Defining the Opportunity for Improvement

- **What problems were identified?**
  - Patients unaware of their plan of care
  - MDR occurs away from the patient bedside
  - Underutilized technology
  - FY21: Low HCAHPS scores for:
    - Communication with Nurses
    - Communication with Doctors
    - Communication about Medicines
    - Responsiveness of Hospital Staff

HCAHPS	FY20 Final	FY21 Goal	FY21 Percentile Rank Goal
	%	%	%ile
Unit 45 - Overall Hospital Rating	62.2	64.8	19
Communication with Nurses	69.7	73.1	8
Communication with Doctors	72.5	75.4	13
Communication about Medicines	47.0	50.7	2
Responsiveness of Hospital Staff	45.4	52.3	9

What Are We Trying To Accomplish?

- *Using the Lean Management System, we are applying existing technology to include the patient in their plan of care and enhance communication between the patient and their care team. We will accomplish this by improving targeted HCAHPS scores by the end of FY22.*

Four Aims Alignment:

Better Care	Patient and Family Experience
4. Redesign key work processes for equitable care access, care delivery, and care transition to improve the patient experience	
6. Achieve targeted customer service measures (CAHPS)	
Improved Responsiveness of Hospital Staff (QBR)	

What Changes Did We Make to Solve for the Problem?

PLAN
DO

PHASE ONE

MDR Plan of Care Documentation

Key information discussed during MDR will be documented in a note and pushed to the patient's MyChart. This will help connect the patient to their POC. Phase One will be the focus on U45's LMS Board.

PHASE TWO

iPads at the Bedside

iPads will be provided to patients to allow them to easily access the MDR POC, lab results, and much more! Patients will also be able to virtually make requests for items like drinks, blankets, and other needs.

PHASE THREE

Patient Messaging

Patients will have the ability to stay directly connected to their care team through messaging. By utilizing MyChart Bedside, they will be able to send messages to any member of the team

What Changes Did We Make to Solve for the Problem?

MDR Plan of Care (POC) Documentation

- *Allows the patient/visitor to view their plan for the day.*

MyChart Bedside on Patient iPads

- *Patient Requests*
- *Allows the patient/visitor to see "behind the scenes" of their care.*
  - *Written Notes*
  - *Lab Results*
  - *Scheduled Tests/Medications*
- *Currently in the first PDSA Cycle*

Outcomes & Lessons Learned

MDR Plan of Care (POC) Documentation

- *We created visual management within EPIC to note when the SOW was followed.*
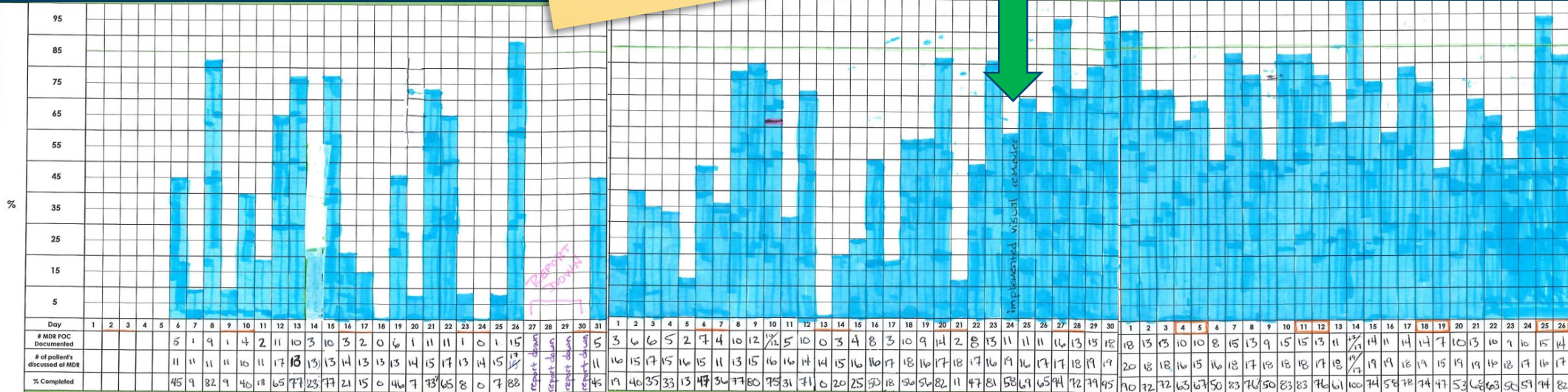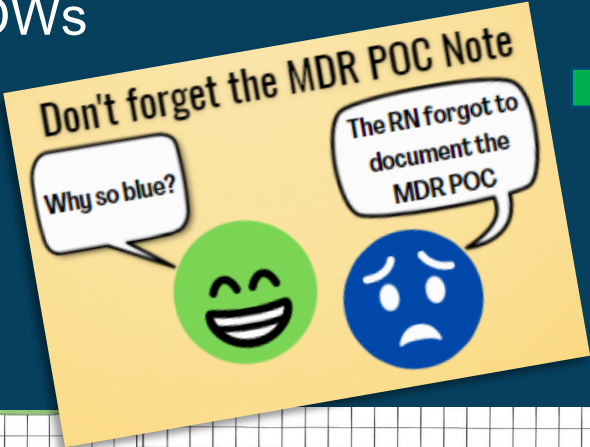

- *We quickly found staff's most common barrier being "I forgot."*

Outcomes & Lessons Learned

Tackling Our First Barrier

- Visual card placed on WOWs

Outcomes & Lessons Learned

Voice of the Customer

- Suggested option of "utensils" in Patient Requests

Patient Family Advisory Council (PFAC)

- Feedback was positive

- Application was deemed user-friendly

- Suggested option of "Spiritual Services" in Patient Request

Potential to Scale

- Learned that this process works well for alert and oriented patients

  - Potential to replicate on a unit that has higher volumes of patients that meet this criteria

Next Steps

- *Continuing to measure compliance of MDR POC documentation.*

- *Gathering feedback from patients and staff related to iPad use and MyChart Bedside functionality.*

- *Trialing charging stations within the patient's room.*

- *To target sustainability:*

    We have created a MyChart Bedside User Guide. This can be utilized for onboarding of agency and new staff.