Improving “Responsiveness of Hospital Staff”

Implementing the No-Pass Zone
Mean Score for the Last 12 Months

91.9 is our “World Class” Goal – 90th Percentile in the NATION
Press Ganey Pediatric Aggregate

Mean Score for the Last 12 Months

Pediatric Inpatient Aggregate
Univ of Iowa Hospital & Clinics

Question - Nurses' promptness to call button

94.2 is our “World Class” Goal – 90th Percentile in the NATION

2nd percentile for the last 12 months
Press Ganey BHS Aggregate

Mean Score for the Last 12 Months

Behavioral Health Inpatient Aggregate
University of Iowa Hosp & Clinics

Question - Nurses' prompt response to requests

91.7 is our “World Class” Goal – 90th Percentile in the NATION

90.0 87.0 86.4 85.7 84.3 87.2 91.3 91.7 89.7

Goal 91.7

Mean 84.6

43rd percentile for the last 12 months

n = number of respondents
Improving the Patient’s Experience

- Responding to the patient’s needs as quickly as possible
- When patients put on their call light, they are waiting for someone to meet their request
- Empowering all UI Health Care staff to answer call lights when walking past a patient's room
- What it looks like from the patient’s perspective

(https://vimeo.com/67899800 by Community Medical Center, Missoula, MT used with permission)
No-Pass Zones

- Unit hallways are No-Pass Zones! Don’t walk past a patient’s call light without stopping in to see what is needed.

- When stopping for call light:
  1. Perform hand hygiene
  2. A NOD…….
  3. Silence the call light
  4. Try to meet the patient’s request; if you can’t, find someone who can. Report back to the patient to let them know how long until someone will be back.
  5. ….and A Thanks. Is there anything else I can do for you?
  6. Perform hand hygiene
Ex. of staff entering a room with a call light:

Hi, my name is Frank, from the Respiratory Care Department. While I was walking down the hall, I saw that your light was on. Is there something I can do to help you? (A NOD)

- **If you can meet the request:**  Sure, I can do that for you.

- **If it is something only the nursing staff should do:**  For your safety, let me find a qualified person who can help you with that. I’ll contact your RN/NA by calling the Voalte number here on your White Board.
  
  – **If no Voalte number, respond:**  For your safety, let me find a qualified person who can help you with that. I will be back to tell you how long that person will be.

Before you leave: Is there anything else I can do for you while I am here? I have time. Thanks. (and A Thanks)
Everyone can assist a patient by:

- Moving call light, bedside table, telephone, trash, tissues, eye glasses, or other personal items so the patient can reach them
- Answering the phone
- Adjusting the TV or room lights
- Obtaining items such as blankets (no warm blankets without checking first), pillows, towels, pencil, paper, magazines, etc
- Opening or closing the room curtains or privacy curtain
However, ask a Nurse to:

- Silence or adjust IV pumps
- Turn off alarms
- Remove meal trays or water pitchers
- Give food or drinks; assist patient with eating or drinking
- Move the patient or physically assist the patient
- Explain any clinical issues or treatments
- Raise or lower the bed, head of bed, or foot of bed
- If you have any question at all about a patient request
Plan

- **Phase One: 3JPW, 4JPW, 6RC, 6JC, 3JC, 3BT**
  - February: Implement
  - Gather feedback/tips
  - Metric: Promptness response to call (Press Ganey)

- **Phase Two: Rest of Inpatient Units**
  - February: Unit Council Education
  - March 3rd: Implement
  - Metric: Promptness response to call (Press Ganey)

- **February/March: Other Department education**
No-Pass Zone Work Group

Children and Women’s Services
- Emily Spellman, ANM (co-lead)
- Stephanie Stewart, APN (co-lead)
- Heidi Bernard, RN L&D/MBCU
- Carmen VanDee, RN 2JC
- Katie Roben, RN 3JC
- Jodi Jorgenson, RN NICU

Behavioral Health Services
- Marcia Gingerich, NM (lead)
- Sandra Lemert, RN 3BT

Intensive and Specialty Services
- Michele Wagner, APN (lead)
- Jill Fisher, ANM 6JC
- Shannon Greene, RN 6JC
- Jennifer Maynard, RN 6JC

Medical and Surgical Services
- Deb Bohlken, NM (lead)
- Deniece Carlson, RN 4JPW
- Alexis Carson, RN 6RC
- Tim Downing, ANM 6RC

Nursing Quality
- Renee Gould, APN (lead)
- Anne Smith, APN

Service Excellence/MarCom
- Sheila Ouverson
- Jerilyn McCarty
- Kristine Roggentien

Nursing Administrative Sponsor
- Kenneth Rempher
NO-PASS ZONE

ALL staff answering
ALL call lights
ALL the time