

**PATIENT PERCEPTION OF CARE:  
WHAT TO DO WHEN YOUR SCORES ARE LOW?**



The following table provides Studer Group recommended prescriptive actions demonstrated to improve patients' perception of care. It is meant to be used as a reference and provide you specific ideas and actions to help improve your scores in various topic areas.

FOCUS AREA	STUDER GROUP RECOMMENDED ACTIONS AND STEPS
<p><b>Concern, Courtesy and Respect</b></p>	<ul style="list-style-type: none"> <li>▪ Conduct leader rounding on patients for courtesy, communication, explanation, and responsiveness to call.</li> <li>▪ Implement AIDET: Five Fundamentals of Patient Communication as an overall communication platform to address most of the core questions on the survey.</li> <li>▪ Introduce/implement Key Words at Key Times using the language of the survey during rounds.               <ul style="list-style-type: none"> <li>• <i>"Is there anything else I can do for you? I have time."</i></li> <li>• <i>"We are committed to providing you with very good/excellent care. As part of our commitment, we will treat you with <u>courtesy</u> and <u>respect</u>, <u>listen</u> carefully to you, and explain things so you can understand."</i></li> <li>• <i>"I would like to make notes while you are talking because what you are saying is important. Is that OK with you? I am <u>listening</u>."</i></li> <li>• <i>"I want to make sure that I <u>explain</u> the procedure in a way that you can understand. Do you have any questions?"</i></li> </ul> </li> </ul>
<p><b>Call Lights</b></p>	<ul style="list-style-type: none"> <li>▪ Address call lights effectively:               <ul style="list-style-type: none"> <li>• Round frequently on the patient to anticipate needs such as pain medication, toileting, and positioning.</li> <li>• Ask if there is <i>"Any thing else I can do before I go? I have time."</i></li> <li>• Check the environment of the room for call light, telephone, lights, TV, and garbage can in reach. Bedside table next to the bed, full water pitchers, etc</li> <li>• Tell the patient when you will return. <i>"Mr. Johnson, it looks like you are comfortable. I will be back to check on you in about an hour."</i></li> <li>• When someone answers a call light they should say, <i>"How may I help you?"</i> The request may not require a nurse and we want to promote a philosophy that any staff can help by responding to requests.</li> <li>• During the first hour of the shift, staff should spend five minutes with each patient going over the plan of care and asking the patient if there are one or two things that would make the care excellent.</li> <li>• The staff then documents that need or request on the white board so all staff is aware of the most important need for that patient and can be responsive. The key words would be <i>"Mr. Johnson I want you to know we are listening carefully to your needs so I am going to write this on our board. This way, we can be sure everyone knows what's important to you."</i></li> </ul> </li> </ul>
<p><b>Noise</b></p>	<ul style="list-style-type: none"> <li>▪ Install a noise meter at unit station.</li> <li>▪ Conduct a quiet campaign.</li> <li>▪ Introduce/implement Key Words at Key Times, using the language of the survey during rounds:               <ul style="list-style-type: none"> <li>• <i>"May I close your door for your <u>privacy</u> and <u>quiet</u>?"</i></li> <li>• <i>"I am here to <u>clean</u> your room . . ."</i></li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>▪ <i>"Did I miss anything...?"</i></li> </ul>
<p><b>Physicians</b></p>	<ul style="list-style-type: none"> <li>▪ Tips for physicians:             <ul style="list-style-type: none"> <li>• Ensure that staff "manages up" physicians to patient and families. <i>"Dr. Smith is a very good listener. You are fortunate to have him..."</i></li> <li>• Implement AIDET: Five Fundamentals of Patient Communication</li> <li>• Sit at the patient's bedside.</li> </ul> </li> <li>▪ Introduce/implement Key Words at Key Times using the language of the survey during rounds:             <ul style="list-style-type: none"> <li>• <i>"I will <u>listen</u> carefully to what you say."</i></li> <li>• <i>"I want to make sure that I <u>explained</u> the ... (procedure) in a way that you could understand. Do you have any questions?"</i></li> </ul> </li> </ul>
<p><b>Environmental Services</b></p>	<ul style="list-style-type: none"> <li>▪ Ensure that the environmental service director conducts rounds.</li> <li>▪ Ensure that the Environmental Service staff use AIDET: Five Fundamentals of Patient Communication:             <ul style="list-style-type: none"> <li>• Acknowledge: <i>"Good morning, Mrs. Smith..."</i></li> <li>• Introduce: <i>"My name is Barbara. I will be taking care of your room today. I have worked in housekeeping for more than 17 years. I have cleaned thousands of rooms and receive more than 20 hours of training yearly on environmental services. We strive to deliver very good care and it will be my pleasure to serve you during your stay."</i></li> <li>• Duration: <i>"I will be in your room for about 10 minutes. Is now a good time?"</i></li> <li>• Explanation: <i>"I will begin by emptying your trash and then I will mop the floors and clean your bathroom. When I finish I will check with you to be sure I have not missed anything."</i></li> <li>• Thank you: <i>"I have finished cleaning. Is there anything I have missed? Is there anything I can do for you before I leave? I have time."</i></li> </ul> </li> <li>▪ Place a tent card at the bedside with the environmental service number stating, "Call us for cleaning needs."</li> </ul>
<p><b>Food and Nutrition</b></p>	<ul style="list-style-type: none"> <li>▪ Food and Nutrition Director round on patients 10 -15 minutes after tray is passed:             <ul style="list-style-type: none"> <li>• Tray Accuracy</li> <li>• Food Temperatures</li> <li>• Food Quality</li> <li>• Staff Courtesy</li> </ul> </li> <li>▪ Meal Delivery Time: Post a time range on patient white board and exceed the posted time. Include cafeteria hours for visitors</li> <li>▪ Use key words at key times, department specific for meals</li> <li>▪ "Condiment rounds" after meals are served (to meet immediate needs)</li> <li>▪ "Present" the food</li> </ul>
<p><b>Admissions</b></p>	<ul style="list-style-type: none"> <li>▪ Ensure that the Admission staff use AIDET: Five Fundamentals of Patient Communication:             <ul style="list-style-type: none"> <li>• Acknowledge: <i>"Good morning, Mrs. Smith..."</i></li> <li>• Introduce: <i>"My name is _____, and I am from the Admissions</i></li> </ul> </li> </ul>

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	<p><i>Department. I will be completing your Admission registration today..."</i></p> <ul style="list-style-type: none"> <li>• Duration: <i>"It is important to us to register you as quickly as possible to speed your treatment/admission. The process should take 5 to 7 minutes..."</i></li> <li>• Explanation: <i>"For your safety, it is important to verify your personal information...May I have your cards to copy to ensure the billing is accurate and avoid any inconvenience in the future? Do you have your cards so I can copy them?"</i></li> <li>• Thank you: <i>"Thank you for your time today. Do you have any questions?" Is there anything else I can do for you today – I have the time!"</i></li> </ul> <ul style="list-style-type: none"> <li>▪ With every waiting customer, be sure someone touches base with the patient every 20 minutes</li> <li>▪ Provide crossword puzzles and pencils to everyone</li> </ul>
<p><b>Personal Needs &amp; Pain</b></p>	<ul style="list-style-type: none"> <li>▪ Explain hourly comfort rounds at every shift.</li> <li>▪ Use Key Words at Key Times to focus on managing expectations of pain: <ul style="list-style-type: none"> <li>• Say to the patient: <i>"We want you to be completely satisfied with your care. We work very hard to help meet your physical comfort needs which include help with things like hygiene, bathing, and getting to the bathroom. We will help you manage any pain you might have."</i></li> <li>• Manage up the doctor: <i>"Your doctor wants you to be as comfortable as possible and has ordered pain medicine to help you manage your pain."</i></li> <li>• Conduct nonverbal communication: <i>Post the pain scale in each patient room with a message that states "Pain control - our medical center respects and supports the patient's right to the best possible management of pain."</i></li> <li>• Manage up the staff: <i>"We want you to be very satisfied with our management of your pain. Our staff is specifically trained to help manage your pain."</i></li> <li>• Ask about pain medicine: <i>Set select times to use key words to ask about pain medicine such as before breakfast, before therapy, or while performing HS care for personal needs. Document the patient's response and be proactive at the next opportunity.</i></li> <li>• Incorporate Key Words into discharge phone calls: <i>"We are focusing on pain management at our hospital; was there anything we could have done differently to help you manage your pain?"</i> <ul style="list-style-type: none"> <li>○ <i>"Is there anything I can do for you? I have the time..."</i></li> <li>○ <i>"I will do everything I can to help you with your <u>pain</u>."</i></li> <li>○ <i>"Your physician has ordered a new medication for you, let me tell you what it is for . . ."</i></li> <li>○ <i>"Let me also describe possible side effects."</i></li> <li>○ <i>"If you experience any of these symptoms, let me know right away."</i></li> <li>○ <i>"Do you have any questions? I want to make sure that you <u>understand</u>."</i></li> </ul> </li> </ul> </li> <li>▪ Use the 1-10 pain scale and then round back to check on the degree to which medication worked. Tell the patient when the nurse will be back to check on him or her.</li> <li>▪ In-service other departments on key words for pain and processes to</li> </ul>

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	<p>follow through for the patient.</p>
<p><b>Discharges</b></p>	<ul style="list-style-type: none"> <li>▪ Introduce/implement Key Words at Key Times using the language of the survey during rounds: <i>"I want to make sure that you will have everything you need when you go home."</i></li> <li>▪ Ensure that case management rounds on patients to find out if they have all the help they will need when they leave. Ask if the physicians and nurses talked with the patient about their post-stay care.</li> <li>▪ Conduct multidisciplinary rounds.</li> <li>▪ Understand that discharge planning is part of the care plan and is discussed daily with the patient and family.</li> <li>▪ Conduct discharge phone calls:             <ul style="list-style-type: none"> <li>• Review discharge instructions during discharge phone call. Make sure the patient has these in writing.</li> </ul> </li> <li>▪ Manage up the discharge phone call during the hospitalization. Let the patient know that a staff person will call the patient after they have gone home.</li> </ul>
<p><b>Overall Impression</b></p>	<ul style="list-style-type: none"> <li>▪ Introduce/implement Key Words at Key Times using the language of the survey during rounds. For example, <i>"Our goal is to provide you with (very good) (excellent) care. We want you to think of us as the best possible hospital."</i></li> <li>▪ If the patient does not feel like the hospital is the "best possible," then find out what you should do to become the best. Ask if there is anything you could have done so that the patient would recommend your hospital to others.</li> </ul>