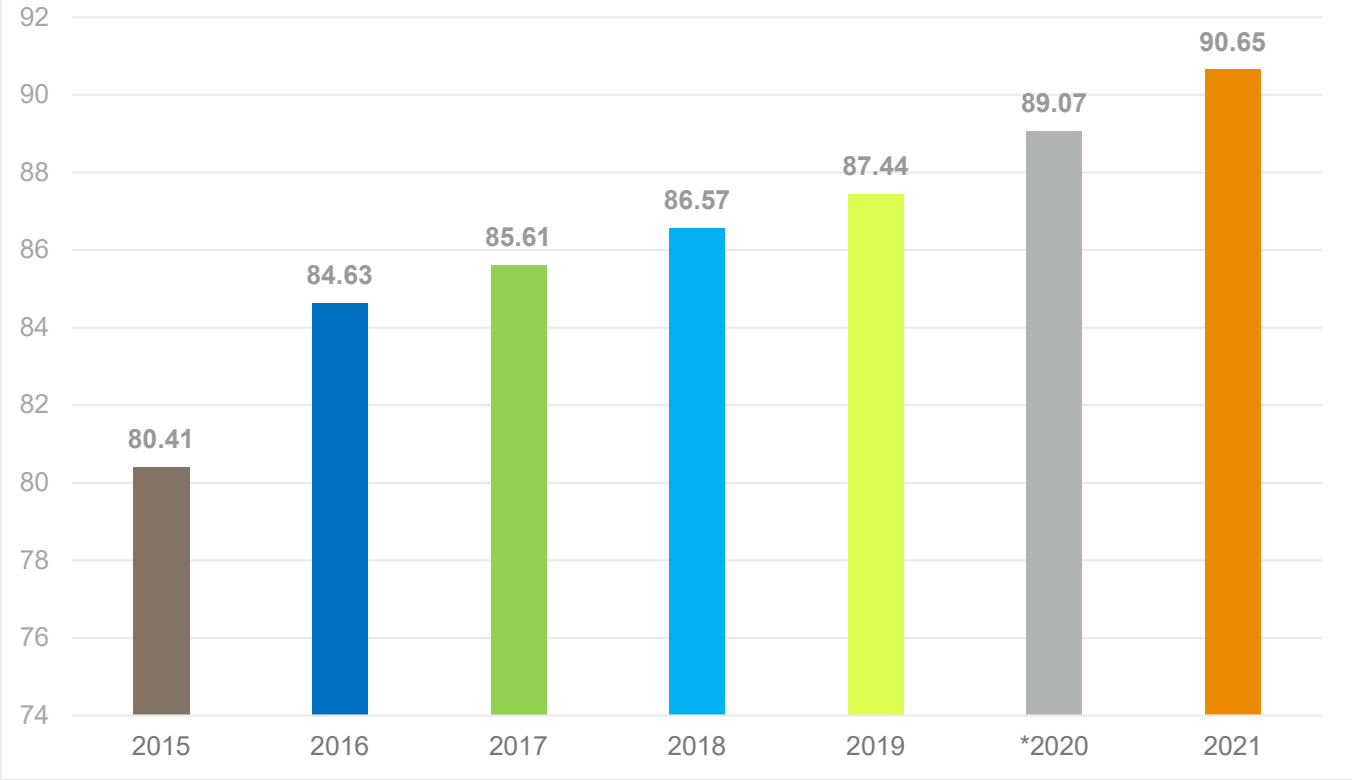
Driscoll Health System Strategy

- ✓ Leadership Accountability
- ✓ Communicate With Heart Customer Service Approach
 - * Adopted from Cleveland Clinic- 2013
- ✓ Hard Wiring New Customer Service Approach
- ✓ **Leadership Incentive Goals Changed**
- ✓ **Great Focus on Physician Engagement**



PATIENT EXPERIENCE

Would You recommend Facility/Provider Driscoll Health System



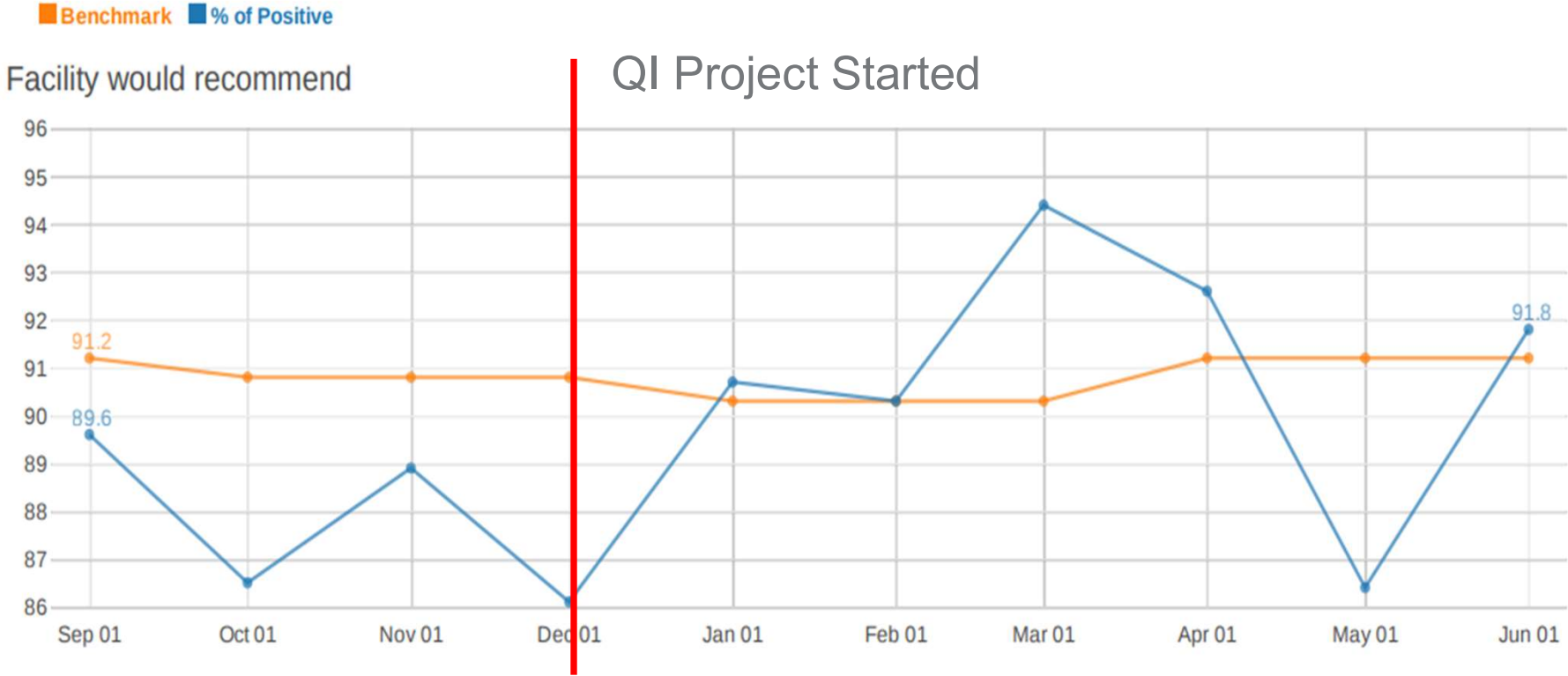
Positive Scores 2021

Question	YTD	Last 3 Months	Last Month	n-size	Score	Bench mark	Gap	
Provider would recommend	93.6	93.5	94.3	14,525	92.8	92.0	0.8	
Facility would recommend	87.4	87.1	87.9	15,260	88.0	90.9	-2.9	
Nurses courtesy/respect	86.5	86.0	85.5	24,262	86.0	91.2	-5.2	
Comfort talking with nurses	85.3	84.0	87.0	1,151	82.9	87.6	-4.7	
Nurses explained things	68.3	66.6	67.5	2,151	67.7	88.9	-21.2	

Benchmark – NRC - Children’s Hospital – 80th Percentile

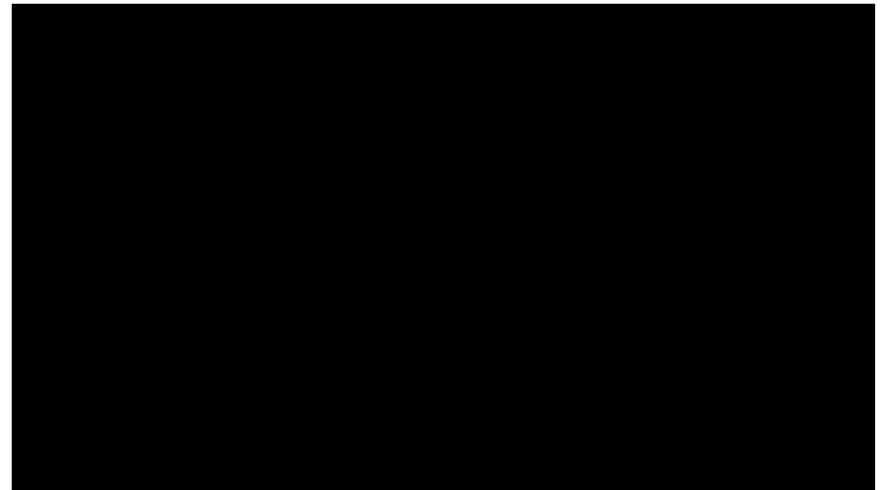


Data Trends Inpatient



Why This Project?

- Patient experience scores for question “nurses explained things” have been below 30th percentile in the last 2 years on 7th Tower.
- Nurses concerned about this perception from families in relation to patient education/safety with discharges.
- Nurses spend 24 hours a day with patients/families and have more interaction/opportunities to influence patient experience.



Objective 3

- Explain how Driscoll Children's Hospital successfully implemented its nursing quality improvement project surrounding the continuum of communication between patients/families and nurses, keeping the perspective of the patient/family at the center of the initiative.



How the Project Aligns With Driscoll Health System Strategy

* Improved Patient Experience and Satisfaction

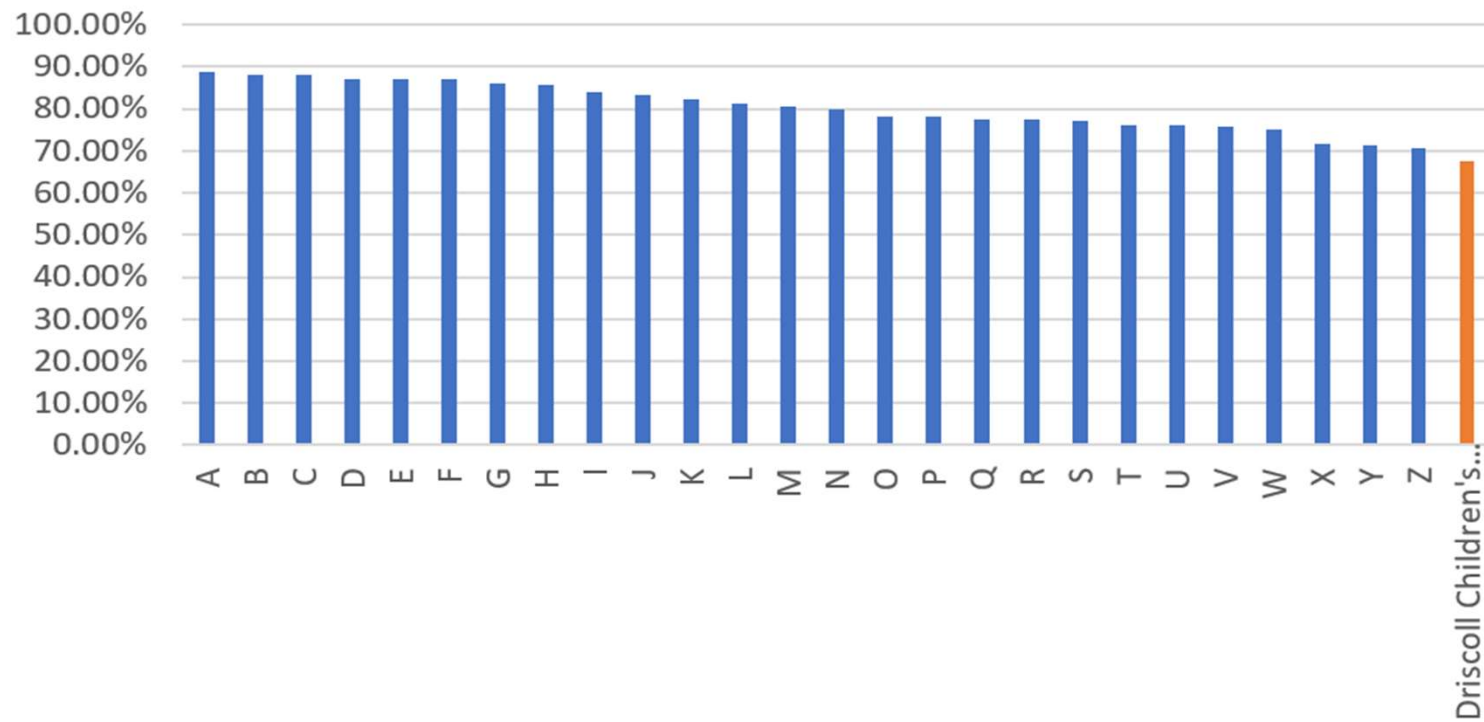
- Inviting and involving parents in requesting education during each visit will provide ample opportunities for information sharing

* This also Aligns with Current National Patient Safety Goals

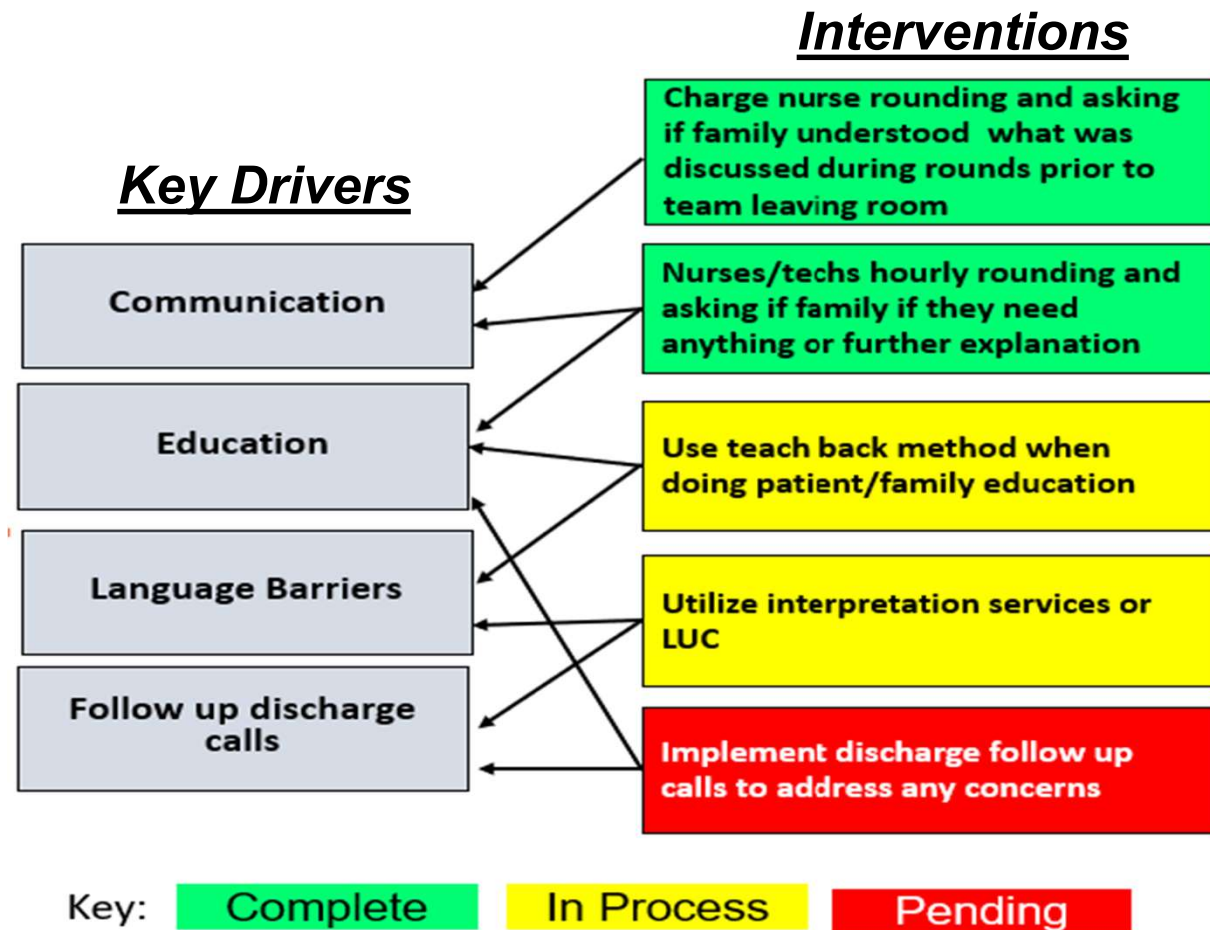
- Nursing explaining things/education is an integral part for good communication and safe discharge.



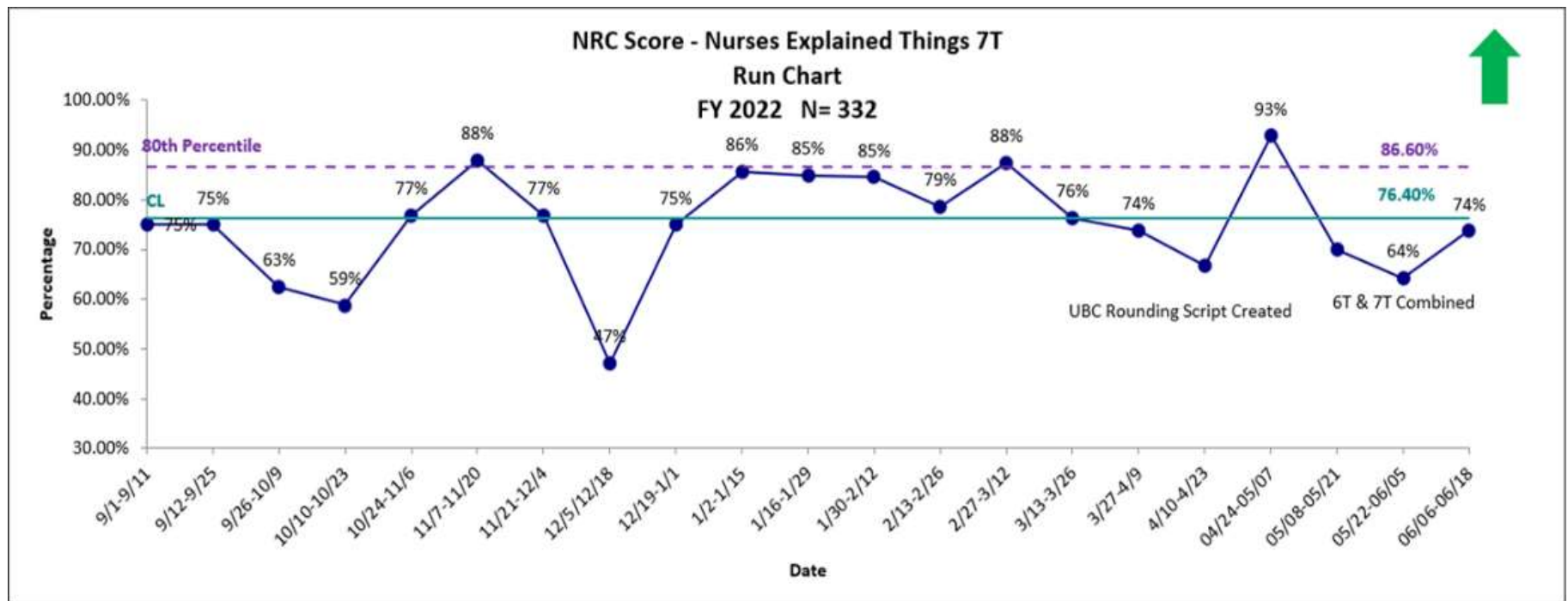
2021 Children's Hospital Positive % Nurses Explained Things



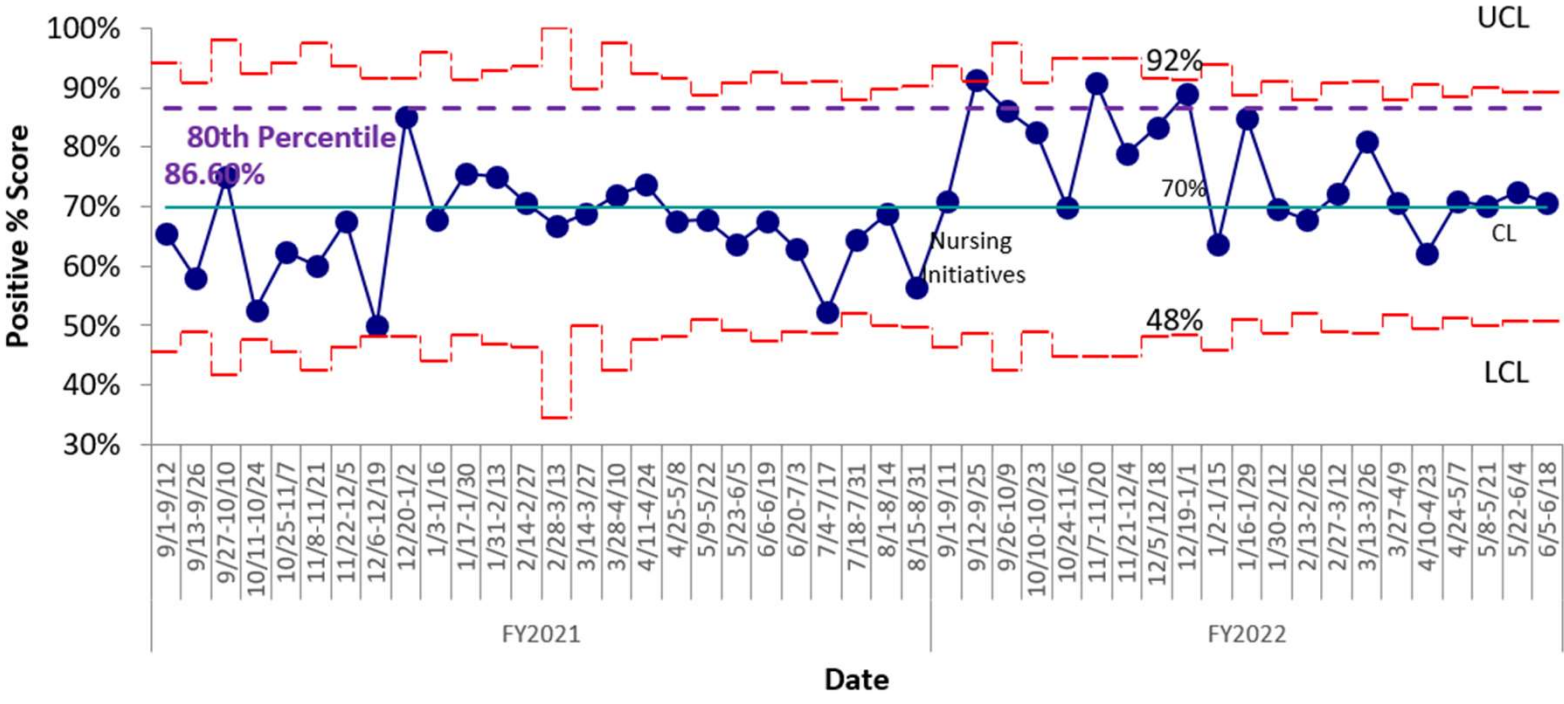
Increasing NRC “Nurses explained things” on 7th Tower



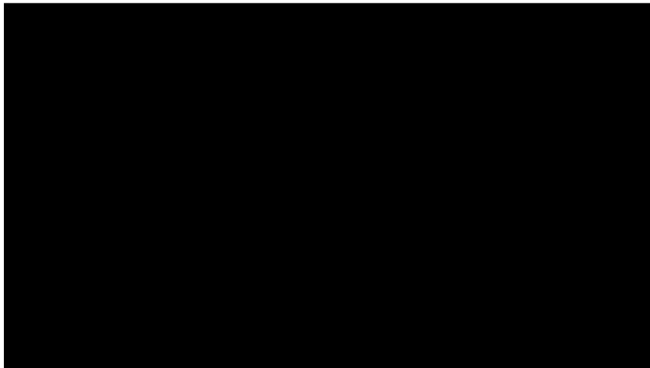
Data



Nurses Explained Inpatient p Chart



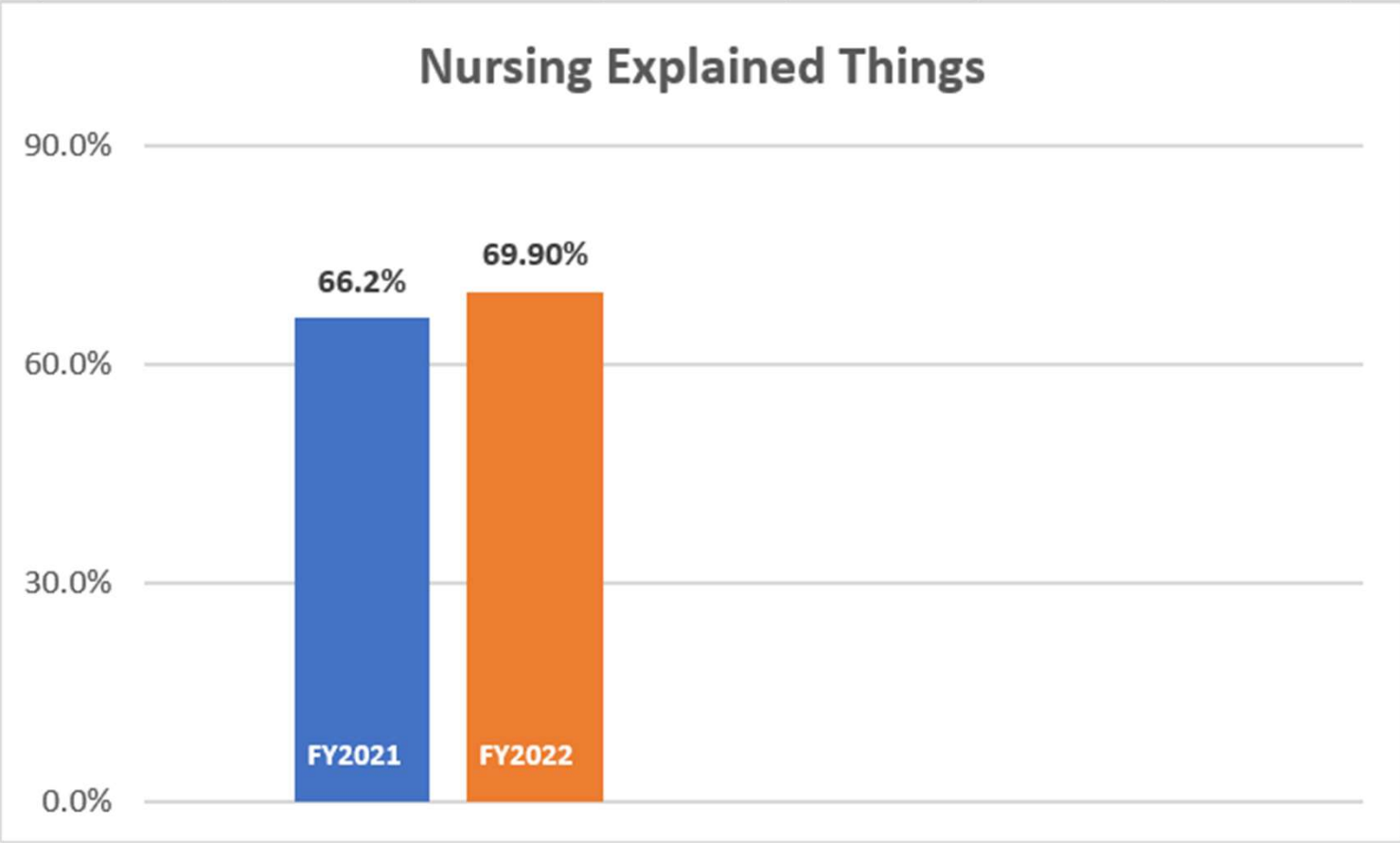
Lessons Learned



- Caring is the art of nursing
- Engaging nurses in data collection inspires curiosity initially and momentum during the process of change.
- Scripting developed by UBC was helpful for staff when rounding
- Consistent communication by the multidisciplinary team is essential for developing trust and mutual understanding among the healthcare team, patient and parents



Nursing Explained Things



Making the connection is the Art of Caring



Questions?

