PICU Patient Satisfaction

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- Janet Hill, Resource Manager
- PICU Unit Managers
- PICU Secretaries
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
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? In</td>
<td>- Ronal McDonald Family Room</td>
</tr>
<tr>
<td>what ways can we help you be more involved?</td>
<td>- Social Work</td>
</tr>
<tr>
<td></td>
<td>- Chaplain</td>
</tr>
<tr>
<td></td>
<td>- Parents Offering Parent Support (POPS)</td>
</tr>
<tr>
<td></td>
<td>- Child Life</td>
</tr>
<tr>
<td></td>
<td>- Kansas Resource Center for Families</td>
</tr>
<tr>
<td></td>
<td>- PICU Parent Room</td>
</tr>
<tr>
<td></td>
<td>- Volunteers</td>
</tr>
<tr>
<td></td>
<td>- Lisa Barth Chapel</td>
</tr>
<tr>
<td></td>
<td>- PICU Outdoor Space</td>
</tr>
<tr>
<td></td>
<td>- Other: please specify</td>
</tr>
</tbody>
</table>

- 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
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
- Educational meeting with secretaries
- PowerPoint slide aired in break room

**Graph Details:**
- X-axis: Months from Jan-17 to Dec-17
- Y-axis:
  - Surveys Completed
  - Transfers/Discharges
  - % Completed

**Legend:**
- Green line: # Surveys Completed
- Blue line: # Transfers/Discharges
- Orange line: % 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?