UW Health Patient Safety and Quality Committee

December 15, 2022, 10:30 AM - 12:00 PM

https://uwhealth.webex.com/uwhealth/j.php?MTID=ma5b8566b5425b21b6f8d8574b0c4950e
Meeting Number: 2623 448 1786 // Password: 121522

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**UW Health Patient Safety and Quality Committee - December 15, 2022 - Public Meeting Notice**

### Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Description</th>
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<tbody>
<tr>
<td>10:30 AM</td>
<td>I. Call to Order</td>
<td>Dr. Sandy Kamnetz</td>
</tr>
<tr>
<td>10:31 AM</td>
<td>II. Open Session Minutes from October 22, 2022</td>
<td>Approval</td>
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<tr>
<td>10:32 AM</td>
<td>III. UW Health Patient and Family Experience Update</td>
<td>Update/Discussion</td>
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<tr>
<td>10:57 AM</td>
<td>IV. Closed Session</td>
<td>Motion to enter into closed session pursuant to Wisconsin Statutes sections 19.85(1)(e) and 146.38 for the review and evaluation of health care services and the discussion of the following confidential strategic matters, which for competitive reasons require a closed session: review and approval of closed session minutes; review of UW Health’s Transplant Quality Assurance and Process Improvement Plan, UW Health Quality Data Registries update, Patient Safety and Quality Scorecard Measures review, and UW Health Resident Quality and Safety Committee update; and pursuant to Wisconsin Statutes section 19.85(1)(g), to confer with legal counsel regarding these and other matters.</td>
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<tr>
<td>11:54 AM*</td>
<td>V. Return To Open Session</td>
<td>Estimated time to return to Open Session</td>
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<tr>
<td>11:54 AM</td>
<td>VI. ACTION: Endorsement of the Revised FY23 Transplant Quality Assessment Performance Improvement (QAPI) Plan</td>
<td>Endorsement</td>
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<tr>
<td>12:00 PM</td>
<td>VII. Adjourn</td>
<td>Dr. Sandy Kamnetz</td>
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*Estimated time to return to Open Session*
PSQC Patient and Family Experience Update

December 2022

• Colleen Feldhausen, MBA, Interim Director of Patient and Family Experience
Patient experience work is evidence-based.

How a patient perceives the quality of their care is an accurate indicator of whether they received good care.
Remarkable patient and family experience is safe, respectful, and equitable. Our patients are the reason we are here, and each of us influences their deeply personal experiences.

To provide EQUITABLE care, we investigate our own biases and commit to change. The DEEPLY PERSONAL experiences in medical care affect providers and staff too. Authentic listening is how providers remain resilient and what patients really want. It is the cornerstone of our Patient and Family Experience work.
**Initiatives:** Connections publications with huddle activities and change ideas to promote wellbeing and enhance patient experience. Monthly actionable reports now emailed to local leaders, rounding to identify coaching opportunities and small tests of change to try in each clinic. Incorporating Respect for People into daily work.
Patient Experience: “Overall Rating” (Inpatient)

Initiatives: implement and sustain leader rounding on patients, speaking highly of others, making personal connections. Connections publication with huddle activities and change ideas to promote wellbeing and enhance patient experience. Observations and coaching best practices. Nursing education at AFCH on bedside shift report and communication boards.
### How we focus improvement efforts: Key Drivers

<table>
<thead>
<tr>
<th>What</th>
<th>Key drivers are survey questions with most impact on patient loyalty &amp; endorsement</th>
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<tbody>
<tr>
<td>Why</td>
<td>Help focus improvement efforts on areas that matter most to patients</td>
</tr>
<tr>
<td>Where</td>
<td>Displayed prominently in QlikView dashboards and other PX reports</td>
</tr>
<tr>
<td>When</td>
<td>Key drivers updated annually or with major survey changes</td>
</tr>
<tr>
<td></td>
<td>Inpatient Adult survey shortened in July 2020 (Targeted Survey)</td>
</tr>
<tr>
<td>How</td>
<td>Determined using multivariate logistic regression, i.e. predicting Top Box (9s &amp; 10s) responses to Rate Hospital based on Top Box responses to all other questions</td>
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</table>
How we focus our work to ultimately improve the outcome measure

- Improve nurses to treat with courtesy and respect
- Improve response to concerns and complaints
- Improve staff working together

These items drive the overall experience

Results in better experiences for patients and families, illustrated by higher overall rating of care score.
Target Setting: Fiscal Year Process

- Analyze to identify key drivers
- Set targets using
  - Significant improvement analysis
  - Comparison to benchmarks (how fast are others improving?)
  - Environmental assessment (what can we feasibly ask of our team members this year?)
Patient Experience Improvement Value Stream

Continuous Improvement in Providing Remarkable Healthcare

Provider and Team Member Wellbeing

Patient Feedback

Feedback Analysis

Reporting

Foundational Education and Tactics

Local Level Improvement

Solicited
- Surveys
- PFAs
- Rounding

Unsolicited
- Patient Relations
- Social Media

Survey Data
- Key Driver Analysis
- Fiscal Year Planning

Narrative DX
- Comment Analysis

Reputation Management
- Partnership w/ Marketing

QlikView
- Survey data available

Department Level and Leadership Reports
- Push reports
- Standard Work

Microlearning’s
- Foundational elements and best practice

Leader Rounding Huddles

Partnerships
- Physician, Quality, Safety, Wellbeing, DEI, MARCOM

Team owned initiatives

Small tests of change

Based on dept level data

Provider and Team Member Wellbeing

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## Implement and Sustain Patient Experience Best Practices

### Best Practice
- Speaking highly of others
- Making personal connections
- Connecting with purpose
- Leader rounding on patients and families
- AIDET

### The Why
- Instills trust in team and UW Health
- Drives patient and team member engagement
- Problem resolution in the moment, opportunity for recognition
- Efficient, clear, closed loop communication

"Change vital behaviors, and soon you’ll achieve the results you’ve wanted all along" - from *Influencer, The New Science of Leading Change*, Grenny et al,
Improvement Strategies

Drive improvement through implementing and sustaining best practices

- Speaking highly of others
- Making personal connections
- Connecting with purpose
- Leader rounding on patients and families
- AIDET*

Coaching and accountability through Leader Standard Work

- Huddle activities
- Rounding on team members and patients
- Respect for People behaviors embedded in team activities, development, performance assessments
- Observations and coaching

*AIDET = Acknowledge, Introduce, Duration, Explanation, Thank You
A Closer Look at Leader Rounding

- Leader rounding is an evidence-based best practice proven to improve clinical outcomes, promote patient safety, increase efficiency, raise patient satisfaction, and decrease length of stay.\(^1\)
- Leader rounding on patients and families is a proven best practice which consists of asking specific questions to gather actionable information and build relationships.
- This practice supports UW Health Way and is embedded in our foundation of Respect for People.

\(^1\) Huron: Rounding for Outcomes
A Closer Look at Daily Clinical Rounds

- Called interdisciplinary/collaborative rounds/care team visits

- Purpose is to review the plan of care, determine priorities, resolve patient care issues

- This team rounding reduces the likelihood of error thereby increasing safety, as well as increases collaboration amongst the team members and enhancing the patient experience

1 National Library of Medicine: Round and Round We Go: Rounding Strategies to Impact Exemplary Professional Practice
AIDET is an evidence-based communication technique that enables us to provide clear and effective care for our patients. It serves as a guideline for practical, straightforward and policy compliant interactions between patient and provider.

Multiple studies have shown that the AIDET technique helps increase patient satisfaction and improve medical outcomes. [Patient Care in Decline: AIDET As a Tool for Improvement - PubMed (nih.gov)]

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<thead>
<tr>
<th>Acronym</th>
<th>Step</th>
<th>Purpose of Step</th>
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<tbody>
<tr>
<td>A</td>
<td>Acknowledge</td>
<td>Increase safety and respect</td>
</tr>
<tr>
<td>I</td>
<td>Introduce</td>
<td>Increase trust</td>
</tr>
<tr>
<td>D</td>
<td>Duration</td>
<td>Decrease anxiety</td>
</tr>
<tr>
<td>E</td>
<td>Explanation</td>
<td>Increase quality and compliance</td>
</tr>
<tr>
<td>T</td>
<td>Thank You</td>
<td>Communicate value and respect</td>
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Multi-Pronged Approach

- Monthly organizational newsletter with action items to sustain best practices
- Roadshow to meet with all physicians in CY2023 to promote relationships and improve understanding of patient experience work and its relationship to wellbeing
- Partnership with local level leaders to customize best practices to their areas
- Teaspoon size micro-learnings due to staffing shortages, burnout
- In depth education and training in areas that have self identified
- Planning organization wide rollout of iRound tool
Thank you for your attention!

Questions?