Transforming Cardiovascular Patient Experience “The Seven Steps”
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Problem: The emerging age of consumerism in healthcare is forcing hospitals to reexamine their traditional practices and provide greater sensitivity and responsiveness to patient preferences. Conventional customer service training is no longer enough; therefore reinventing the patient experience is needed.

Evidence: Harvard researchers conducted thousands of interviews to evaluate patients’ hospital experience. Research revealed “Eight Dimensions of Patient-Centered Care”; Respect for patients' values, preferences, Coordination & integration of care, Information, Emotional support and alleviation of fear/anxiety, Continuity and transition, Involvement of family/friends, and Access to care.

Purpose: The purpose of this patient experience initiative was to develop a multidisciplinary roadmap to prioritize and enhance the patient and family experience at St Peters hospital, Cardiac and Vascular Center.

Strategy: This comprehensive, unit-based patient experience program improves collaboration between the cardiovascular team. This includes seven step approaches to improve patient and family satisfaction.

Practice Change: Interventions implemented to improve patient experience included: evidence-based practices such as the development of the CV navigator role, a standardized educational bundle and overall focused approach of the patients’ journey from admission to discharge. Post discharge phone calls are completed 4-6 weeks by the nurse navigator. A service recovery team was implemented for all shifts. Plan of care rounding was championed by the cardiac surgeons and nurses. A multidisciplinary patient advisory was developed by the heart operations team for perioperative care. To assess progress of our project, coordinated monthly communication occurs with our CV team.

Evaluation: NRC Picker surveys which are administered randomly to patients approximately 6 weeks after discharge.

Results: NRC Picker results for the cardiovascular area revealed improvement over 2010 outcomes and increase in overall ratings for 2011: Q1: 78% Q2: 78% Q3: 87% Q4: 87%.

Recommendations: Continue to hardwire current strategies and increase engagement of the patient and family in their care.

Lessons Learned: Continued team effort and program improvements are warranted to improve outcomes.
Bibliography:
