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PICU Patient Satisfaction

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- Janet Hill, Resource Manager
- PICU Unit Managers
- PICU Secretaries
Background

- According to the literature…
  - Nurse-family interaction reflects positive communication correlating with feelings of respect, encouragement, and empowerment.
  - The components of family-centered care outlined by CM and Quality Caring Model closely relate.

- Communication is defined as sharing information in order to promote parent participation.

- Parents prefer reassurance about the critical care environment and the patient’s condition.

- Response rate was 13.6% from January 2017 through June 2017.
PICO & Aim Statement

**PICO**

PICU secretaries and parents will be able to increase the number of completed parent satisfaction surveys compared to current actions and supports.

**Aim Statement**

- To increase rate of completed parent survey by 5%, as measured by the number of surveys submitted each quarter by January 2018
- To have 10% response rate to surveys for patients that have been in the PICU for 30 days or greater.
<table>
<thead>
<tr>
<th>Strategic Goal Alignment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Demonstrate Quality Outcomes</strong></td>
</tr>
<tr>
<td>Demonstrate quality, safety and clinical effectiveness.</td>
</tr>
<tr>
<td><strong>Improve Performance</strong></td>
</tr>
<tr>
<td>Improve processes, increase capacity for innovation and service excellence, and strengthen our financial position.</td>
</tr>
<tr>
<td><strong>Strengthen Market Position</strong></td>
</tr>
<tr>
<td>Strengthen Children’s Mercy’s market position in the Metro area, region, and beyond.</td>
</tr>
<tr>
<td><strong>Deliver Value</strong></td>
</tr>
<tr>
<td>Deliver value, expertise, and efficiency through an integrated pediatric health system.</td>
</tr>
<tr>
<td><strong>Elevate Academic Profile</strong></td>
</tr>
<tr>
<td>Enhance the research capabilities and accomplishments of CMH and strengthen the quality of the educational experiences.</td>
</tr>
</tbody>
</table>
PDSA’s Implemented

#1
Increased awareness with bedside RNs and Secretaries
DISCHARGING OR TRANSFERRING YOUR KIDDO?
MAKE SURE THE PICU SATISFACTION SURVEY GETS OFFERED

- Summer 2017 cohort project
- Improving PICU satisfaction survey
- Increasing surveys completed
- We will be coming around to follow up regarding the survey and completion rates.
PDSA’s Implemented

#2

Created additional survey questions to target long-term patients
### Long-Term Patient Survey

#### Example Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you feel you are considered a valued member in your child’s care?</td>
<td>In what ways can we help you be more involved? (Free text)</td>
</tr>
<tr>
<td>How can staff better care for your child and family throughout your stay?</td>
<td>(Free text)</td>
</tr>
<tr>
<td>What has been the most helpful part of your child’s care during his/her stay?</td>
<td>(Free text)</td>
</tr>
<tr>
<td>If your child has a primary nurse(s), in what ways do you believe that has been helpful or not?</td>
<td>(Free text)</td>
</tr>
</tbody>
</table>
| Do you know about the resources available to you through Children’s Mercy (select all that apply): | Ronal McDonald Family Room  
Social Work  
Chaplain  
Parents Offering Parent Support (POPS)  
Child Life  
Kiramai Resource Center for Families  
PICU Parent Room  
Volunteers  
Lisa Barth Chapel  
PICU Outdoor Space  
Other: please specify |
Project Outcomes

PICU Parent Satisfaction Survey

<table>
<thead>
<tr>
<th>Month</th>
<th># Surveys Completed</th>
<th># Transfers/Discharges</th>
<th>% Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan '17</td>
<td>24</td>
<td>204</td>
<td>11.76</td>
</tr>
<tr>
<td>Feb '17</td>
<td>19</td>
<td>199</td>
<td>9.55</td>
</tr>
<tr>
<td>March '17</td>
<td>49</td>
<td>218</td>
<td>22.48</td>
</tr>
<tr>
<td>April '17</td>
<td>36</td>
<td>187</td>
<td>19.25</td>
</tr>
<tr>
<td>May '17</td>
<td>20</td>
<td>181</td>
<td>11.05</td>
</tr>
<tr>
<td>June '17</td>
<td>16</td>
<td>185</td>
<td>8.65</td>
</tr>
<tr>
<td>July '17</td>
<td>5</td>
<td>164</td>
<td>3.05</td>
</tr>
<tr>
<td>Aug '17</td>
<td>11</td>
<td>190</td>
<td>5.79</td>
</tr>
<tr>
<td>Sep '17</td>
<td>44</td>
<td>185</td>
<td>23.78</td>
</tr>
<tr>
<td>Oct '17</td>
<td>65</td>
<td>206</td>
<td>31.55</td>
</tr>
<tr>
<td>Nov '17</td>
<td>55</td>
<td>208</td>
<td>26.44</td>
</tr>
<tr>
<td>Dec '17</td>
<td>19</td>
<td>215</td>
<td>8.44</td>
</tr>
</tbody>
</table>
Project Outcomes

- Started talking with secretaries about project/educating other RNs
- RN education
- Educational email sent to PICU staff
- PowerPoint slide aired in break room
- Educational meeting with secretaries

# Surveys Completed
# Transfers/Discharges
% Completed
Barriers/Lessons Learned

- Inconsistencies in distribution of the survey
- Whose job is it?
- Lack of awareness
- Allocation of resources
- Increased patient population on 2H
Pediatric Nursing Implications

- Improving patient satisfaction
- Identifying areas for improvement
- Implementing best practice
- Recognizing different patient population needs
- Nurse listening
Conclusions

- Increased awareness/education led to increased survey completion
- Results are inconclusive at this time
- Implementation of the long-term survey is recommended
In Loving Memory of Brooke English
References

ANY QUESTIONS?