Trauma 3-A Unit Practice Council Team

Members

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Recorder Secretary: Jose Torres, ADN, RN
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Background

Patient satisfaction is an ongoing goal that all healthcare facilities strive to maintain.
Ryder Trauma Center as a world renowned healthcare facility recognizes the importance of patient/family values within their emotional, cultural, and physical needs.
The quality mission of Trauma 3-A is to provide compassionate care to all patients with an emphasis on education and the interpersonal perspective.
Respect and trust for the process of the nurse patient relationship is part of the excellence mission within all staff members of Trauma 3-A:
"Relationships Matter"

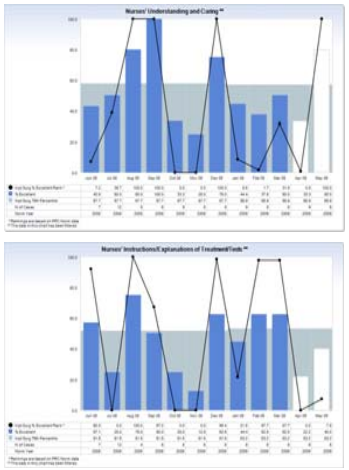
Problem

Inconsistently addressing nurses' instructions/explanations of treatment/tests and nurses' understanding and caring
PRC score 75th percentile ranking.

Results

50 Patients Questioned Initial Assessment
Did the nurse introduce his/herself during the admission and during routine care?
42 said YES
8 said NO
Have you been educated about your care and by whom?
41 said YES
9 said NO
37 said Nurse
4 said Doctor

Present Patient Satisfaction Scores



Intervention

Ways to Improve Customer Satisfaction

Introduction at beginning of shift
- "My name is _____ and I am going to be your nurse/or PCT. today until (time)____. Is there anything I can help you with right now.

Make yourself visible to patients and answer call lights promptly. Show respect, caring, understanding and concern for the patient.
- Triage call lights and follow up promptly. RN/PCT assistant needed.
- Danger phrases "Your nurse is busy with someone else." "That's not my patient." "Let me get the charge nurse for you." 'I cant talk to you about that."
- Customer friendly Phrases - "You nurse is unavailable right now is there something I can help you with?" "Let me see if I can get someone to help you with your concerns." "I know that this concern is of importance and I will get someone to come and assist you."
- Use key phrases in your daily interactions with patients such as " I am here for you. Is there anything I can help you with."

Educate you patients with every encounter.
- Uses the word EDUCATE to provide a clear understanding of what you are doing for the patient. Engage patients with care being provided.
- Educate about medications given, purpose and side effects. Ask them if they have any questions or concerns.
- Educate patients about dressing changes and engage them in doing the dressings themselves.

Goals for the unit
- Improve customer satisfaction scores.
- Improve interpersonal relationships among staff.
- Improve the unit's moral and teamwork to provide excellent patient care.

Outcomes

The goal is to consistently meet 75th percentile ranking in PRC scores.
Our vision is to meet 100% compliance with quality of nursing care and education.
Results will be calculated when re-evaluation of interventions are measured over a three and six month period.

Organizational Implications

Increase sensitivity and awareness to patient needs thus promoting quality of nursing care.

Present Care Dynamic

Care Questionnaire Trauma 3A

Sample Five
Did the nurse introduce his/herself during the admission and during routine care?
5 Patients responded Yes
Have you been educated about your care and by whom?
3 Patients responded the nurse
2 Patients responded the doctor

Sample Fifteen
Did the nurse introduce his/herself during the admission and during routine care?
12 Patients responded Yes
3 Patients responded No
Have you been educated about your care and by whom?
10 Patients responded the nurse
1 Patient responded the doctor
4 Patients could not identified anyone

Sample Thirty
Did the nurse introduce his/herself during the admission and during routine care?
25 Patients responded Yes
5 Patients responded No
Have you been educated about your care and by whom?
24 Patients responded the nurse
1 responded the doctor

PROFESSIONAL GROUP COLLABORATION: RELATIONSHIPS MATTER