

Service II Senior Leader Report
Ben Logan Regional Medical Center
 April, 2000

Aim:

Intensive Care patients at Ben Logan RMC will feel respected, supported, and included in their care, with the following goals:

90 % of patients report being highly satisfied with their care

75% of patients reported that the doctors and nurses recognized their needs and treated them as individuals

75% of patients and their families reported that they always received the emotional support they needed

50% of patients and their families reported that they felt well-informed and included in the patient's care

These goals will be achieved in 10 months, with results being spread to two other

Measures related to the Aim:

Satisfaction -Goal is 90% are highly satisfied : Post Discharge interview with patient or family

Respect-Goal is 75% felt respected as unique individuals: Post discharge interview with patient

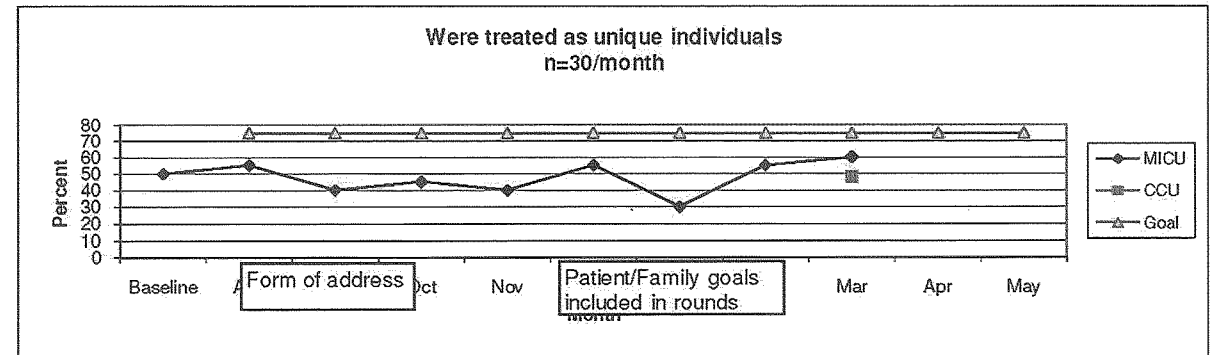
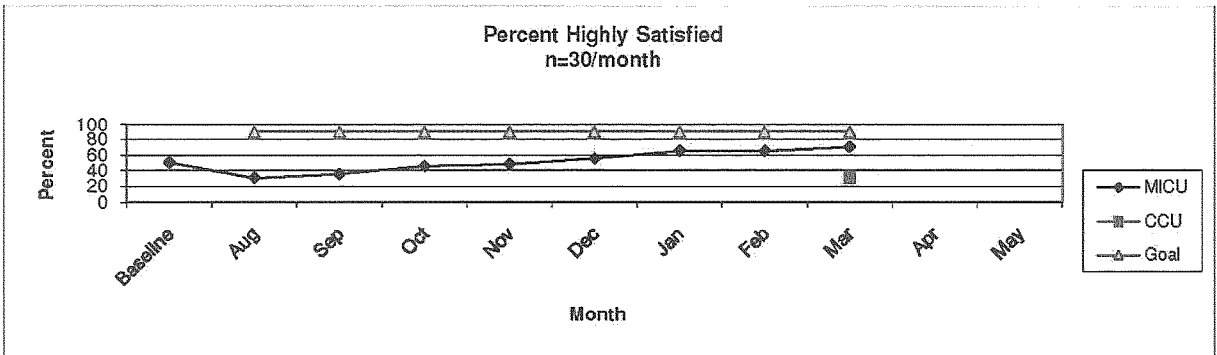
Emotional Support- Goal is 75% always received emotional support: Post discharge interview with patient or family

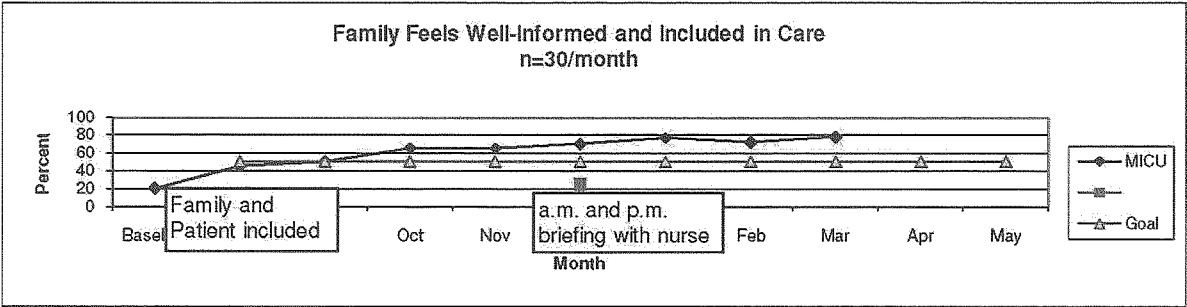
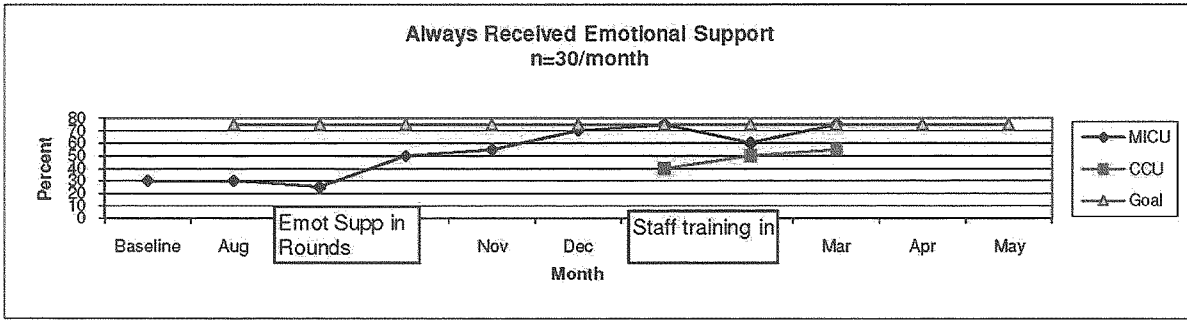
Family Involvement-Goal is 50% felt well-informed and included in care: Post discharge interview with family member

Results:

All activities seem to produce good results, and we have nearly reached our goals in all areas. Spread to the CCU has been initiated, especially with emotional support techniques.

Graphs of Key Measures:





CHANGES TESTED

Respect

- Established form of address for patient on admission
- White Board in room with patient's key contacts, likes and dislikes
- Picture box with pictures and special items from home within patient's sight
- Patient's and families daily goals included in daily rounds

Involving Family

- Family and patient are included in daily rounds
- AM and PM briefing held for families by charge nurse/primary nurse
- Family Waiting room has sleep chairs, shower, private alcoves

Emotional Support

- Emotional Support needs included in rounds
- Staff trained to do 5 minutes each shift of sitting with patient to provide supportive listening
- Chaplin, social work assigned to ICU and added to rounds 7 days per week