Objective

To offer patients and families a tool to provide our organization with real-time feedback during the hospital stay or ambulatory visit.

The goal is to positively impact patient satisfaction as measured by Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) /Press Ganey and provide staff an effective, real-time opportunity to assess patient feedback, intervene and remedy issues as they arise.

Project Description:

The patient is provided with a tablet on a daily basis during their hospital stay or ambulatory visit. The key features for the use of this tool are:
- Fast, simple, customized questionnaire
- Brief encounter related to the patient experience (4 - 5 questions that take less than 60 seconds to complete)
- Instant email/text alerts for both comments and opportunities
- Live dashboards in the clinical setting available for viewing the real-time feedback by the interdisciplinary care team.
- Leadership access to the data portal for custom reporting and data analysis.

Materials and Method

The tablet technology and software was initially piloted for use on an inpatient surgical-oncology unit for 1 year. Following this introduction into the clinical setting, hospital leadership designated this tool as a key component to assist with the hospital initiative to improve the patient experience and HCAHPS/Press Ganey scores.

Beginning in August 2015 a project team was formed and additional pilot locations were designated (medical, surgical, pediatrics, ambulatory, and a lab draw station) within a 1541 bed academic medical center and affiliated ambulatory locations.

The Project Team assisted with:
- Configuration for the standardized questions for inpatient, outpatient, pediatrics, and the lab draw station allowing for the unique environment/clients in each setting
- Designating the number of tablets and charging station placement for each unit/department
- Hardware installation: unit dashboard placement
- Script for staff to utilize when distributing the tablet/questionnaire
- Creating the tool in English and Spanish with plans to add additional languages
- Alert notification process for weekday and weekends
- Access for Directors, Managers, and Assistant Managers to the portal data

Sample Tablet Questionnaire (Inpatient)

Nurse Station Dashboard:
- Total Daily Sessions Counter
- Quickly Scan Category Scores
- Lowest Scoring Category Highlighted
- Opportunities
- Recent positive comments to encourage staff engagement and boost morale

Analytics

Real-time Time Feedback + Real-Time Analytics + Real-Time Service Recover = Improved Patient Experience

Results

Weekly Insights:
- Staff & Location Ranking
- Individual Category Scores
- Patient Comments Divided By Sentiment
- Individual Question Scores & Answers

The unit/department leadership team is notified when:
- The score is below 60
- The comment is either an opportunity or a request through the use of tools that query the content and able to denote the comment sentiment (positive, negative, request)

The team immediately recognized an opportunity for real-time feedback to go directly to the appropriate resource for real-time resolution. The design team was able to set up a direct notification process for Environmental Services to address the feedback for hospital cleanliness.

This quality improvement tool requires a daily workflow to establish a system for real-time feedback and addressing opportunities with our patients/families and staff.