


WHAT'S *Right* IN HEALTH CARE





WHAT'S *Right* IN HEALTH CARE™

Ticket to Ride - Get Your Individualized Patient Care Passports Here

A step by step guide to customize the needs of the patient in both inpatient and outpatient settings, to ensure better clinical outcomes and exceed patient expectations

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Executive Vice President
Carol Northup, RN, MA
Director of Women and Family
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Rehab Services Coordinator, Ottumwa Regional Health Center, (IA)



What we want you to learn today

Presentation Objectives

- Learn how "Individualized Patient Care" (IPC) and the use of white boards have generated inpatient satisfaction scores in the top 5% in the nation.
- Learn of an innovative avenue to providing IPC in the outpatient setting with the PASSPORT. Passport = Mobile White Board + AIDET
- Be able to create a positive employee & physician culture by harvesting the wins of IPC. Watch that flywheel spin.

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IPC Definition

- "What does very good care mean to you?"
 - IPC reduces patient anxiety;
 - improves communication between the patient and hospital employees;
 - encourages teamwork and efficiency; and
 - signals to the patient that everyone is working together closely to take care of him/her.

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Here's what changed at ORHC:

- Believe > Decide > Act > Results = Understanding
- ORHC Story (We're just like you!)
 - The uphill climb
 - Cultural change
 - Principle #1 Commit to Excellence
 - Top down "Focus like a laser on service"
 - Transparency & Accountability
 - Trust, but verify systems
 - **Outcomes**
 - Pat Sat scores = 40% LEMs

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Here's what we did:

- Principle #3 Build a Culture Around Service:
ER, Cancer Center, One Day Surgery,
Outpatient, Inpatient
- Inpatient
 - Nurse Leader Rounding
 - Discharge Calls
 - **IPC White Boards (Carol Northup)**
- Outpatient
 - AIDET
 - **IPC Passport (Robin Honomichl)**

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Here's What Happened! -- Outcomes

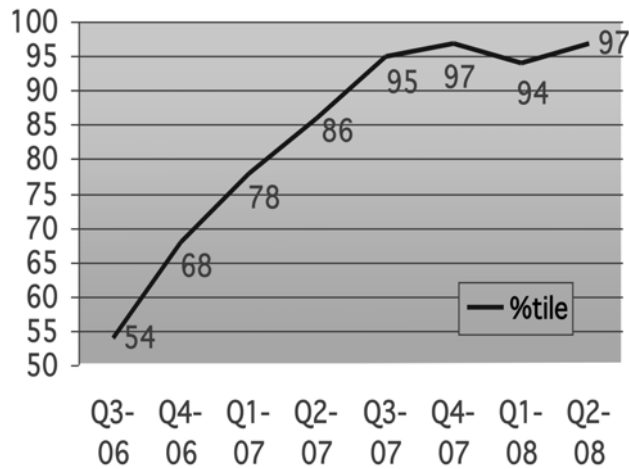
- Principle #2 Measure the Important Things.
What Gets Measured, Get's Done.
 - Inpatient Pat. Sat.
 - Overall Rank
 - Staff Included Me
 - Pain Control
 - Outpatient Pat. Sat.
 - Overall Rank
 - Staff work together as a team
 - Explanation
 - Sensitivity to needs

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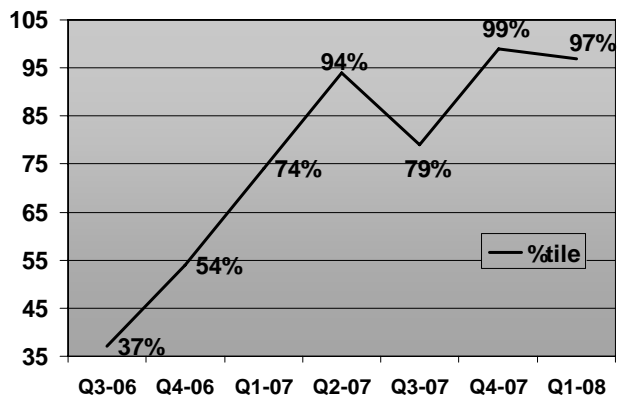
Inpatient Rank—Overall % (06-08)



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Inp. Rank - Staff Included Me (06-08)

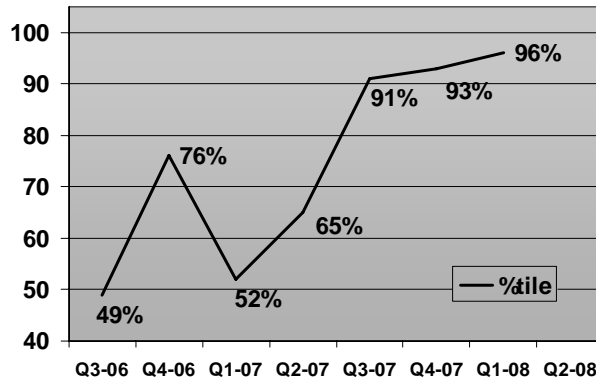


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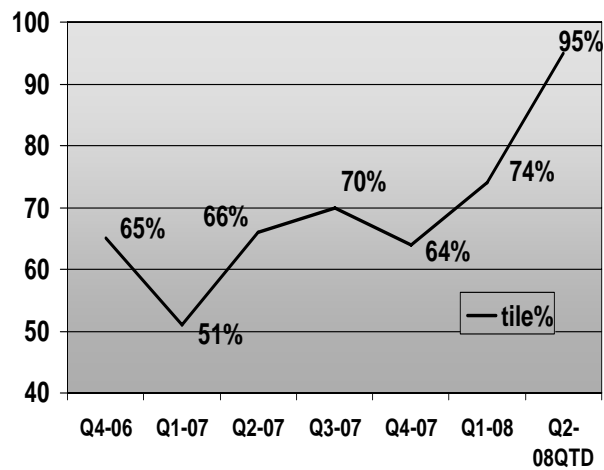
Inp. Rank - Pain Controlled (06-08)



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Outp. Rank—Overall % (06-08)

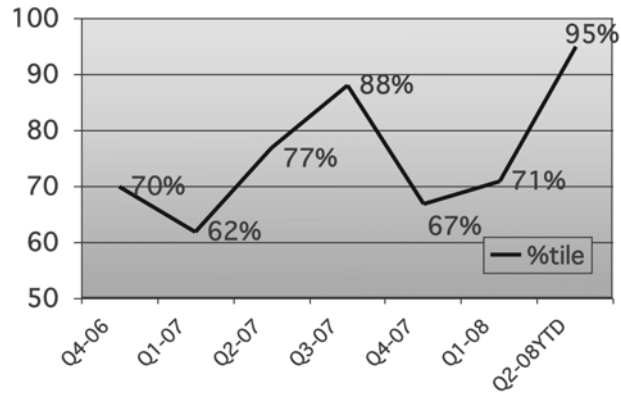


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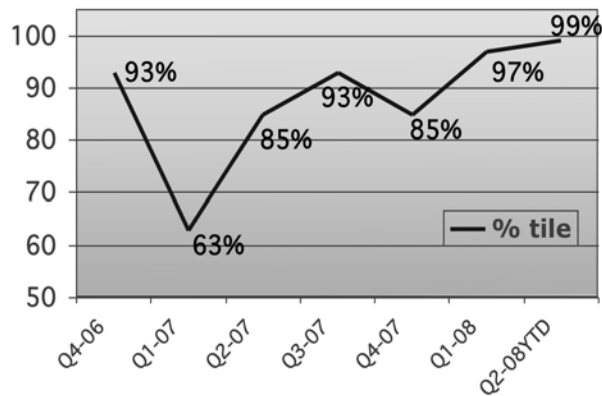
Outp. Rank - Sensitivity to Needs (06-08)



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Outp. Rank - Explanation by Staff (06-08)

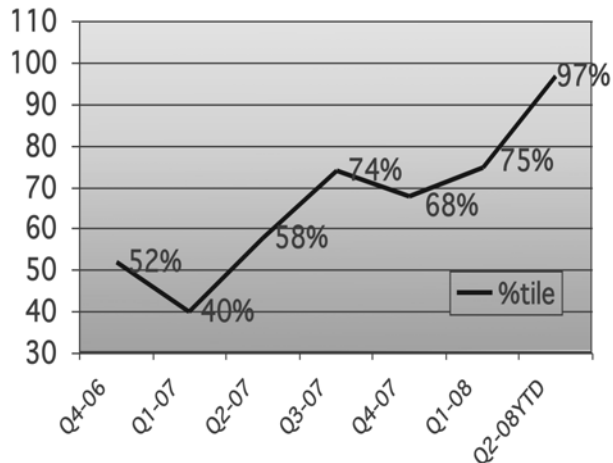


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Outp. Rank - Staff Worked Together (06-08)



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So now that you know that IPC works, Here's how we did it:

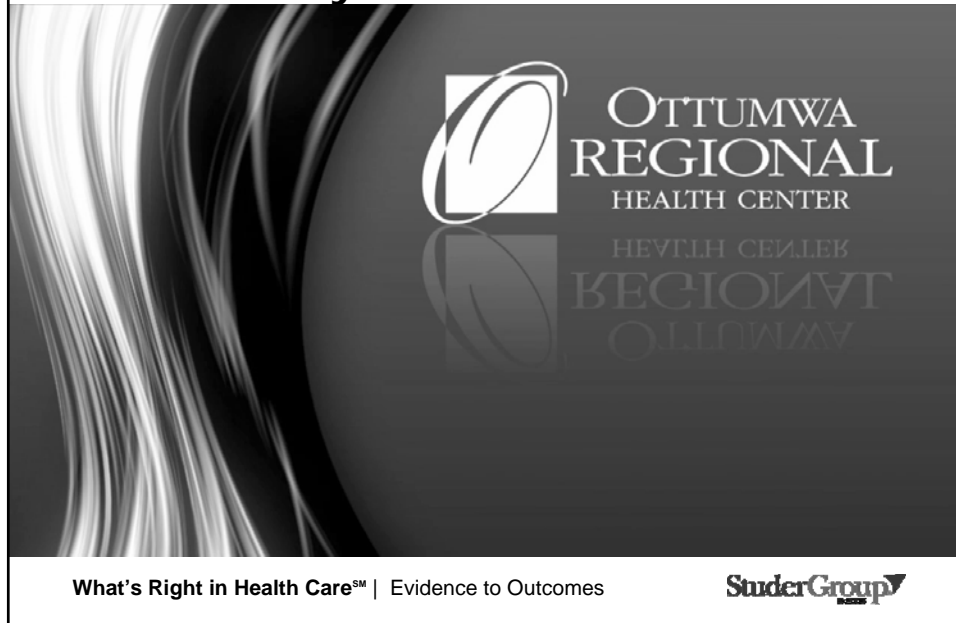
- Inpatient IPC Whiteboards
 - We **Believed** and **Decided to Act**
 - Action:
 - Planning/Systemizing
 - Developed/Secured Tools (script, boards, video)
 - Roll out
 - Auditing—Trust, but verify
 - Improving
 - Sustaining **Results**
 - Challenges
 - Staff and Doctor **Understanding**


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Here's how you use the tool:

The graphic shows the Ottumwa Regional Health Center logo, which includes a stylized 'O' icon and the text 'OTTUMWA REGIONAL HEALTH CENTER'. Below this, the text 'HEALTH CENTER REGIONAL OTTUMWA' is visible in a lighter, semi-transparent font. The background features abstract, flowing white lines on a dark grey background. At the bottom of the graphic, the text 'What's Right in Health Care™ | Evidence to Outcomes' and the StuderGroup logo are displayed.

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So now that you know that IPC works, Here's how we did. . . more:


- Outpatient VIP Passports
 - We **Believed** and **Decided to Act**
 - Action:
 - Planning/Systemizing
 - Developed/Secured Tools (script, mobile passport, video)
 - Roll out
 - Auditing—Trust, but verify
 - Improving
 - Sustaining **Results**
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Here's how you use the tool:



OTTUMWA
REGIONAL
HEALTH CENTER
HEALTH CARE
REGIONAL
OTTUMWA

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Here's a closer look at the passport:

 V.I.P PASSPORT

Name: _____
Date: _____ Time: _____
Visit Number: _____

At Ottumwa Regional Health Center we want to be sure we provide you with very good care. We want to be sure your needs are met in a manner that is convenient to you. **What are 1 to 3 things we can do during your visit today to satisfy your needs, so that before you leave you feel that you have received very good care?**

Please **comfort** me.
 Please be **sensitive** to my needs.
 Please complete my exam in a **timely** manner.
 Please maintain **privacy** for me.
 Please be **caring** and have **concern** for me.
 Please **work together** as a team to provide my care.
 Other _____
 Other _____

During your visit at Ottumwa Regional Health Center your caregivers should have done the following five things: **Acknowledged** you; **Introduced** themselves to you; Told you the **Duration** of your exam; **Explained** your exam to you; and **Thanked** you for choosing Ottumwa Regional.

My Caregiver's Name: _____ / _____

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It's more than just the numbers

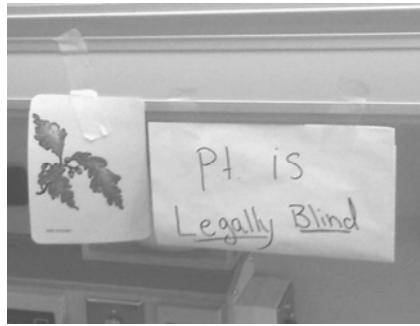


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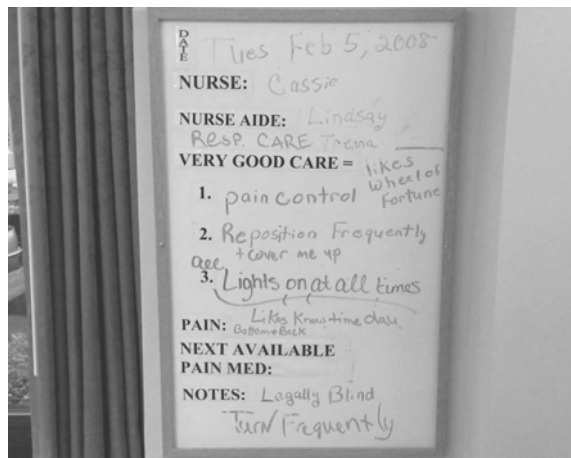
It's more than just the numbers



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Grandma's Whiteboard



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It's more than just the numbers



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Questions?


Please Call

- Ottumwa Regional Health Center
 - 641-684-2300
 - cwolbers@orhc.com
 - rhomichl@orhc.com
 - cnorthup@orhc.com
 - lschooley@orhc.com - Marketing Dept

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Thank You!

