PATIENT EXPERIENCE + EMPLOYEE ENGAGEMENT = SUCCESS!!!!!

Carlos Hendrix, BSN, RN
Becky Spudich, MSN, RN
5D 2011 HCAHPS

Source - EBI 12.3.13
Pain Management

Initiatives-
- Pain Assessment/re-assessment
- Pain tool/white board
- Pain class
- Healing services
- PPM Board
- Patient expectations
Med Communication

Initiatives-

- Pharmacy consult
- Top 10 med sheets
- Side effects
- Ask 3 Teach 3
- Nurse manager rounding
- Discharge rounds
5D 2011-2012-2013-2014 HCAHPS

5D 2011 GALLUP

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grand mean</td>
<td>8</td>
</tr>
<tr>
<td>Supervisor Index</td>
<td>12</td>
</tr>
<tr>
<td>Q1 Know what's expected</td>
<td>10</td>
</tr>
<tr>
<td>Q5 Cares about me</td>
<td>7</td>
</tr>
</tbody>
</table>

Source: 2011 Gallup Report
Engagement Initiatives

New Nurse Manager-
  ➢ Rounding!!!!

Work/life Balance-
  1. Schedule
  2. Education
  3. Staffing
Have fun!!!!!!
5D 2011-2012-2013 GALLUP

Questions?????