

7 Ways to Improve Your HCAHPS Results



How West-Com's solutions help care providers deliver exceptional patient care



West-Com

Innovating Sustainable Solutions for the Advancement of Patient Outcomes®

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How West-Com's solutions help improve patient care experience scores

#1 The Happy Nurse



HCAHPS Question - During this hospital stay, how often did nurses treat you with courtesy and respect?

If you want to improve patient satisfaction, improve nurse satisfaction. It's no surprise that they're closely linked. Nurses work in a busy, noisy and stressful environment where they must constantly adjust to new situations and regulations. Patient hospital recommendations decrease by two percent for every ten percent of nurses who reported dissatisfaction with their jobs. Focus on how to make nurses happy, and you'll see an improvement in patient satisfaction scores.

Well-implemented technology can reduce stress and help make workflow more manageable. West-Com's Workflow Station allows the clinical team to set care reminders, communicate with ancillary services such as EVS, imaging and transportation, set and review patient safety status and request equipment.



Caregivers use West-Com's Workflow Station to set patient care reminders for critical care events such as pain medication reassessment or pressure ulcer prevention. It can also be used to remind staff members of less critical tasks like moving a patient from their bed to a chair.

This helps prevent errors, saves time, and allows the care staff to do what they do best — care for their patients.

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#2 Time To Care



HCAHPS Question - During this hospital stay, how often did nurses listen carefully to you?

Patients and family members gauge how well caregivers listen not by if they have been heard but how caregivers respond to their questions and concerns. Providing patients and families with assuring verbal and non-verbal responses shows them not only that you are listening but also that you care. This seems easy enough to do, but often the demanding patient care environment unwittingly reduces caregivers' abilities to give patients the time and support they need during the healing process².

West-Com's healthcare solutions provide caregivers with the tools they need to take control of their challenging patient care environment. The Patient CareBoard™[†], located inside the patient room, is an electronic whiteboard designed to answer patients' and family members' commonly asked questions regarding care plans, medications, conditions, mobility, schedule and discharge. This keeps the patient and family members well informed and reduces their use of the nurse request button. Caregivers are freed up to spend more direct care time with those who need it most, and patients feel that they have been heard.

Med Surg Room 4311
ALLEN, RONALD (RON) Phone: 800-247-6811
Welcome to 4 West Tue Jan 15th 2017 9:54 PM
Your Caregivers:
RN Heather B
CNA Diane S

Providers: Dr. Morrow - Attending Daily Plan: Physical therapy
Activity: 1 person at Favors left
Safety Plan: Fall Risk Request h
Next Pain Medication Available: 1:00 PM
Blood Sugar: 219 @ 01/15/2017 5:30 PM New Medications: Vicodin - Pain
Diet: Carbohydrate controlled diet
Pain Med: the skill to heal. The spirit to care. -

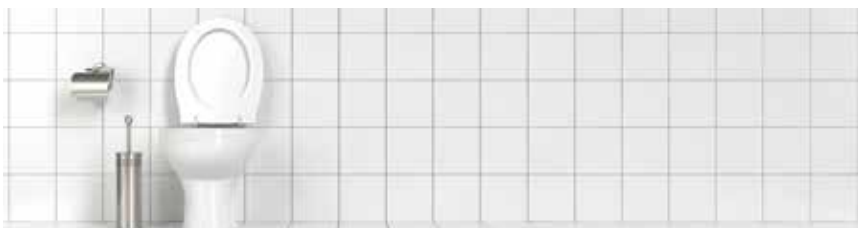
The Patient CareBoard can display a picture of the patient's caregiver when they enter the patient's room.

[†] Patent Pending.

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#3 Keep It Clean



HCAHPS Question - During this hospital stay, how often were your room and bathroom kept clean?

Preventing HACs is a priority initiative at most healthcare facilities. A study in the UK showed that hospitals perceived to be unclean have a ten percent higher rate of infection³. Another study reported that the hospital environment is responsible for up to 15 percent of adult patient falls⁴.

Many factors contribute to these patient safety threats, including unkept bathrooms, messy patient rooms and lingering meal trays. Every department, clinical and non-clinical, must share accountability in preventing environmental HACs, and nursing must have an easy way of communicating patient safety concerns. West-Com's workflow and communication tools provide an easy way to notify departments, such as EVS or Dietary, about patient rooms that need attention. These requests can be received in many ways, including text messaging, or they can be integrated into an existing work request ticketing system. West-Com's workflow tools also support multidisciplinary rounding that can be set at different time intervals.

Bed	PI	RN	CNA	Attributes	Transfer or D/C	CCPD	CHF	Status	Calls Last 60	Time
3301	RL	Mirasol	Rhea Mae					Occupied		Feb 02, 2018 08:19 AM
3302	TS	Mirasol	Rhea Mae					Occupied	12	Change RN Merge
3303	DD	Pat	Rhea Mae					Occupied		RR Anchor Est 2052
3304	KY	Riza	Rhea Mae					Occupied		Code Purple Est 9953
3305	AW	Pat	Rhea Mae					Occupied		
3306	VG	Mirasol	Rhea Mae					Occupied	12	
3307	JS	Riza	Rhea Mae					Occupied	11	
3308	HM	Debbie	Rhea Mae					Occupied		
3309	309	Pat	Rhea Mae					Dirty		
3310	MD	Riza	Rhea Mae					Occupied		
3311	BO	Mirasol	Rhea Mae					Occupied	14	
3312	7	Debbie	Rhea Mae					Cleaning		
3313	MT	Debbie	Rhea Mae					Occupied		
3314	CF	Pat	Rhea Mae					Occupied		
3315	CN	Debbie	Rhea Mae					Occupied		
3316	FL	Riza	Rhea Mae					Occupied		

Unit CareBoard™ communicating which patient rooms need cleaning and patient status.

† Patent Pending.

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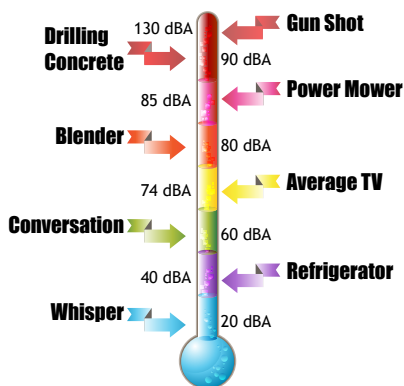
#4 Sound Advice



HCAHPS Question - During this hospital stay, how often was the area around your room quiet at night?

The World Health Organization and Environmental Protection Agency both recommend that night time noise levels in patient rooms be at or below 35 dBA. Today the sound levels inside hospitals average 67 decibels at night, and a hospital conversation often reaches 60 dBA. Noise at these levels has a direct impact on the health and healing process of patients. Patients exposed to the loudest sounds can lose up to two hours of sleep each night which can trigger a host of health problems, including increased heart and respiratory rates, high blood pressure, high blood sugar and increased cortisol levels. In addition, patients in noisy recovery rooms also request more pain medication. Noise levels also have a negative effect on caregivers, causing them to become annoyed and irritated.

West-Com provides many ways to reduce noise levels in hospitals. Silent communication tools are used with the patient, family and caregivers to decrease noise by reducing redundant conversations. SoundHealth® is used to measure, notify and report noise concerns on patient care units, and Quiet Mode automatically adjusts nurse call alerts to an appropriate level for evening and night time hours.



Examples of sound sources with their sound pressure levels in dBA.

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#5 No Go



HCAHPS Question - How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

Having to rely on caregivers' help whenever nature calls can be a humbling and frustrating experience. Patients' anxiety levels often increase as they start questioning, "What if they don't get here in time?" or "How long can I hold it?" These thoughts may compel patients to go to the bathroom alone, without assistance, risking falling and injuring themselves.

Purposeful rounding has been shown to be effective in reducing call lights related to toileting and other requests. The rounding feature on West-Com's Workflow Station helps to ensure that purposeful rounding occurs consistently so that a patient's needs are met before the patient presses the call light button.

ROUNDS			
RN	CNA	CHRG NURSE	RESP
30 Min	60 Min	90 Min	120 Min

West-Com's Workflow Station displaying rounding options for multiple staff members along with rounding time periods. All options are configurable.

West-Com's Patient CareBoard™† is designed to provide answers to patients' questions and reduce call light usage. This frees up valuable time so that caregivers can perform their necessary rounds and deliver care to their patients.

† Patent Pending.

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#6 The Pain Meter



HCAHPS Question - During this hospital stay, how often was your pain well controlled?

HCAHPS Question - During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

Studies show that there is no correlation between pain control levels and patient satisfaction⁵. Most patients surveyed were satisfied or very satisfied with their overall pain management, regardless of their pain intensity scores; however, data does reveal that patients who feel they have good communication with their doctors and nurses are the most likely to report satisfaction with relief of their pain.



There are several ways in which West-Com's Novus[®] Connect facilitates pain management communication between the patient and the care staff:

West-Com pillow speaker with the pain medication Direct Request[®] option (green button) and the bathroom assistance option (yellow button).

1. The Pain Med button on the pillow speaker gives the patient control over when they feel the need to request a pain evaluation.
2. The pain reassessment reminder option on the West-Com Workflow Station reminds caregivers when it is time to reassess the patient's pain level.
3. The Patient CareBoard^{TM†} can provide patients with pain management schedules and information about their pain medications.

† Patent Pending.

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#7 Drug Bust



HCAHPS Question - Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?

HCAHPS Question - Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

An uninformed patient leads to lower patient satisfaction and lower adherence to their medications post-discharge which often leads to costly readmissions. Studies show that when nurses interactively educate patients about their medications, side effects and treatments, the more satisfied the patient feels about the nursing care provided. This also increases compliance with medication and treatment plans which can lower non-compliant readmissions. With annual costs associated with readmissions surpassing 17 billion dollars per year, hospitals have a strong financial interest in ensuring that patients are well informed about their new medications and home treatment plans.

Unfortunately, very few patients can recall the medication information they received when discharged, either because of information overload, inability to focus due to pain medication or just not understanding the information they're given.

To address this issue, Ahrens and Wirges (2013) implemented an "Always Ask" campaign that encouraged patient participation in their care. Patients were prompted to "Always Ask" their nurses about new medications they were receiving. In turn, nurses were expected to employ the teach-back method in educating their patients. The campaign proved successful as

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post-intervention patient satisfaction scores increased from 29.7 percent to 77.3 percent (Ahrens & Wirges, 2013)⁶.

West-Com's Patient CareBoard™[†] allows for the display of new medications prescribed to the patient during a hospital stay. It can also display additional messages that include precautions or "Always Ask" statements to encourage the patient to take a more proactive role in their care plan. The medication information can be imported directly from the EMR or entered directly by the care provider. It is continually displayed during the patient's hospital stay to help care providers educate patients and family members about the medication and care plan.

Communicating with patients and family members about new medications helps prevent medical errors, such as omission, duplication, incorrect doses or timing, and adverse interactions or reactions. It has been reported that successful medication reconciliation prevents the potential for harm in 75 percent of cases⁷. Patients and family members can identify medical errors that may go undetected without their involvement. The Patient CareBoard™[†] is one tool that is designed to involve family members with the patient care plan, including new medications, precautions and allergies. Patient safety increases when this information is shared with other nurse call applications including the Unit CareBoard™[†] and West-Com's Workflow Station.

4 West Room 4311
Tue Jun 14th 2016 9:54 PM
Phone: 800-247-6811

ALLEN, RONNY (RON)
Welcome to 4 West
Your Caregivers:

RN Heather B
CNA Diane S

Providers:
Dr. Morrow-Attending

Daily Plan:
Physical Therapy

Activity:
1 person assistance
Favors left leg

Pain Level: 4 **Comfort Goal:** 2

Safety Plan:
Fall Risk
Request help to get up

Last Pain Medication Taken:
Vicodin 9:00 AM

Next Pain Medication Available:
1:00 PM

Blood Sugar:
219 @ 06/13/2016 4:34 PM

New Medications:
Vicodin - Pain

Diet:
Carbohydrate Controlled Diet

- The skill to heal. The spirit to care. -

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Patient CareBoard (left) and a Workflow Station (above) both displaying patient precautions and allergy information. The Patient CareBoard also includes a New Medication care block. The Patient CareBoard is located inside the patient room while the Workflow Station is commonly placed outside each patient room.

[†] Patent Pending.

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Endnotes

- ¹ Health Affairs "Nurses' Widespread Job Dissatisfaction, Burnout, & Frustration with Health Benefits Signal Problems for Patient Care"
- ² Mater Sociomed "Communication in Nursing Practice", Lambrini Kourkouta, Ioanna V. Papatthanasious, 2014
- ³ Healing HealthCare Systems "Ways to Improve Patient Safety: How the Environment Plays a Critical Role", Susan E. Mazer, MA
- ⁴ Patient Safety & Quality Healthcare "Inpatient Falls: Lessons from the Field", Ann Hendrich, MS, RN FAAN, 2006
- ⁵ Journal of Pain Research 2013:6 683-689
- ⁶ Woolley, Kyle R., "Enhancing Education of Medication Side Effects to Improve Patient Outcomes", Master's Projects, 2015, Paper 246
- ⁷ Qual Saf Health Care, "Reconcilable differences: correcting medication errors at hospital admission and discharge", T Vira, M Colquhoun, E Etchells, 2006 Apr; 15(2): 122-126

Learn more about West-Com and our unique solutions for acute care, senior living, surgery centers, and clinics by calling 800.761.1180 or send an email to info@westcomncs.com.



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800.761.1180 www.westcomncs.com

Innovative Sustainable Solutions for the Advancement of Patient Outcomes

- Nurse Call
- Analytics
- Bed Compliance
- CareBoards™†
- Alert Management
- Noise Reduction
- Streamline Workflow
- Patient Flow



† Patent Pending.

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