

QI Pilot: Improving Patient Handbook Utilization on an Inpatient Unit in a Rural Hospital

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BACKGROUND

- ECU Health Beaufort Hospital – 28 Bed Med-Surg Unit
 24 nurses; 595 patients per year
 Hospital Press Ganey Scores Measure Patient Satisfaction
- National tool to measure the quality of care
 - ECU Beaufort Unit Press Ganey Score: 54.5%
 - Nurse Communication national average is 79%
 - Patient handbook education & specifically “Ask Me 3” and SMART tools needed for improved hospital pt engagement (Winiger 2021)
 - Selected Institute for Healthcare Improvement “Ask Me 3” tool - Teaches about condition/reason for hospitalization
 - What is my main problem?
 - What do I need to do?
 - Why is it important for me to do this?
 - ✓ Allows nurses to evaluate trends/actions (Benson, 2023)
 - ✓ When nurses reviewed patient handbook, HCHAPS (Press Ganey survey) score was 24.8% points higher (Wei, 2020).

PROJECT AIM

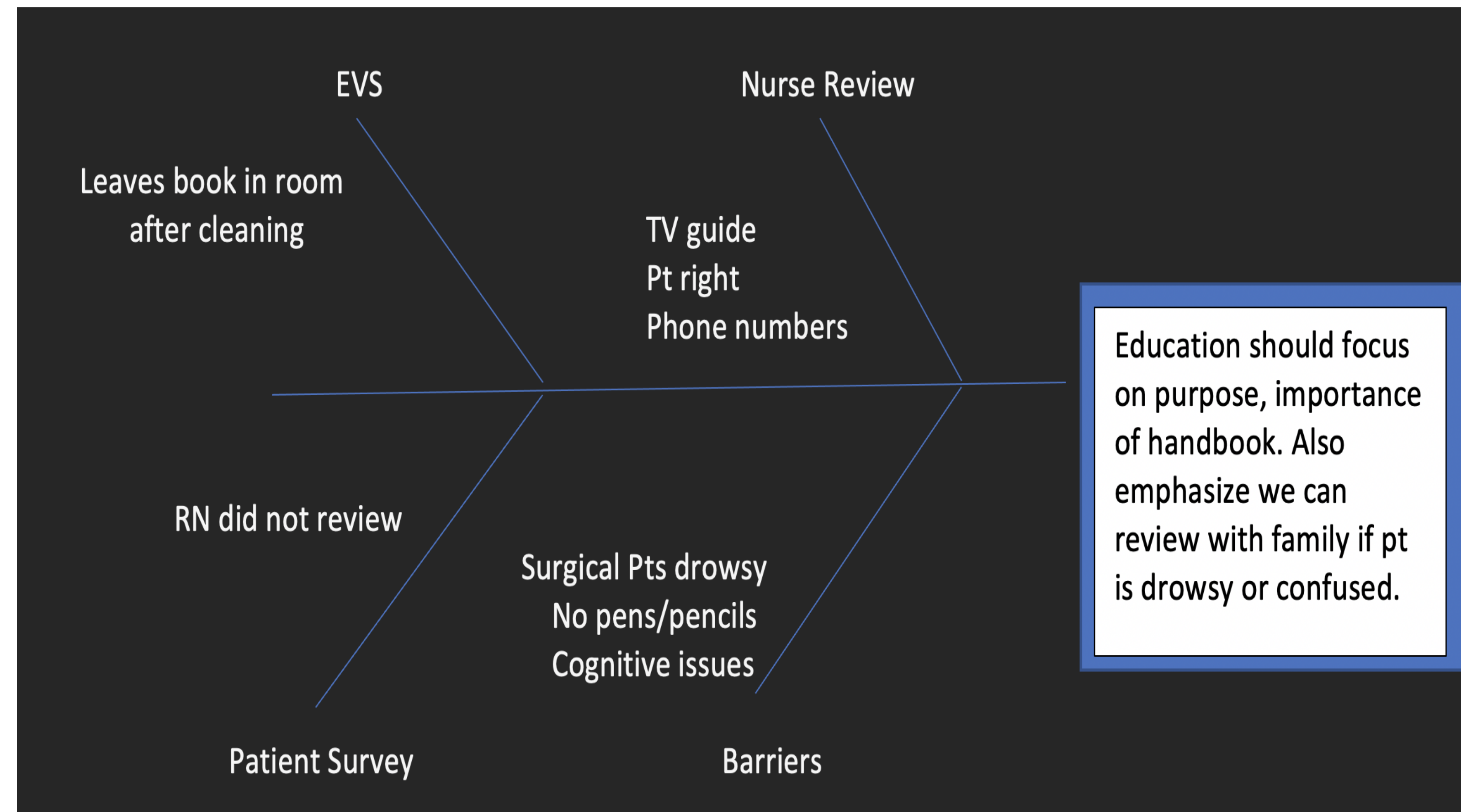
Global Aim: Increase utilization of the patient hospital handbook to increase overall patient education and experience.

Specific Aim: Improve Press Ganey scores from 55% to 60% by designing a pilot to promote the Med-Surg Unit patient handbook with nurse engagement specifically the SMART checklist and “Ask Me 3” from February to April 2024.

PROJECT DESIGN/STRATEGY

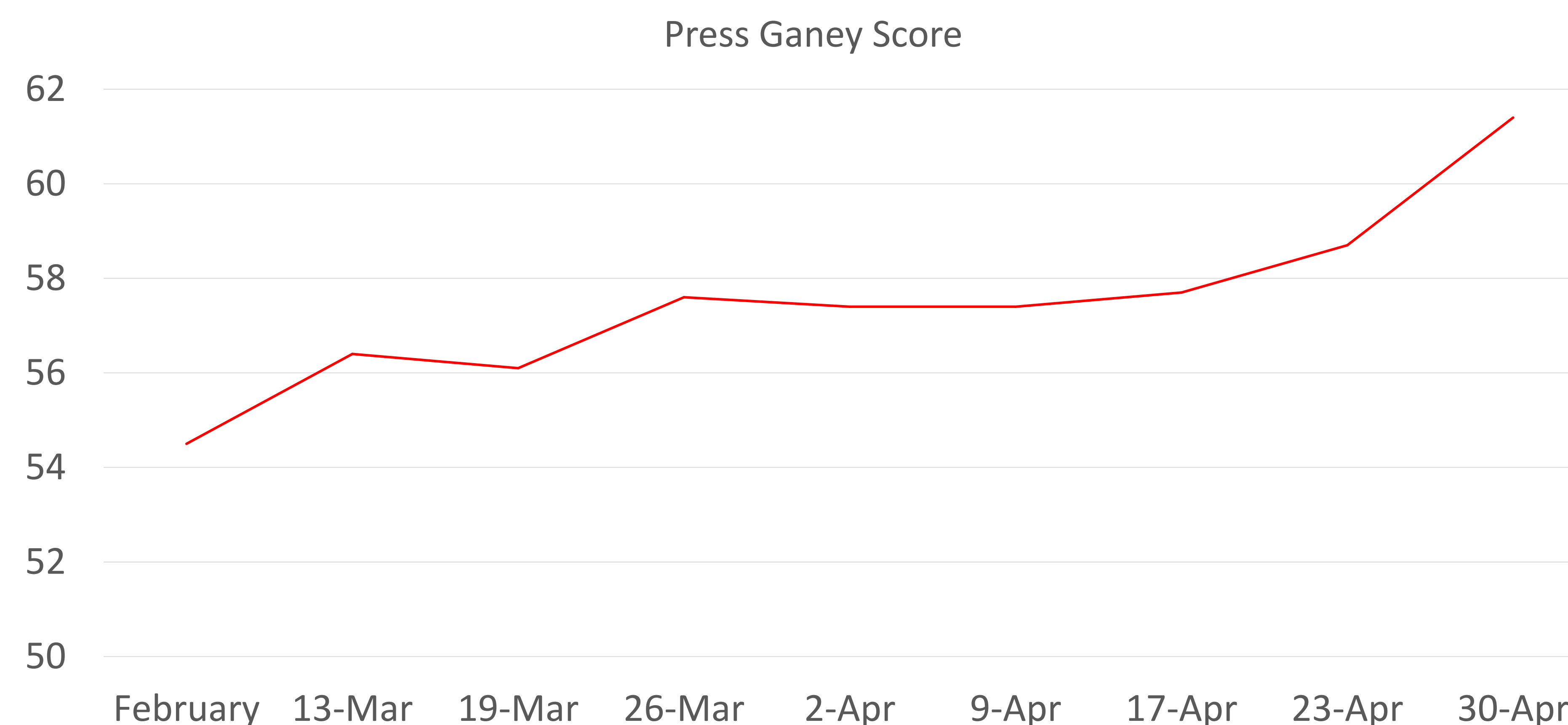
- Applied the Dartmouth Microsystems Framework
- Conducted patient/nurse pre and post-surveys
- Applied Lewin’s Change Theory
- Utilized program management, Flowchart, Fishbone tools
- Applied focused interviews with 8-unit nurses
- Administered education to nurses (8)
- Led/coached team members through a PDSA cycle

CHANGES MADE (PDSA CYCLES)



RESULTS/OUTCOMES

- Pre-Survey – 7 patients and 6 nurses
 - Nurses stated pt handbook used for TV Guide info
 - Patient pre-survey results: 71% (5) patients reported that the nurse did not review the handbook
- Conducted education – completed with 8 nurses
- Post-Survey - 6 patients and 5 nurses
- 60% (3) of nurses willing to review pt handbook and emphasize the SMART checklist and “Ask Me 3”
- 40% (2) stated they would not change their process
- Press Ganey score (Pt Handbook question) increased by 3.2%, (from 55 to 58 %) vs goal of 5% (60%)



LESSONS LEARNED

- Need greater nurse engagement with patient handbook and “Ask Me 3” process to facility patient involvement in their care, increasing hospital patient experience
- Manager actions needed to motivate/lead handbook use

NEXT STEPS

- Communicate purpose/seek nurses handbook use
- Teach Nurses their role/link to patient experience on latest HCHAPS- Press Ganey Survey/ scores (graphs)
- Provide patient resource bag (pencil) & accessible room location for handbook and utilize volunteers to assist
- Collaboration is a must with Patient Experience, Quality Improvement staff, Unit Managers, and Nurses
- Utilize expensive hospital patient handbook in a useful way to improve patient understanding of their condition, involvement of care thus > positive patient experience
- Evaluate Return on Investment (\$) printing Handbooks

ACKNOWLEDGEMENTS/REFERENCES

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