

# Improving Patient Experience

**Great Plains Health**

**Billie Fear, MSN**

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# Team

- **Leader**  
CNO
- **Members**  
Patient Advocate  
Directors of Inpatient/Outpatient Departments  
Director of Quality & Performance Improvement

# AIM Statement

Increase percentile rank by 1% using metric “Rate 0-10” CAHPS score in the inpatient domain each quarter.

# Measures

- HCAHPS/Rounding %
  - Review HCAHPS scores monthly
  - Monthly Rounding percentages



# Selecting Changes

- Adding Patient Experience FOCUS
- Rounding application



# PDSA



[researchgate.net](http://researchgate.net)

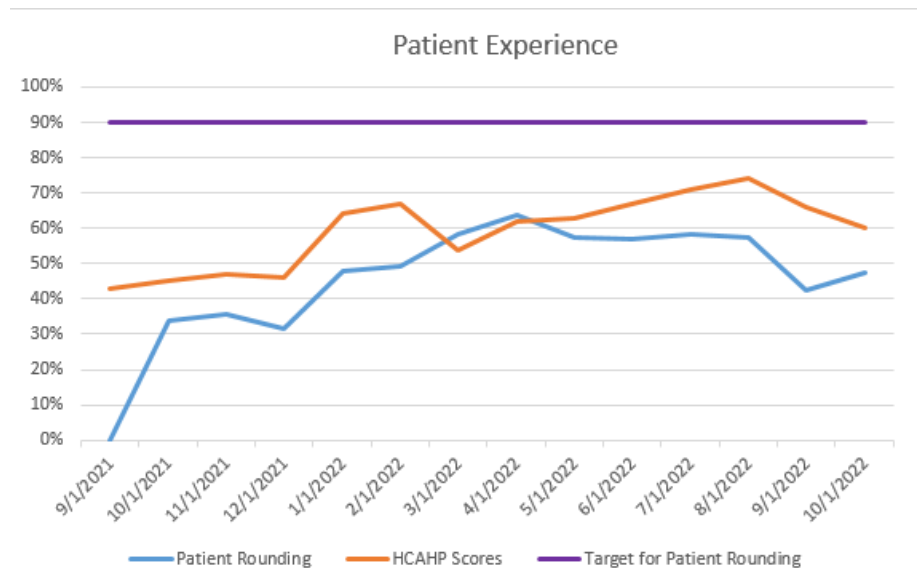
# Implementing Change

- Patient Rounding application
- Patient Experience Team FOCUS

# Data

## Patient Experience Scores

- **Patient Rounding**  
Target--90%  
YTD-53.91%
- **HCAHPS**  
Target--60<sup>th</sup> Percentile  
YTD--66<sup>th</sup> Percentile





# Spreading Changes



inc.com

# Questions?

Billie Fear

[fearb@gphealth.org](mailto:fearb@gphealth.org)



# References

- Agency for Healthcare Research and Quality  
<https://www.ahrq.gov/cahps/surveys-guidance/index.html>
- IHI: The Science of Improvement: How to Improve  
<http://www.ihi.org/resources/Pages/HowtoImprove/ScienceofImprovementHowtoImprove.aspx>
- Daniels JF. Purposeful and timely nursing rounds: a best practice implementation project. JBI Database System Rev Implement Rep. 2016 Jan;14(1):248-67. doi: 10.11124/jbisrir-2016-2537. PMID: 26878929

# References

- The Plan-Do-Study-Act (PDSA) cycle was published by W. Edwards Deming in *The New Economics for Industry, Government, and Education* [Cambridge, MA: The MIT Press; 2000]. For more on the development of the PDSA cycle and how it differs from PDCA, see: Moen RD, Norman CL. Circling back: Clearing up myths about the Deming cycle and seeing how it keeps evolving. *Quality Progress*. November 2010.
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