

Children's Mercy Kansas City

SHARE @ Children's Mercy

Presentations

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PICU Patient Satisfaction

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- 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.

Strategic Goal Alignment



Demonstrate Quality Outcomes

Demonstrate quality, safety and clinical effectiveness.



Improve Performance

Improve processes, increase capacity for innovation and service excellence, and strengthen our financial position.



Strengthen Market Position

Strengthen Children's Mercy's market position in the Metro area, region, and beyond.



Deliver Value

Deliver value, expertise, and efficiency through an integrated pediatric health system.



Elevate Academic Profile

Enhance the research capabilities and accomplishments of CMH and strengthen the quality of the educational experiences.

PDSA's Implemented



#1

Increased awareness with bedside RNs and Secretaries

Children's Mercy KANSAS CITY

PICU Satisfaction Survey

Your feedback is important to us as we strive to provide the best care possible. Please complete the survey below. If there are questions you are unsure on or are not applicable, please feel free to leave them blank.
Thank you!

Demographic Information

Today's Date
* must provide value
[Date Picker] Today

Patient Length of Stay
* must provide value

0-3 days
 4-6 days
 1 week-2 weeks
 Greater than 2 weeks
 N/A

What is your relationship to the patient?
* must provide value
[Dropdown Menu]

What is the patient's current age?
[Text Input Field]

What is your preferred language?

English
 Spanish
 Other

Current Survey



Educational PowerPoint Slide



**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

Do you feel you are considered a valued member in your child's care? In what ways can we help you be more involved?

(Free text)

How can staff better care for your child and family throughout your stay?

(Free text)

What has been the most helpful part of your child's care during his/her stay?

(Free text)

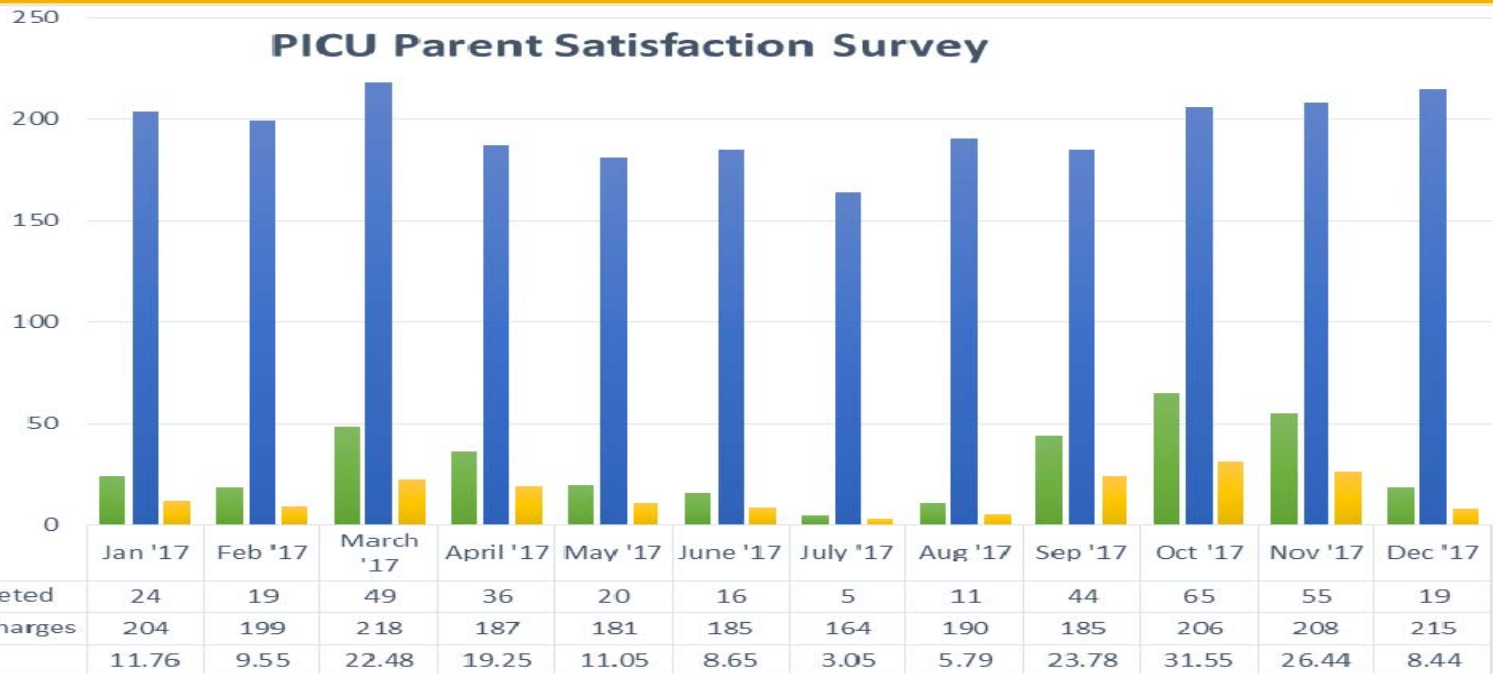
If your child has a primary nurse(s), in what ways do you believe that has been helpful or not?

(Free text)

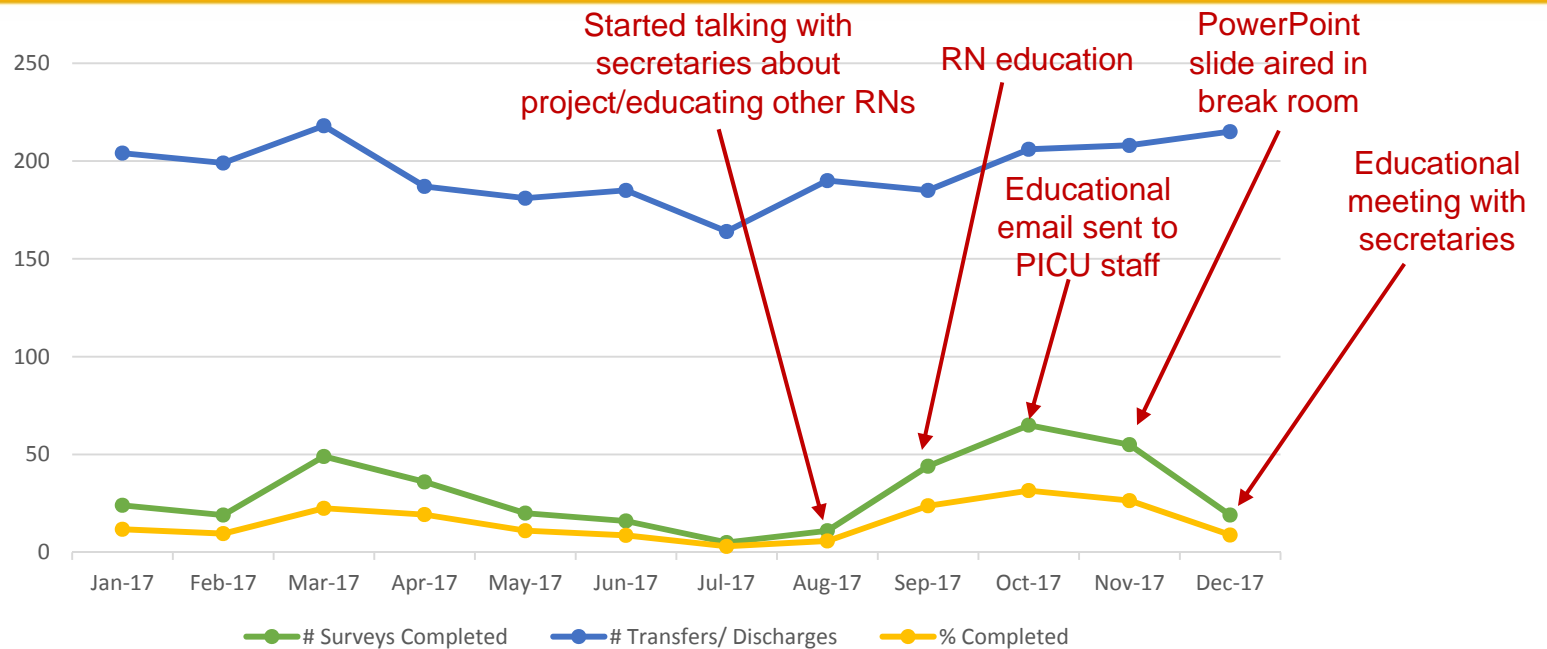
Do you know about the resources available to you through Children's Mercy (select all that apply.)?

- Ronald McDonald Family Room*
- Social Work*
- Chaplain*
- Parents Offering Parent Support (POPS)*
- Child Life*
- Kreamer Resource Center for Families*
- PICU Parent Room*
- Volunteers*
- Lisa Barth Chapel*
- PICU Outdoor Space*
- Other: please specify*

Project Outcomes



Project Outcomes



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



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ANY QUESTIONS?

