



Healing Happens Here: A Patient's Perspective ***ENVIRONMENT***

Welcome

MHA Statewide PFAC

- MHA hosts a statewide PFAC comprised of patients, family members, advocates and hospital staff in Missouri
- Provides leadership and support to advocate for the sustainable integration of patient and family engagement across the continuum of care in Missouri
- Council meets quarterly and ad hoc
- Offers programming, tools and initiatives as needed
- Compass Honor Recognition
- Healing Happens Here: A Patient's Perspective webinar series

Settings of Care Conference

- August 17-18
- Elms in Excelsior Springs, MO
- Agenda:
 - Patient and family engagement
 - Workforce resiliency and well-being
 - Workplace violence
 - Standards of care deviation
 - Supply chain strategies
 - Infection prevention
 - Infrastructure changes made during COVID-19

Register

Members

| | |
|-------------------------|--------------------------------------|
| Amber Lashley | University of Missouri Health Care |
| Amy Camp | Patient and Family Advisor |
| Amy McLean | Mercy Hospital St. Louis |
| Amy Schuler | Alton Memorial Hospital |
| Ariel Flood | Boone Hospital Center |
| Celia McGraw | Mercy Health |
| DeeJo Miller | Children's Mercy Kansas City |
| Elizabeth (Liz) Kruvand | SSM Health Cardinal Glennon Hospital |
| Eran Dawson | Citizens Memorial Hospital |
| **Jen Carron | BJC Health System |
| Jolie Smith | Patient Advocate |
| Kaylyn Lambert | Patient Advocate |
| Lauren McGinnis | Missouri Baptist |
| **Laurie Hines | Patient and Family Advocate |
| Maureen McGuire | Patient Advocate |
| Myleah Shrimpton | Community Advocate |
| Patti Bradley | North Kansas City Hospital |
| Shaunda Hawkins | Liberty Hospital |
| Sheryl Chadwick | Children's Mercy Kansas City |

Today's Panel

MHA PFAC Members

- Patti Bradley, North Kansas City Hospital
- Sheryl Chadwick, Children's Mercy Kansas City
- Shaunda Hawkins, Liberty Hospital
- Laurie Hines, Patient Advocate, Columbia, Missouri
- Liz Krivand, SSM Health Cardinal Glennon Children's Hospital
- Lauren McGinnis, Missouri Baptist Medical Center

“evidence-based design is transforming the healthcare environment. We now have proven architectural methods for improving **patient outcomes, safety, and satisfaction**, as well as staff retention and service efficiency.”

Ulrich, R. S., Zimring, C., Zhu, X., DuBose, J., Seo, H. B., Choi, Y. S., ... & Joseph, A. (2008). A review of the research literature on evidence-based healthcare design. *HERD: Health Environments Research & Design Journal*, 1(3), 61-125.

First Impressions

- Direction signage outside your hospital
- Signage inside your hospital
- Wheelchairs and/or wagons
- Information Desk
- Wayfinders to walk patients to their destination
- Attitude of helpfulness



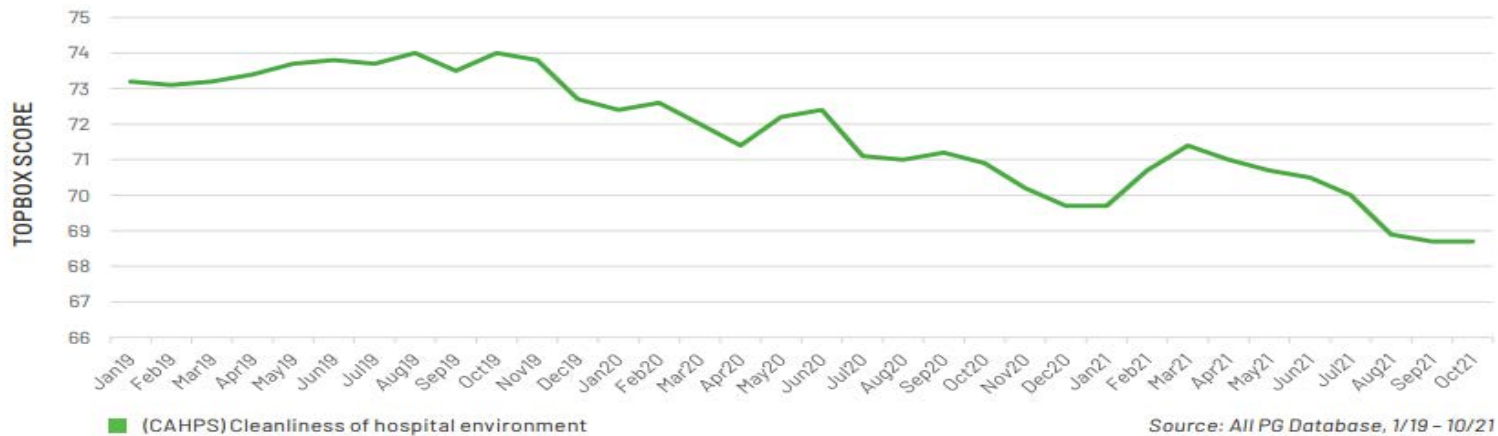
Through the eyes of patients and families...



- Conduct a walk about and look at your hospital through the eyes of your patients and families.
- Resources
 - How to Conduct a Walk-About from the Patient and Family Perspective
 - Family Experience Tracers: Patient Family Advisor led interviews generating detailed qualitative feedback to influence performance improvement

- Press Ganey National Trending Data on hospital environment
 - Cleanliness

■ CAHPS CLEANLINESS TOP-BOX TREND

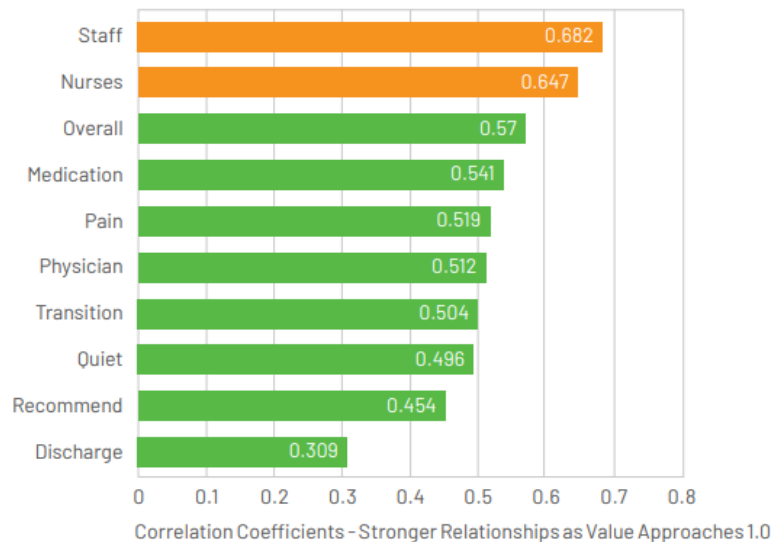


- Room cleaned check list
- Name and phone number of ES
- Scripting of ES staff to engage with patients

Decline of 4 Top Box score from 74% pre-pandemic to <69% currently

Cleanliness Correlation with HCAHPS

CORRELATION OF CLEANLINESS DOMAIN WITH OTHER HCAHPS DOMAIN SCORES



- Cleanliness scores are most highly correlated with scores on Staff Responsiveness and Nurse Communication.
- We know that strong collaboration and teamwork are required to achieve high scores on Nurse Communication and Staff Responsiveness dimensions.

Cleanliness is most highly correlated with:
 Staff Responsiveness
 Nurse Communication
 Overall Rating

Patient perceptions positively impacted by:
 Environmental Services
 Provider hand hygiene
 Personal hygiene of patient

Other Significant Contributions Environment

- Leader Rounding positively impacts the environment of care
 - Quality, Safety and Fall Prevention
 - Telephone and call light within reach, safety alarms on and plugged in
- Care Channel & Educational Videos
- Communication Boards
 - Keep patients and families informed
 - Improve quality outcomes when patients and families have phone numbers of providers to call with concerns
 - Invite family to utilize the board for questions or concerns
 - Write patient's preferred name on the board for all to see

Johns Hopkins “The Patient Wish List”

1. Let me sleep, with no night interruptions
2. Keep noise levels down at the nurses’ station, esp. @ night
3. Don’t lose my belongings
4. Knock before entering
5. Keep my whiteboard current
6. Update my family about my condition
7. Keep my room clean
8. Listen to me and engage me in my care
9. Please orient me to my room and hospital
10. Please maintain professionalism in all areas of the hospital

<https://armstronginstitute.blogs.hopkinsmedicine.org/2015/10/20/the-patient-wish-list/>

What do you think of?

- When we think of environment, you may think of the temperature, sounds, heat, cold, breezes.
- When you or a loved one is in the hospital, they often think of the same things.
- What are things we can do as organizations to help improve their experience?

Environmental Control

- Quiet Hours- organizations can offer quiet hours for their units or areas (ex: 2p-4p)* this does not mean no visitors, just a time that is designated for quiet
- Dim lights during this time (offer your staff a small pen light or flashlight)
- Turn the volumes down to a quiet level on staff phones
- Cluster cares during quiet time and at night
- Offer a quiet pac - could include, eye mask, ear plugs, quiet sign for the door (Our organization utilizes these, and they are well received)
- Room Temperature - provide patients a way to control their temperature if possible
- Keep conversations to a professional level and quiet as possible. Patients often report that they hear everything, especially at night when they would like to rest/sleep.

Questions?



HHEALING
Happens Here

*Our staff is here to provide the best medical care to you and your loved ones with kindness and respect.
We know it can be stressful visiting the hospital.
Let us know how we can help.*

Healing Happens Here: A Patient's Perspective

- Wednesday, June 22 | Culture Change

Helpful Links

- [Patient Family Advisory Council - MHA \(mhanet.com\)](#)
- [PFAC Toolkit](#)
 - Includes templates
 - Sample operating guidelines and objectives
 - Completely customizable
- [Patient and Family Engagement Roadmap - MHA \(mhanet.com\)](#)
 - Three tracks divide the work into a manageable framework
 - Includes metrics to meet for each step

Join Us!

- If you are a patient/family, we'd love to have your application!
- If you are employed by a hospital and want to join to further the PFAC agenda in the state, we'd love to have your application!

[Application](#) to join the MHA Statewide PFAC

Thank you!

Jessica Stultz, RN, BSN, MHA, CPPS, CPHQ, LSSGB

Director of Clinical Quality

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Tools

- How to Conduct a “Walk-About from the Patient and Family Perspective, Institute for Patient- and Family-Centered Care, 2012
- Touchpoint Map <https://www.fullstory.com/customer-journey-maps/>
- The Patient Wish List <https://armstronginstitute.blogs.hopkinsmedicine.org/2015/10/20/the-patient-wish-list/>
- Medline Quiet Pacs https://punchout.medline.com/product/QuietPac-Kits-by-Medline/Personal-Care-Kits/Z05-PF69801?ques_5

Resources

- Douglas CH, Douglas MR. Patient-friendly hospital environments: exploring the patients' perspective. *Health Expect*. 2004;7(1):61-73. doi:10.1046/j.1369-6513.2003.00251.x
- Institute for Patient- and Family-Centered Care: How to Conduct a “Walk-About” from the Patient and Family Perspective https://www.ipfcc.org/resources/How_To_Conduct_A_Walk-About.pdf
- Laursen J, Danielsen A, Rosenberg J. Effects of environmental design on patient outcome: a systematic review. *HERD*. 2014 Summer;7(4):108-19. doi: 10.1177/193758671400700410. PMID: 25303431.
- Lucas CM, Dellasega C. Finding common threads: How patients, physicians and nurses perceive the patient gown. *Patient Experience Journal*. 2020; 7(1):51-64. doi: 10.35680/2372-0247.1387.
- Puran, Alexie; Brown, Diane; Skidmore, Megan; Jocson, Cyndee and Laralbasan, Evangeline “Impact of Art on the Human Experience in the Pediatric Emergency Department”, The Beryl Institute Research Report, 2021
- Taff K, Chadwick S, Miller D. Family Experience Tracers: Patient Family Advisor led interviews generating detailed qualitative feedback to influence performance improvement. *Patient Experience Journal*. 2018; 5(2):97-108. doi: 10.35680/2372-0247.1204.
- The Beryl Institute On Demand Webinar: First Impressions: “We See Least, the Things We See Most” <https://www.theberylinstitute.org/page/WEBfirstimpressions21>
- The Beryl Institute On Demand Webinar: Quiet at Night: Improving the Patient Experience <https://www.theberylinstitute.org/page/WEBpxquiet21>
- The Beryl Institute On Demand Webinar: The Often-Forgotten Piece of Patient Experience <https://www.theberylinstitute.org/page/WEBpxlinen21>
- Ulrich, R. S., Zimring, C., Zhu, X., DuBose, J., Seo, H. B., Choi, Y. S., ... & Joseph, A. (2008). A review of the research literature on evidence-based healthcare design. *HERD: Health Environments Research & Design Journal*, 1(3), 61-125.