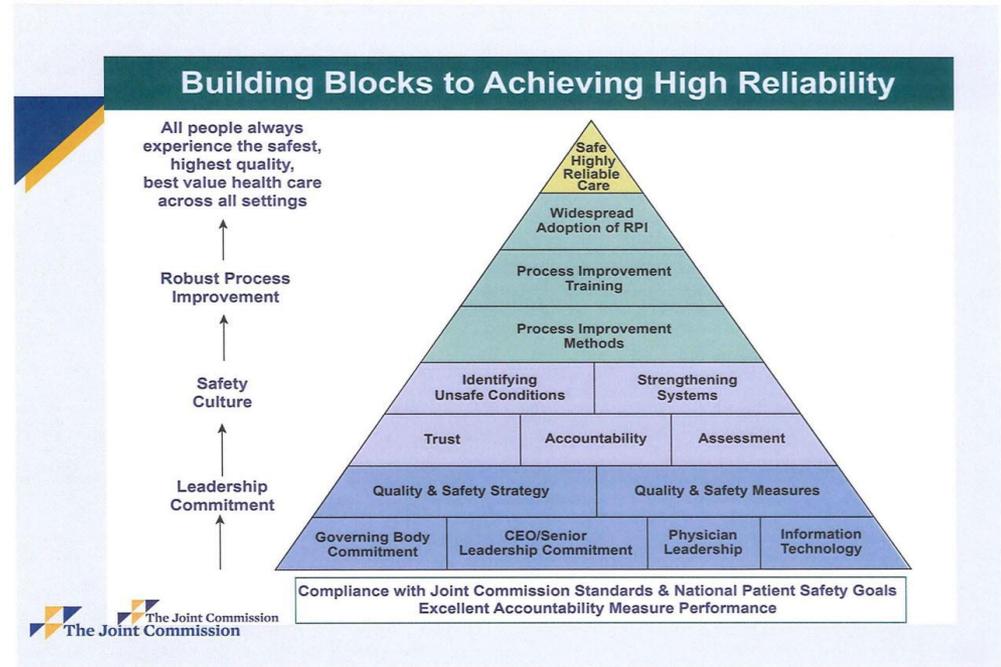


7.1.3 PATIENT ENGAGEMENT



JOURNEY TO HIGH RELIABLE ORGANIZATION

- Transformational Change Intersection of Quality Outcomes & Experience of Care & Employee Engagement
- Align Culture
 - Patient Centric
 - Robust Data Strategy
 - Patient Loyalty
 - Staff Engagement
 - System of Accountability



PATIENT EXPERIENCE

CURRENT STATE – BEST PRACTICES

- ✓ Implemented Basics
 - ✓ Bedside Handoff
 - ✓ Purposeful Rounding
 - ✓ Partner in Care Calls
 - ✓ Nurse Leader Rounding
- ✓ Focus on Personal Connections
- ✓ Discharge Phone Calls
- ✓ No Pass Zones
- ✓ Regional and Corporate Patient Experience Committees
- ✓ Press Ganey Leader Training
- ✓ BH Patient Connect

CONTRACTED TO SEND 182,000 ANNUAL SURVEYS 12 VERSIONS

Hospitals

- IN – IN patient status- 100%
- OR- Rehab
- OU- Outpatient Services
- ON- Oncology
- RH- IN patient rehab
- NC- NICU
- PD- Child HCAHPS
- ER- Emergency*

Ambulatory

- OU- Imaging Center & Women Center
- UC- Urgent Care
- MD practice name*
- MD Clinic Name*

* digital versions

RETURN RATES - BY THE NUMBERS

Inpatient Surveys Sent Out

Past 6 months- 16,133

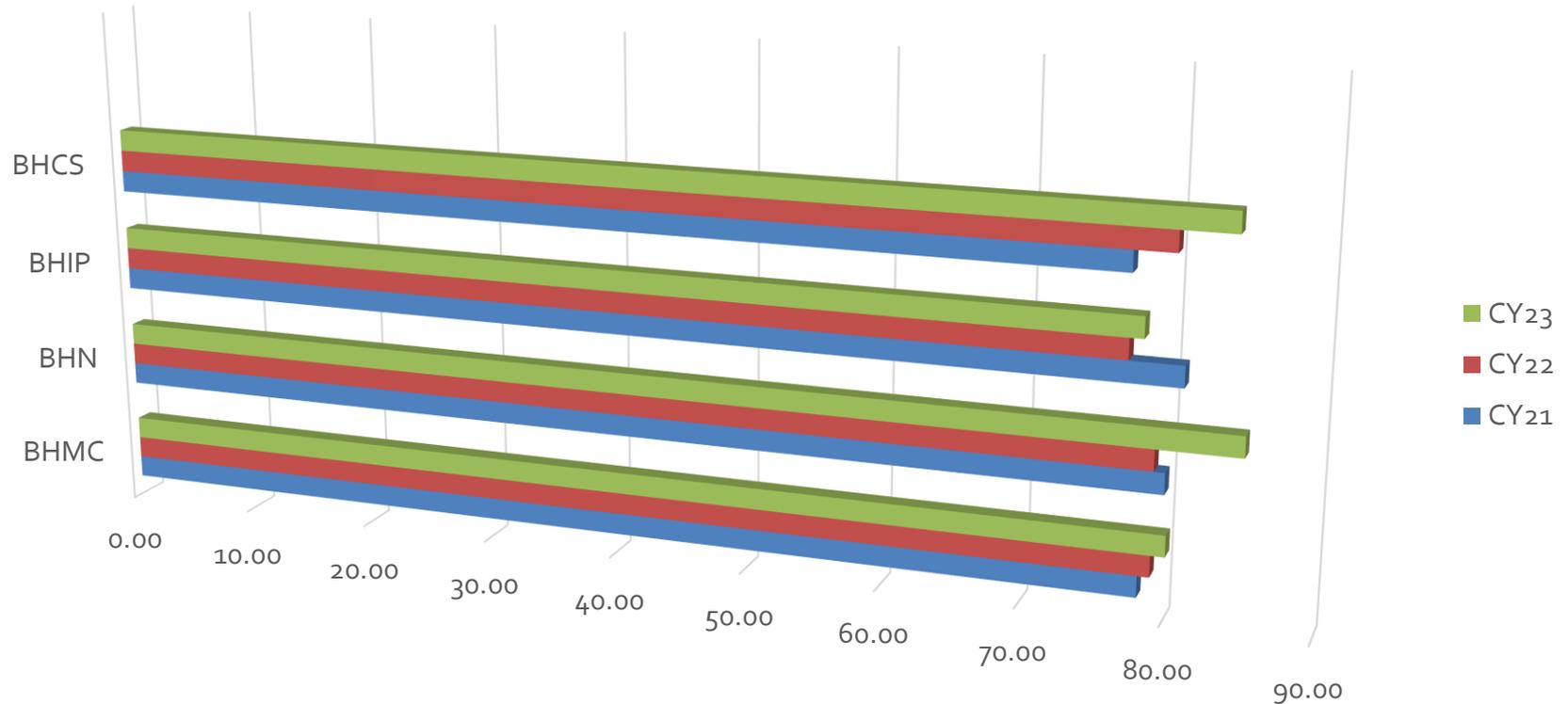
- BHMC
 - 6501
- BHN
 - 3216
- BHIP
 - 1634
- BHCS
 - 3602

Response Rate-
National Average 25.2%
State Average 22.9%

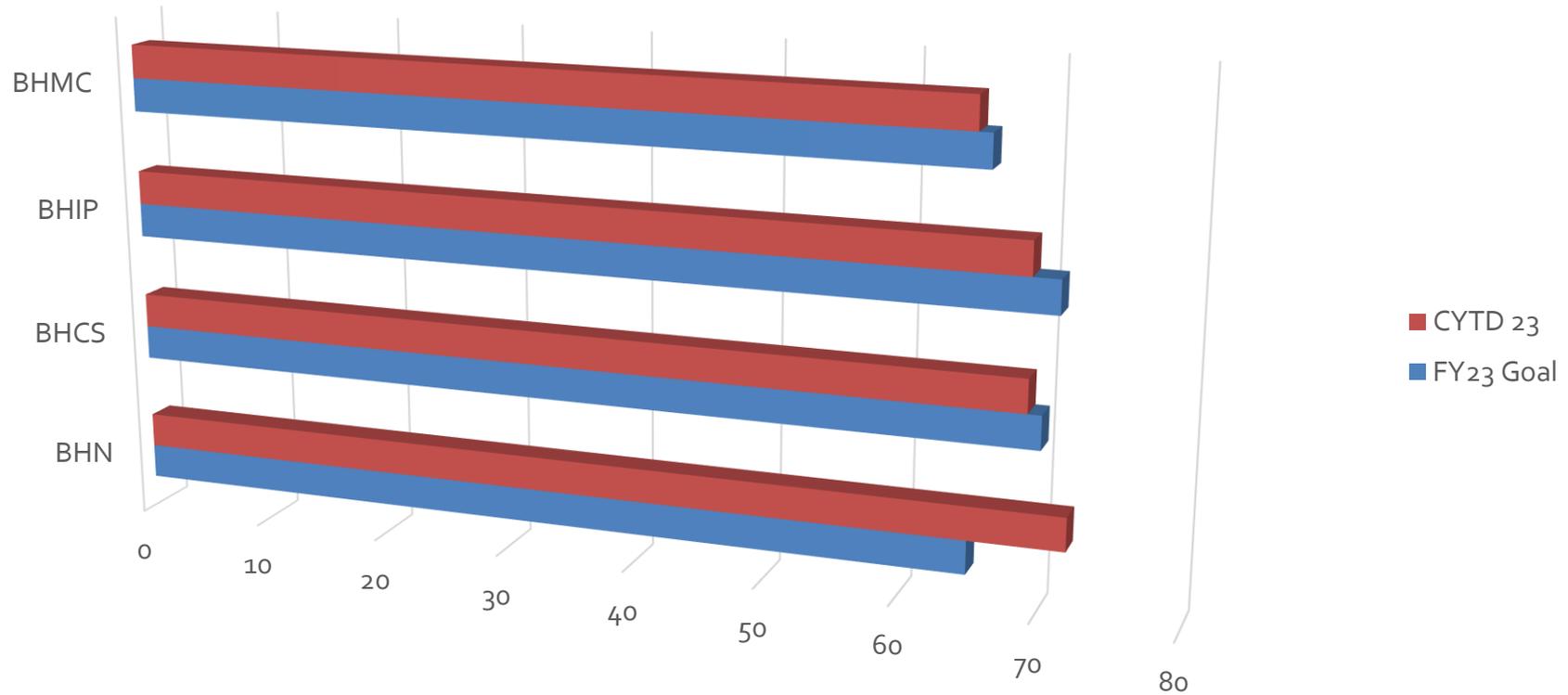
Past 6 months-

- BHMC
 - 10.2%
- BHN
 - 17.3%
- BHIP-
 - 14.2%
- BHCS
 - 14.1%

NURSES TREAT YOU WITH COURTESY AND RESPECT



WILLINGNESS TO RECOMMEND



As of 9/18/2023

BROWARD HEALTH NORTH

Patient Experience – A Cultural Shift

Matthew K. Garner, CEO

Eileen Manniste, CNO

Andrew Sinclair, Manager Patient Experience and
Communications



THE POWER OF THE HUMAN CONNECTION!



BHN JOURNEY – OUR RECONNECTION TO PURPOSE!

- Define the Culture

Human Connection drives Culture Change

- Valued, heard and seen (transcends both staff and patients)

It Starts with Us!

- Leadership commitment to our Why and our Purpose!
- Continuous listening – focus on connection and targeted actions – fast!
- Recognition – power of stories. Recognizing our colleagues who transform ordinary tasks into extraordinary moments!
- Sharing of mission moments – every shift, every day, every level.
- Hire for fit with organizational culture.
- Accountability to evidence-based tactics – department-specific KPIs.



BHN JOURNEY – A CULTURAL SHIFT

- Human Connection – connecting each one of us to a shared mission and purpose
- Must haves – elevating safety and care
 - Recognition and Mission Moments
 - 10/5 Rule
 - Walk, Don't Point
 - Bedside Shift Report, Safety Rounds and Huddles
- Communication – transparency and shared expectations
 - Townhalls – Colleagues and Residents
 - New Hire Orientation – framework around expectations
 - Student collaboration/welcome
- Team Spirit
 - Fun at work – togetherness
 - Community support



LEADERSHIP – DRIVE ENGAGEMENT

Commitment to Excellence and Safety – it starts with us!

❑ Executive Rounds

- ✓ Visibility and continuous listening!
- ✓ Targeted actions – fast
- ✓ Transparent communication,
- ✓ Recognition of high performers
- ✓ Safety and quality drivers

❑ Leadership Partner Rounding

- ✓ Alignment and partnership of Nurse Leaders with Essential Service Leaders – common service lines
- ✓ Breakdown barriers to care – drive efficiency
- ✓ Accountability – content rounds/day, initiatives, Human Connection
- ✓ Multiple leadership touch points

Schedule (Shift)	7/7	7/7	7/7	7/7	7/7	7/7	7/7	7/7	7/7	7/7	7/7	2 Depts - Day shift		2 Depts -			2 Depts -		2 Depts			
	Trauma -9	8th	7 SD	6th	5th	3NE	3SE	SICU/MICU	ER	Surgical Services	IRU	Case management	Cardiac	EVS	FNS	Lab	Cancer Services	Patient Access	Pharmacy	Imaging Services	Rehab services	Respiratory
6/4/2023	Matt		Dr. Capote	Eileen	Carl	Ivory	Christopher	Andrew	Matt	Eileen												
6/18/2023											Matt			Dr. Capote	Eileen	Carl		Ivory		Christopher		Andrew
7/2/2023		Matt		Dr. Capote	Eileen	Carl	Ivory	Christopher	Andrew	Andrew	Eileen											
7/16/2023	Andrew											Matt			Dr. Capote	Eileen		Carl		Ivory		Christopher
7/30/2023			Matt		Dr. Capote	Eileen	Carl	Ivory	Christopher	Andrew	Andrew											
8/13/2023	Eileen	Andrew										Christopher	Matt		Dr. Capote		Eileen		Carl		Ivory	
8/27/2023				Matt		Dr. Capote	Eileen	Carl	Ivory	Christopher	Andrew											
9/10/2023	Christopher	Eileen	Andrew										Ivory	Andrew	Matt		Dr. Capote		Eileen		Carl	
9/24/2023					Matt	Madison	Dr. Capote	Eileen	Carl	Brenda	Christopher		Andrew									
10/8/2023	Carl	Brenda	Christopher	Andrew										Eileen	Andrew	Matt		Madison		Dr. Capote		Eileen
10/22/2023						Matt	Madison	Dr. Capote	Eileen	Carl	Brenda		Eileen	Andrew								
11/5/2023	Eileen	Carl	Brenda	Christopher	Andrew										Christopher	Andrew	Matt		Madison		Dr. Capote	

LEADERSHIP – COMMITMENT TO OUTCOMES

☐ Safety and Excellence Focus Huddles

✓ Daily Facility-Wide Safety Huddle

- Mission Moments, Great Catches – recognition
- STEPS Structure – Safety, Throughput, Environment, People, Service
- Safety at the Forefront – all departments have a voice
- Escalation of concerns, transparency

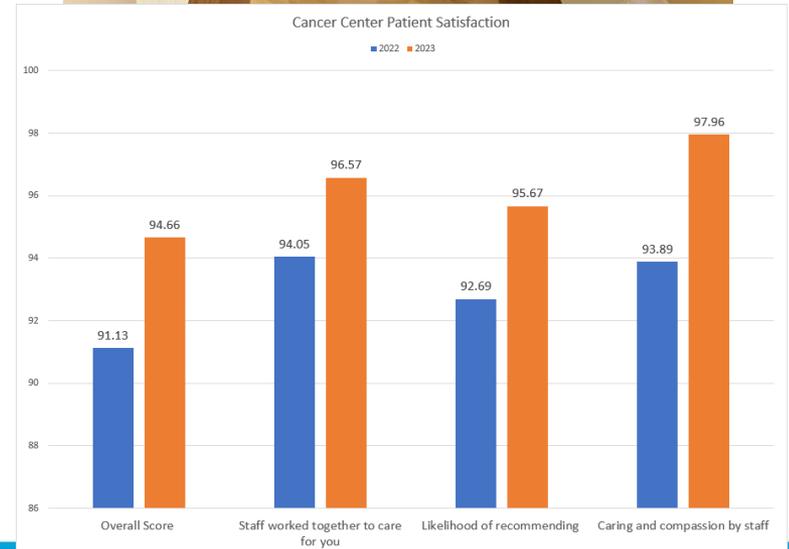
✓ Patient Experience – Daily SYNC Huddle

- NL and Partner accountability to rounding outcomes and KPIs – equal ownership
- Drive human connections
- Manage up
- Evaluation of EB tactics / performance

Facility Wide Safety Huddle										
	Safety		Throughput		Environment/ Exposure		People		Service Recovery	
Dept:	Safety: events/near-miss, high risk etc.	Status:	Throughput: delays, holds, discharge concerns	Status:	Environment/ exposure: Patient , equipment, material deficiencies	Status:	People: staffing concerns, TJC, HR follow up	Status:	Service Recovery: Patient recovery needs and follow-up from Nsg/ ancillary dept.	Status:
Infection Prevention (Epidemiology)	HAI reduction: CLABSI 88; CAUTI 9; C-diff 209; MRSA 180; SSI 22. Lines 7% and Foleys 12%.	Yellow	2 IR No outstanding C-diff.	Green		Green		Green		Green
Risk	2 falls, no reported injury	Green		Green		Green		Green		Green
Quality		Green		Green		Green		Green		Green
EVS	trash compactor lift down but workable	Green	tat 71	Green	resp: 43	Yellow	3-fmla	Green		Green
FNS		Green		Green		Green		Green		Green
									Rounded on 28 pts Wins: 825 Recognized NSA April. 823 recognized NSA Olivia. Opps: 518 upset to receive a blueberry muffin for breakfast. She doesn't like "fake blueberries" . States her lunch tray was accurate. Confirmed dinner tray for accuracy. 809-1 PT is happy with the variety of meal options but after 13 days she would like to try something else. Special meal - Chicken alfredo will be provided for dinner. 424 - Requested veal piccata. Able to make chicken piccata for pt and guest.	
Patient Transport		Green	report not populated, IT ticket opened	Green		Green		Green	21:00 surge	Yellow
Case Management		Green	LOS 6.44, 48 OBS 1>7 days, 1>5, 2>4, 1>3, 2>2, 21>1. 68 DC's yesterday. 9 before	Yellow		Green		Green		Green

THE POWER OF PARTNERSHIP ROUNDS

- Leaders Partnership Rounds
 - Partnership rounding on our Oncology Unit – NM Linda Pillow, and Manager Cancer Services Brian McCauley
 - Navigation of care across the continuum - Expedite process for OP referrals, appointments, funding sources through BH grant program, Reduction and removals of barriers that could delay life-saving therapy
 - Bringing the experts to our patients and loved one's bedside
 - Connections/Collaboration across our BH Colleagues



THE POWER OF PARTNERSHIP ROUNDS

- Leaders Partnership Rounds
 - Partnership rounding on our Medical and Surgical/Ortho Units – NM Tryce Cabaj, and Regional Director Pharmacy Winn Castro
 - Medication management review and expediting treatment modalities – complex case polypharmacy
 - Bringing the experts to our patients and love one's bedside
 - Support and elevation of Nursing practice – accessibility and visibility of our Pharmacy partners
 - Redefining how we care for Special Patient populations
 - Sickle Cell Population



Top Box Percentile Rank ⓘ

85th ▼

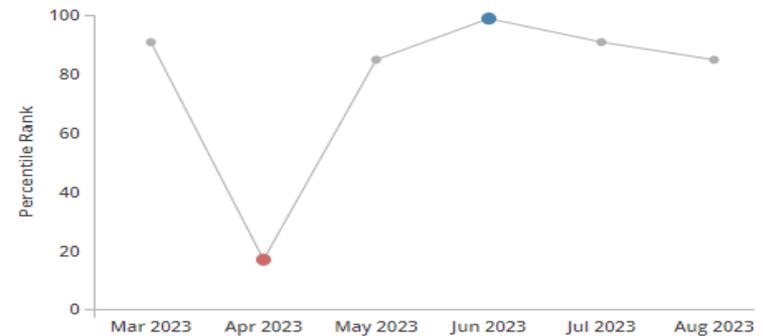
CAHPS Rate 0-10

Peer Group: All PG Database

Benchmark: All Respondents

CAHPS Item Level N=2326

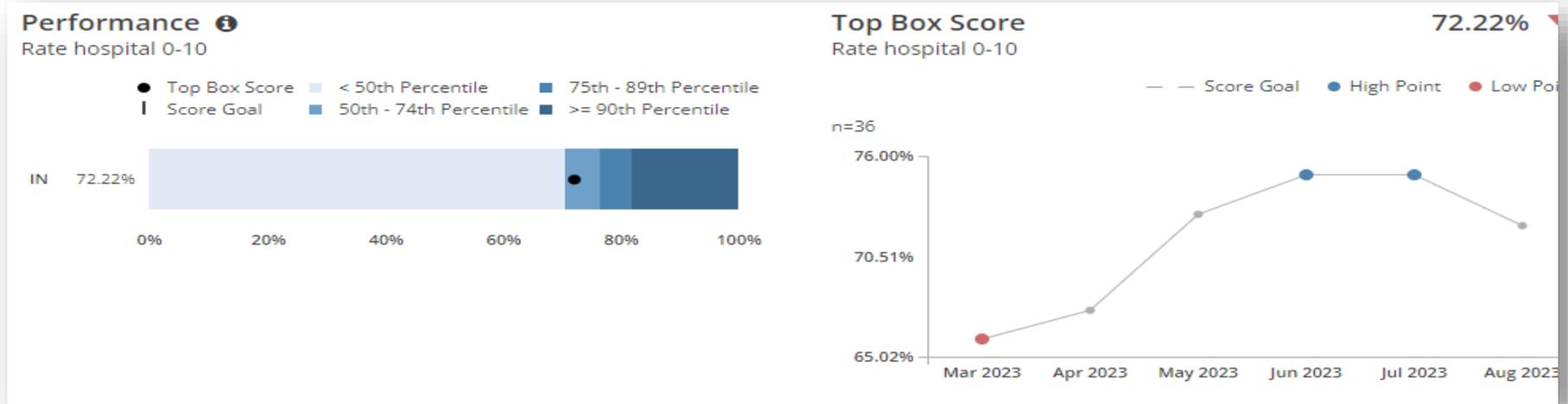
● High Point ● Low Poi



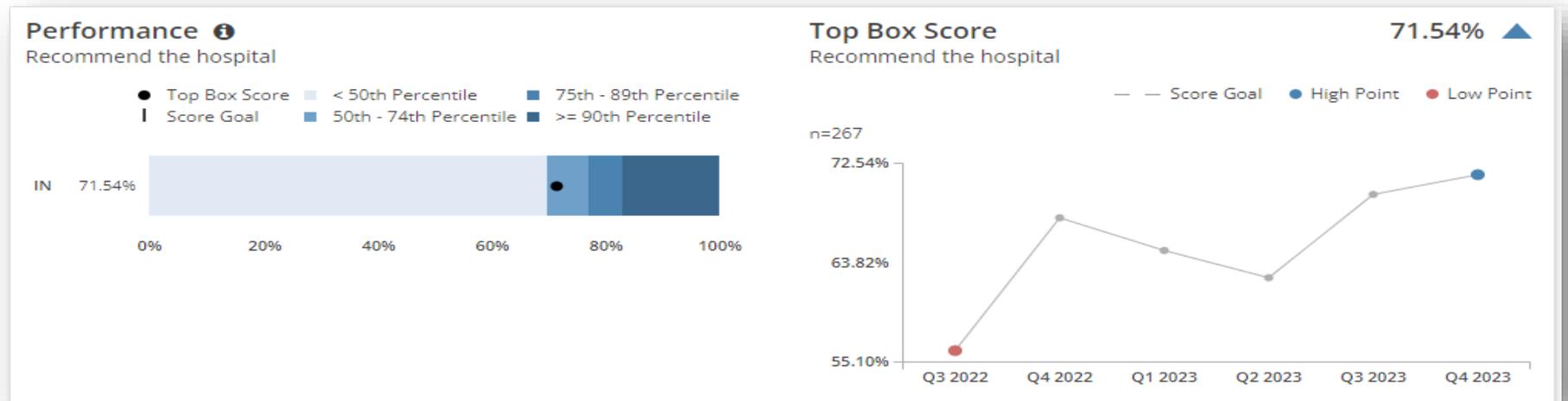
BROWARD HEALTH

PATIENT EXPERIENCE OUTCOMES

Overall Rating of Care



Willingness to Recommend

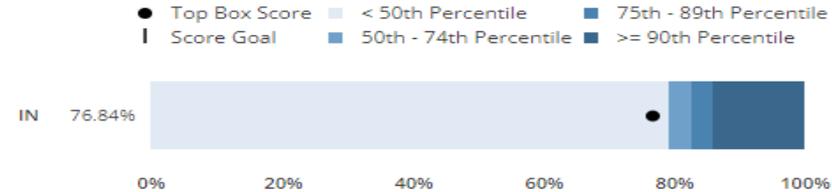


PATIENT EXPERIENCE OUTCOMES

Communication with Nurses

Performance ⓘ

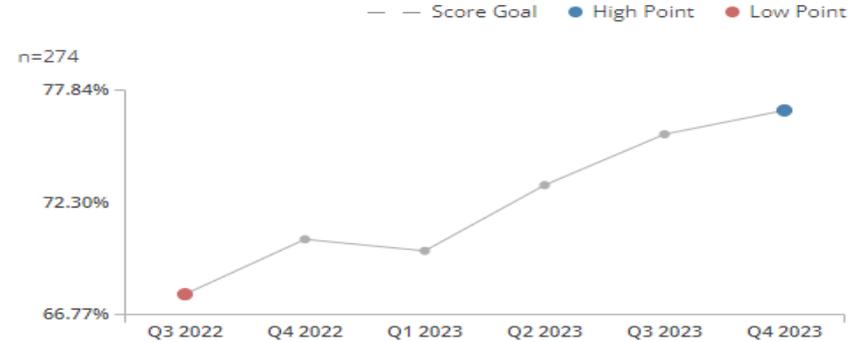
Domain: Comm w/ Nurses



Top Box Score

76.84% ▲

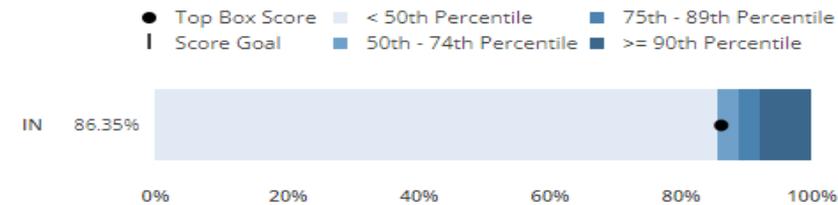
Domain: Comm w/ Nurses



Communication with Physicians

Performance ⓘ

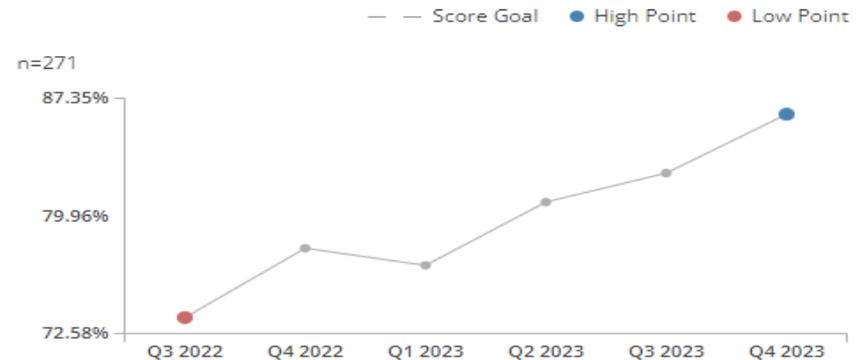
Doctors treat with courtesy/respect



Top Box Score

86.35% ▲

Doctors treat with courtesy/respect

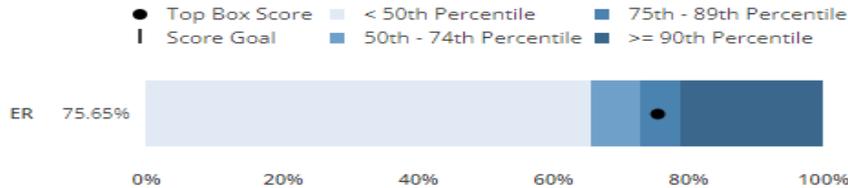


PATIENT EXPERIENCE – EMERGENCY ROOM

Overall Rating ER Care

Performance ⓘ

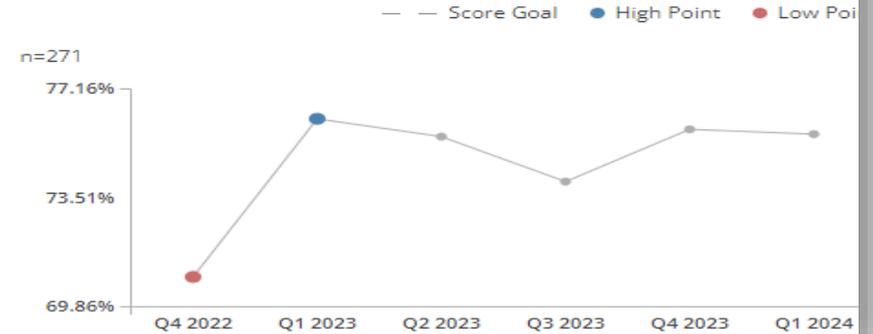
Rate ER care 0-10



Top Box Score

Rate ER care 0-10

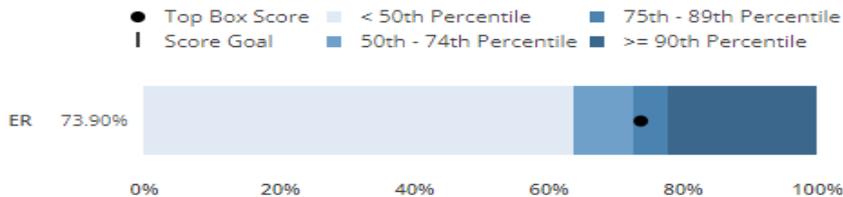
75.65%



Recommend the ER

Performance ⓘ

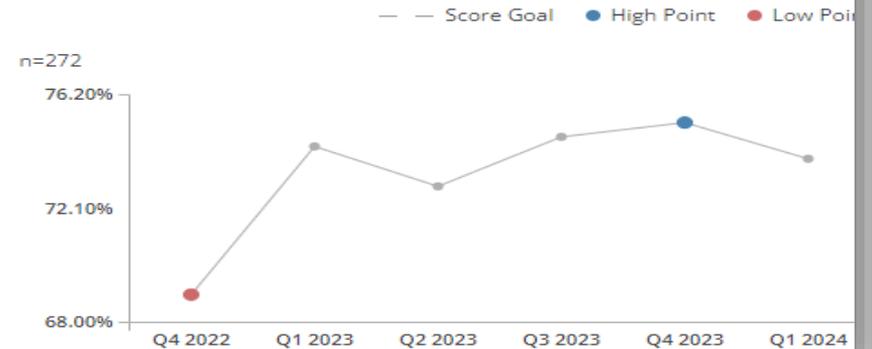
Recommend the ER



Top Box Score

Recommend the ER

73.90%

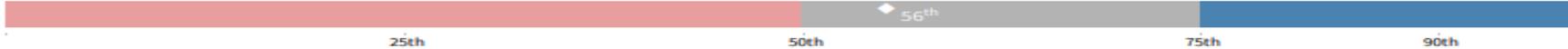


TANGIBLE BENEFITS: 2023 BHN CULTURE OF SAFETY

Engagement Indicator



+0.06 vs. Nat'l Healthcare Avg (Employee) 2023



Safety Culture Index



+0.12 vs. Nat'l Healthcare Avg (Employee) 2023

	Score	vs. Nat'l Healthcare Avg (Employee) 2023
Safety Culture	4.07	+0.12
Prevention & Reporting	4.26	+0.15
Resources & Teamwork	3.78	+0.11
Pride & Reputation	4.18	+0.05

Resilience Index

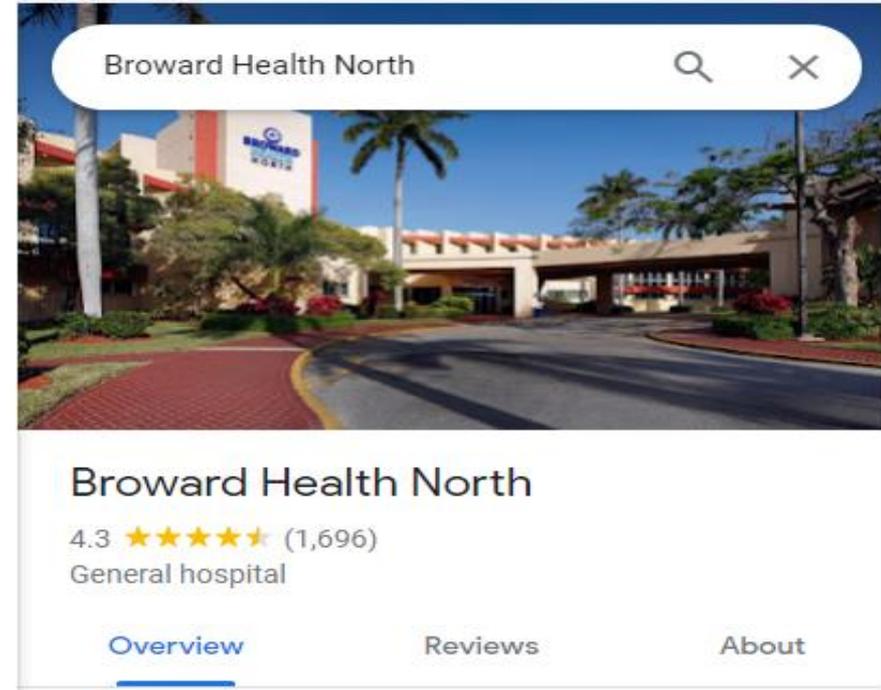


+0.13 vs. Nat'l Healthcare Avg (Employee) 2023



	Score	vs. Nat'l Healthcare Avg (Employee) 2023
Resilience	4.26	+0.13
Decompression	3.94	+0.19
Activation	4.59	+0.09

SOCIAL MEDIA REACH



★★★★★ a month ago

Broward Health North is an amazing hospital. My mother had hip surgery and the folks at Broward were amazing at the quality of care she received there. The staff on the 4th floor have become family for us. We will miss them dearly as we ... [More](#)



PHOTOS POSTED BY PATIENTS

★★★★★ a month ago

My mother-in-law fell and broke her hip. We had to call an ambulance to come get her off of the floor. The staff was amazing and made her as comfortable as can be. All of the doctors and nurses are wonderful people. Even the food staff was ... [More](#)

