UTILIZING PERSONALIZED PATIENT CENTERED CARE

TRANSFORMING CARE AT THE BEDSIDE

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Track: Improving Patients’ Experiences With Care
Session: Strategies for Improving Patients’ Experience With Hospital Care
Date & Time: April 20, 2010, 9:30 am
Track Number: CAHPS T2– S1-3
Who We Are

- 20 Bed Critical Access Hospital
- Employees 94 FTEs
- Total Gross Patient Revenue - $13,000,000
- Outpatient Revenue is 75% of Gross
- Total Days of Care - 1226
Steps to Implement

• Automated Medication Management – 1999
• Point of Care – Jan 2004
• EMR – April 2004
• Medication Verification – April 2004
• Smart IV Pumps – Jan 2005
• Chartlink/CPOE – April 2006
• PACS – June 2007
Why did we implement Personalized Patient Centered Care?

- Quality Care, Every Time
- To deliver personalized, high quality service in a safe and caring environment
What we did to transform care at the bedside?

- “Hand-off” using S-Bar
- Walking rounds at patient bedside with each change of shift
- Multidisciplinary rounds
- Whiteboards in each room
What we did to transform care at the bedside?

- Quiet Time – 1pm - 2pm
- Dietary Personalization
- Meds are given and personal issues are addressed when the patient wants
What we did to transform care at the bedside?

- Personal Representatives
- Post discharge follow-up calls
HCAHPS DATA - Personalized Patient Centered Care

RESULTS

Chart showing the percentage improvement in various patient satisfaction categories before and after implementing personalized patient-centered care (PPCC) initiatives. Categories include:

- Communication w/Nurses
  - Nurses treat w/courtesy/respect
  - Nurses listen carefully to you
- Response of hosp staff
- Call button help soon as wanted
- Communication w/Doctors
  - Doctors listen carefully to you
  - Doctors explain in a way you understand
- Hospital environment
- Area around room quiet at night
- Tell you what new medicine was for
- Staff describe medicine side effects
- Info re symptoms/prob to look for

The chart compares Pre-PPCC and Post-PPCC data, indicating significant improvements in patient satisfaction across multiple categories.
QUESTIONS?

THANK YOU

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