

7.3 PATIENT ENGAGEMENT



IMPACT OF COVID -19 TO ENGAGEMENT

- Nursing Turnover & Burnout
- Increased Demands on Work Force
- Increased Contracted Labor
- Limited Patient Contacts
- Decreased Opportunities for Personal Connections (masks)
Fear of Hospitals- Uncertainty by Public of Infection
Prevention
- Canceled Elective Surgeries
- Modified Visitation
- Decreased Survey Response Rates

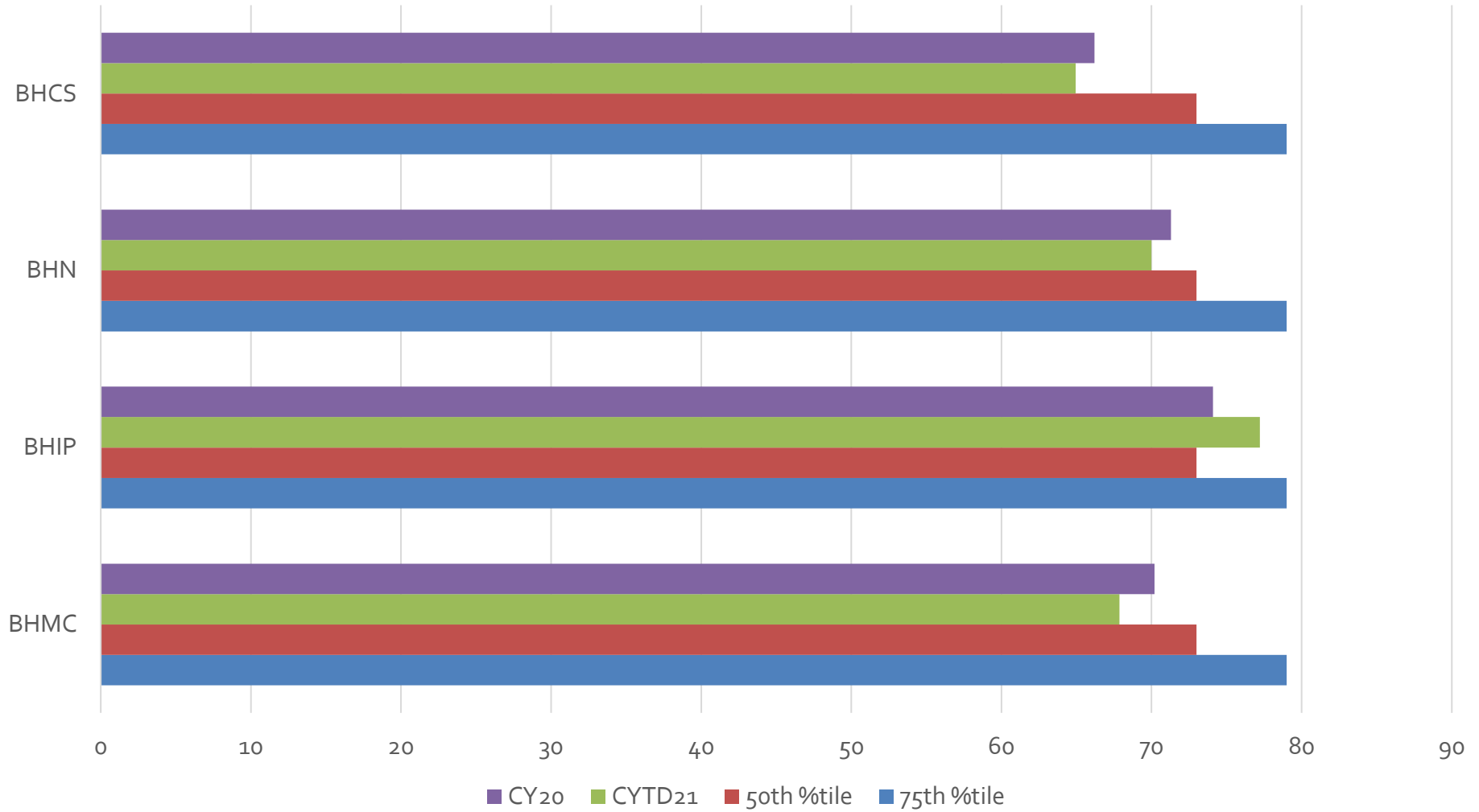
STANDARDIZATION

- District-wide Patient Experience Task Force
- Orientation & Staff Education
- Unified Goals- Balance Score Card
- Standardize Evidence-based Practices

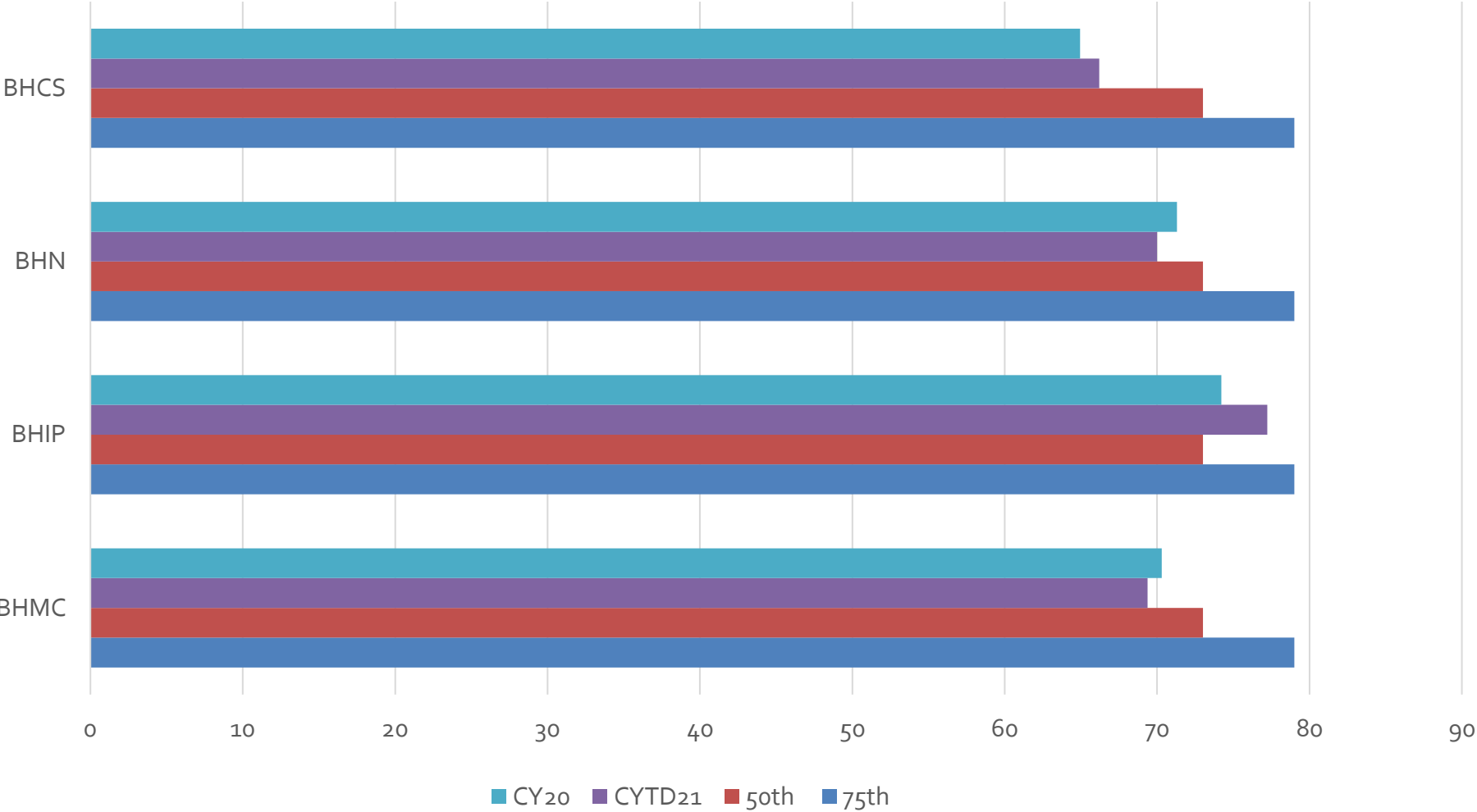
STANDARDIZE EVIDENCE-BASED PRACTICES

- Implemented Basics
 - Bedside Handoff
 - Purposeful Rounding
 - Partner in Care Calls
 - Nurse Leader Rounding
- Focus on Personal Connections
- Discharge Phone Calls
- No Pass Zones
- Patient Experience Committees
- Press Ganey Leader Training
- BH Patient Connect
- Patient Family Advisory Councils
- Care connect calls

OVERALL HOSPITAL RATING

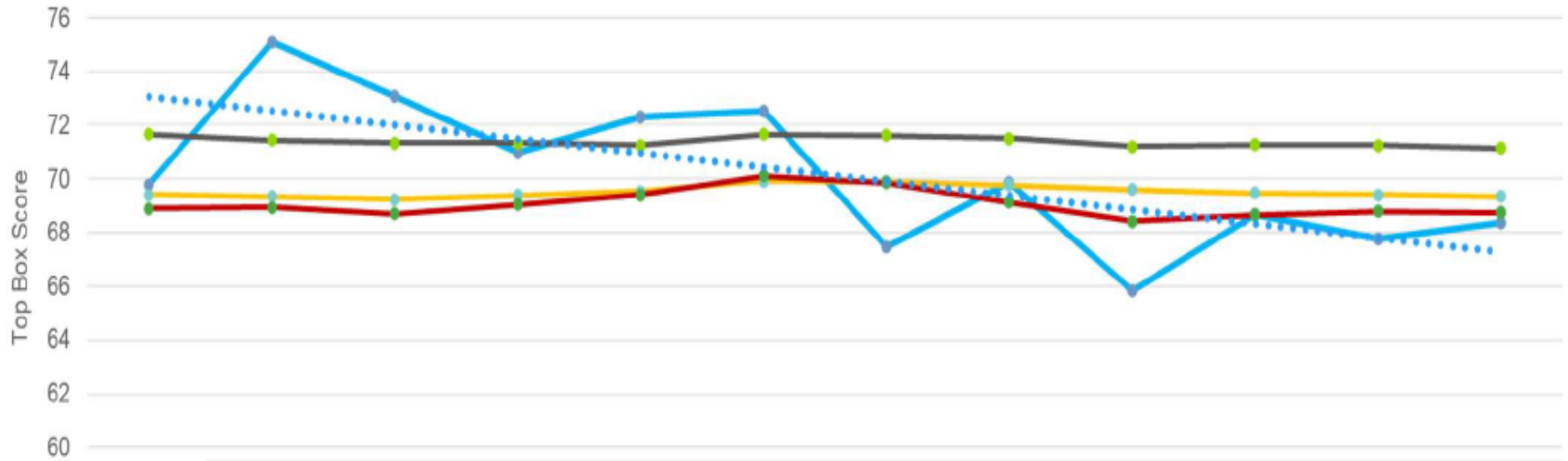


RECOMMEND THE HOSPITAL



Broward Health – HCAHPS Comparisons: Rate Hospital 0 - 10

HCAHPS Rate Hospital 0 - 10



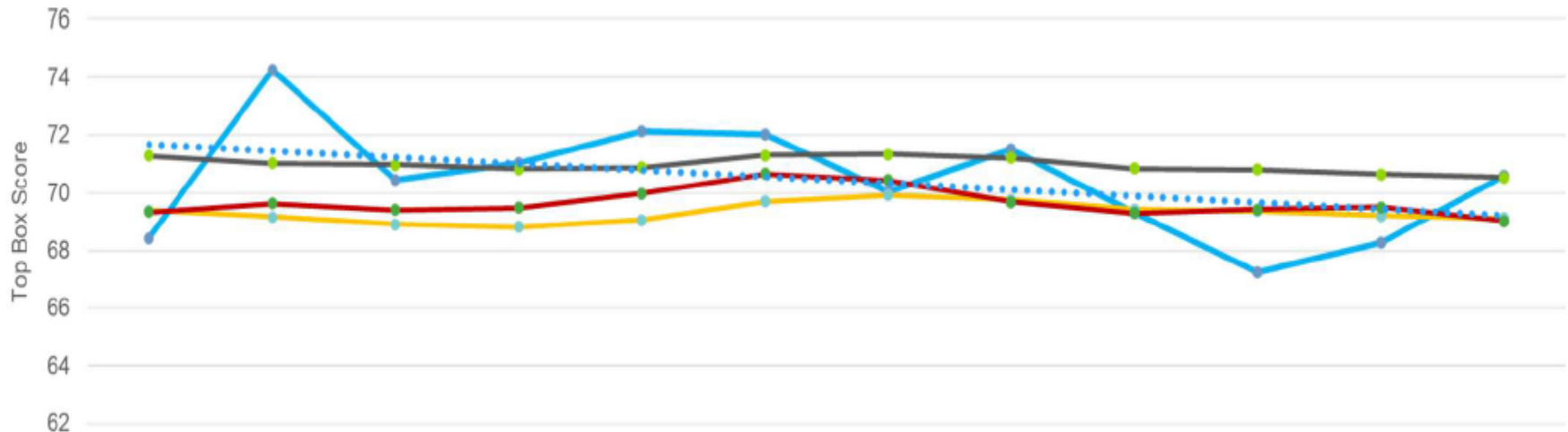
	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
—●— Broward Health System Avg.	69.78	75.09	73.09	71.00	72.33	72.51	67.49	69.87	65.83	68.66	67.78	68.37
—●— Southeast Regional Avg.	69.41	69.35	69.23	69.39	69.54	69.93	69.90	69.77	69.60	69.48	69.41	69.35
—●— State of Florida Avg.	68.90	68.93	68.71	69.05	69.40	70.12	69.87	69.13	68.43	68.65	68.79	68.75
—●— All PG Database Avg.	71.66	71.45	71.34	71.34	71.26	71.66	71.61	71.51	71.21	71.28	71.26	71.15

Discharge Date

- Broward Health System Avg.
- Southeast Regional Avg.
- State of Florida Avg.
- All PG Database Avg.
- Linear (Broward Health System Avg.)

Broward Health – HCAHPS Comparisons: Likelihood to Recommend Hospital

HCAHPS Likelihood to Recommend



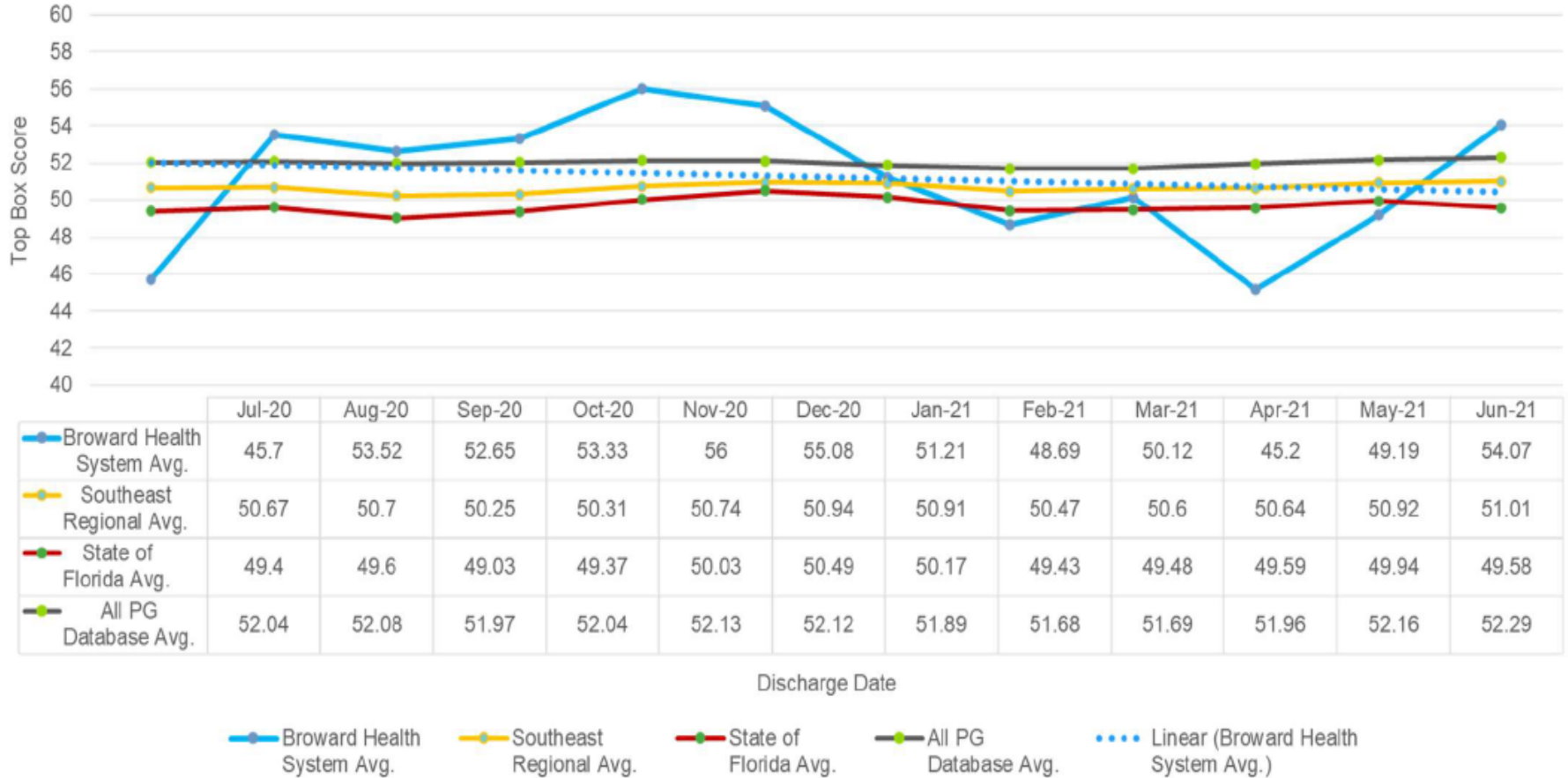
	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
—●— Broward Health System Avg.	68.42	74.29	70.44	71.04	72.15	72.04	70.05	71.53	69.32	67.26	68.28	70.61
—●— Southeast Regional Avg.	69.39	69.17	68.91	68.81	69.05	69.71	69.92	69.76	69.43	69.37	69.2	69.12
—●— State of Florida Avg.	69.34	69.63	69.41	69.49	69.98	70.65	70.43	69.68	69.3	69.42	69.5	69.02
—●— All PG Database Avg.	71.28	71.02	70.97	70.83	70.88	71.3	71.34	71.21	70.85	70.81	70.64	70.53

Discharge Date

—●— Broward Health System Avg.
 —●— Southeast Regional Avg.
 —●— State of Florida Avg.
 —●— All PG Database Avg.
 ····· Linear (Broward Health System Avg.)

Broward Health – HCAHPS Comparisons: Care Transition Measures

HCAHPS Care Transitions



NEXT STEPS

- Focus On Excellence
 - Reshape culture utilizing a shared governance structure in all regions consistent with Pathway to Excellence
 - Implement Patient & Family Advisory Councils at all regions
- Establish Individual Accountability & Engagement
 - Hardwire nurse leader rounding on patients to ensure staff are implementing initiatives with a focus on real time kudos or coaching
- Cultivate New Leaders
 - Collaborate with nurse leaders from all regions to discuss lessons learned and problem solve
 - Create and execute service recovery classes for leaders at all levels. Training to continuously deliver connected care in all situations.
- Acknowledge & Reward Success
 - Celebrate wins!