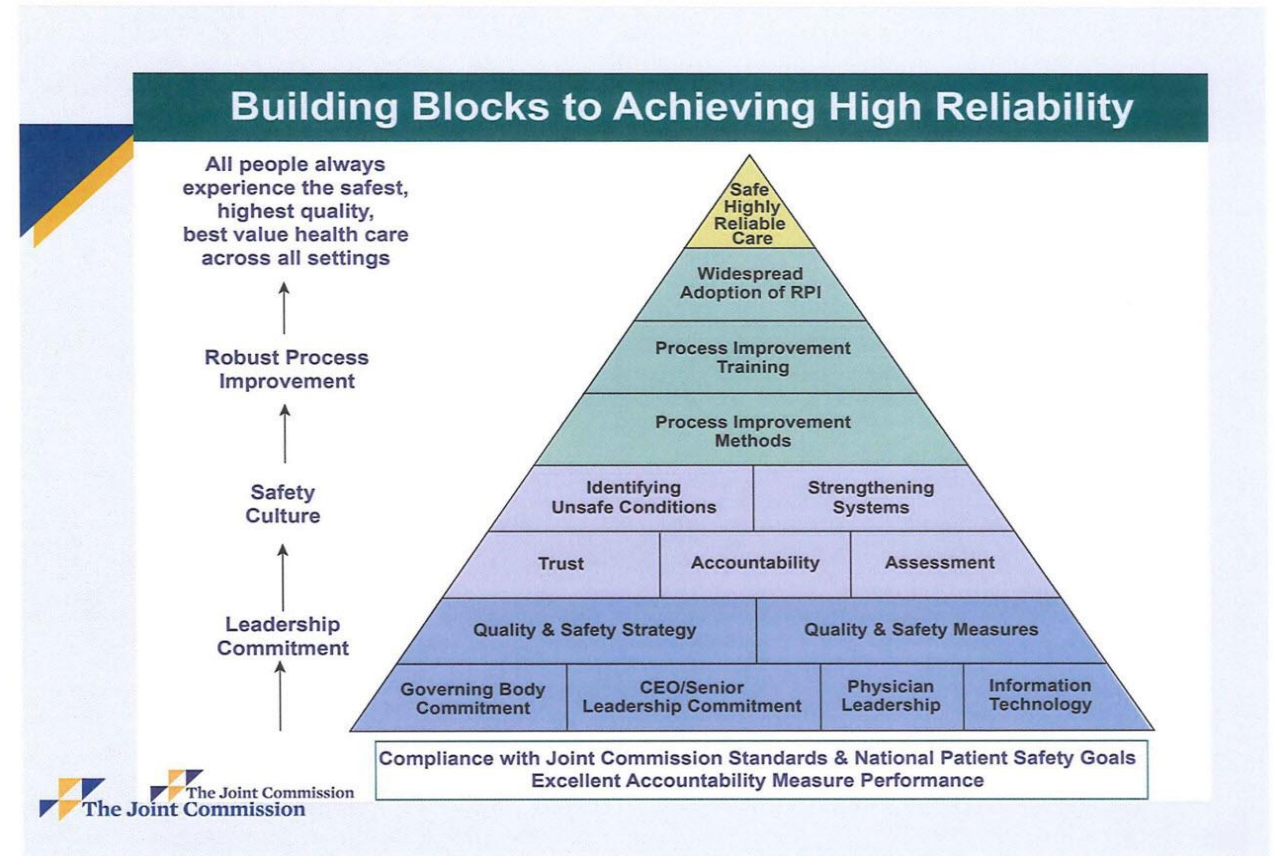# 7.3 PATIENT ENGAGEMENT

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

Building Blocks to Achieving High Reliability

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

BROWARD HEALTH

IMPACT OF COVID -19

- Fear of Hospitals
- Decreased Response Rates
- Increased Demands on Work Force
- Masks- barriers
- Modified Visitation
- Limited Volunteers

- Nursing Turnover & Burnout
- Increased Contracted Labor
- Decreased Personal Connections with Team Members
- Longer LOS's
- Physician-Patient Communication

FOCUS ON EXCELLENCE

Key Activity	Rationale
• Strengthen Shared Governance structure consistent with Pathway to Excellence	• Foundation for a High Reliable Organization
• Standardize theoretical foundation for nursing practice modeling Jean Watson's Human Caring Theory	• Supports a methodical approach to the care delivery model across the organization
• Patient & Family Advisory Councils	• Adds the "voice of the customer" in improving processes/ strategies focused on customer experience
• Hardwired Ancillary leader rounding on patients	• Organizational excellence will correlate into improved "willingness to recommend" and "overall hospital rating"
• Hardwire Interdisciplinary rounding on all units	• Improve communication with all team members with one aligned message to patient & family

BROWARD HEALTH
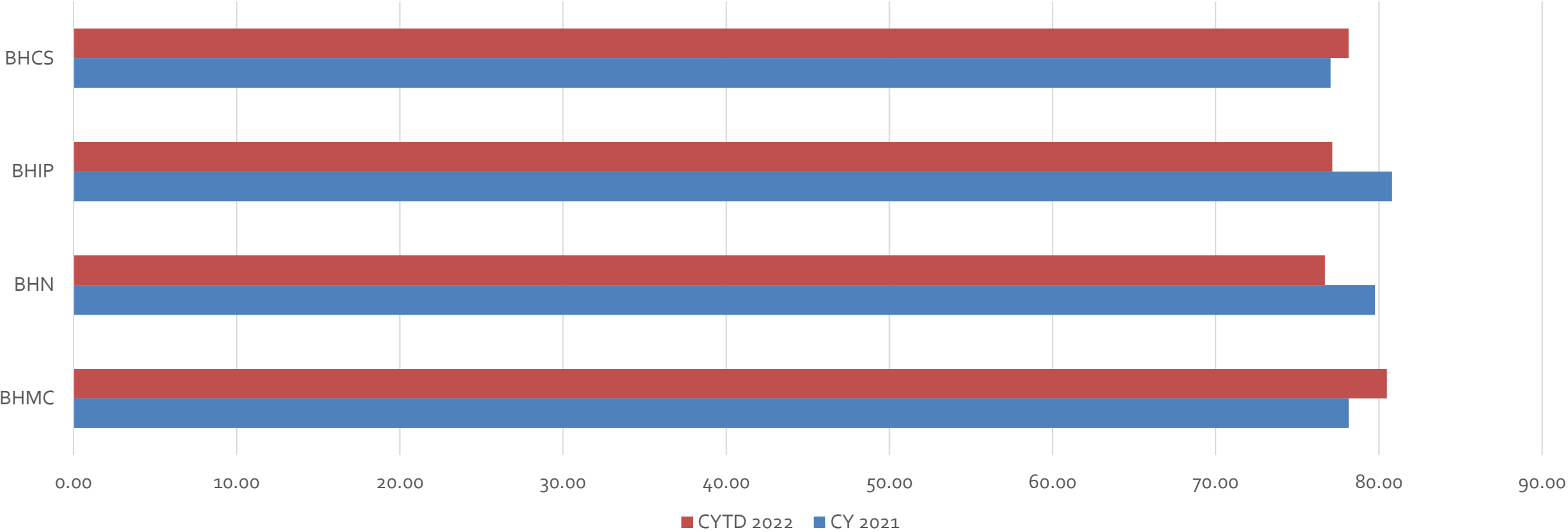
CULTIVATE LEADERS

Key Activity	Rationale
• Enterprise- wide quarterly nursing leadership meetings	• Collaborate with nurse leaders from all regions to discuss lessons learned and problem solve
• Succession planning	• Develop succession planning for all leaders to constantly develop the "next leader up"
• Promote BHLU classes on service recovery and managing difficult situations for leaders	• Create and execute service recovery classes for leaders at all levels. Training to continuously deliver connected care in all situations.
• Mentorship	
• Focused onboarding with touch points weekly, biweekly, monthly, quarterly for first 2 years	• Develop onboarding plan to ensure new hires are engaged in service excellence, feel supported and have a go to person to manage them through challenges

BROWARD HEALTH

ACKNOWLEDGE & REWARD SUCCESS

Key Activity	Rationale
• Daisy Awards- Individual and Team	• Marketing to recognize award recipients across the regions
• Public recognition to include patient/family member for letters received.	• Capitalize on opportunities to bring patient & families back to facility when they write thankful letters to staff. Recognize staff in letter amongst peers. Connect the purpose
• Enhance Clinical ladder Program	
• Celebrate Successes!	• Revitalize the clinical ladder program to emphasize unit and hospital- based involvement and mentoring of new clinical ladder applicants

BROWARD HEALTH

FY23 BALANCE SCORE CARD: WILLINGNESS TO RECOMMEND