A Team Approach To Improving The Patient Experience

Goals:

- Increase utilization of the Tigr patient education television system by 25% in 2015
- Improve culture of patient and family centered care
- Improve health literacy
- Increase HCAHPS discharge information score and ultimately reimbursement through value based purchasing points earned

Results:

- 383% increase in utilization at the medical center from January 2015 to January 2016 which far surpassed our goal.
  - January 2015: MC video views 206
  - January 2016: MC video views 995
- Continuing to increase use
  - May 2017: MC video views 1,339

Tactics to Increase Utilization:

- Implementation of “Tigr Tuesdays”
  - Weekly rounds to nursing units to increase awareness and educate on use
- Attended department staff meetings to educate on use, including nursing, care coordination and respiratory care
- Monthly email to leaders
  - Monthly video views by unit report attached to increase transparency and friendly competition
- Recognition program started to increase engagement and motivation
  - Certificate and Telehealth Tigr given to units monthly for:
    - Highest utilization of the system
    - Largest increase in utilization of the system
    - Awards given at both hospitals
- Recognitions included in email to leaders with report and improvements in HCAHPS discharge information score.
- Prescription pads created
  - Nurses give to patients and/or family
    - Increases ease and autonomy of patients & families to view videos
    - Saves nurses time
    - English on front and Spanish on back for each campus
- 10 Weekly Video Spotlights
  - Emailed each week with video patient education handout
    - Videos chosen based on clinical core measures and high patient diagnoses
    - Included topics that the video covered, patient connection statements about the prevalence or severity of the problem, and directions on how to access the video

Sustainability:

Incorporated into new house wide RN bedside shift report hand off tool that went into effect in June 2016. Incorporated link inside Epic EMR system in June 2017.