



Child HCAHPS

Barbara Burke, Administrator, Patient Family Experience

Center of Excellence

Ann & Robert H. Lurie Children's Hospital of Chicago

Patient-focused. Purpose driven.

Outline

- An introduction to Lurie Children's
- Impetus for change
- Child HCAHPS
- Moving forward

Lurie Children's

- Moved to our replacement hospital June 9, 2012 after 130 years as Children's Memorial Hospital
- Freestanding pediatric hospital and academic medical center
- 288 licensed beds, 10 Outpatient Centers, 11 Outreach Partner Hospitals, 12 Research Centers, and 70 pediatric specialties
- U.S. News & World Report Best Children's Hospital Honor Role
- First children's hospital in the country to earn Magnet Accreditation for Nursing Excellence
- Commitment to family-centered care



Center of Excellence

Patient-focused. Purpose Driven.

- Aligned three key areas: patient safety, clinical quality and patient-family experience
- Vision: foster innovative, passionate and empowered leadership to achieve exceptional outcomes through high-value, personalized care
- Mission: cultivate an environment and culture that enables staff to achieve safe, effective, patient-centered, timely, efficient and equitable care

Impetus for Change

- 14+ years on journey of service excellence
- Service Principles developed and embedded in culture, core competencies and performance evaluations
- Results sharing program to recognize staff performance
- Challenged with usability of survey data, pervasive trends and connecting the dots between experience and quality
- Changing landscape of healthcare: Triple Aim and Value-Based Payment Model

Child HCAHPS

- Research driven
- Specific to pediatric population
- Approved by AHRQ, CMS and CAHPS consortium
- Created a sense of urgency that enabled us to advance our coaching model

Inpatient Coaching

- Nurse leader from Patient Family Experience:
 - Conducts family rounds on four acute care floors
 - Reviews rounding and survey data with leadership teams
 - Coordinates nursing retreats and family experience education sessions
 - Facilitates family engagement (focus) groups across units
 - Involves Family Advisory Board and parent e-advisors
 - Conducts observations and facilitates improvement workgroups

Inpatient Coaching

- Targeted formalized Nurse Leader Rounding (NLR)
 - Focus is on priorities identified from surveys
- Implemented an Acute Care Engagement (ACE) call
 - Call is every weekday for <10 minutes
 - Purpose is for each acute care unit to report out on the previous day's NLR rounding
 - Additional participants include Support Services and Patient Relations
 - Issues reported on ACE calls are tracked and a monthly report is sent to nursing leadership

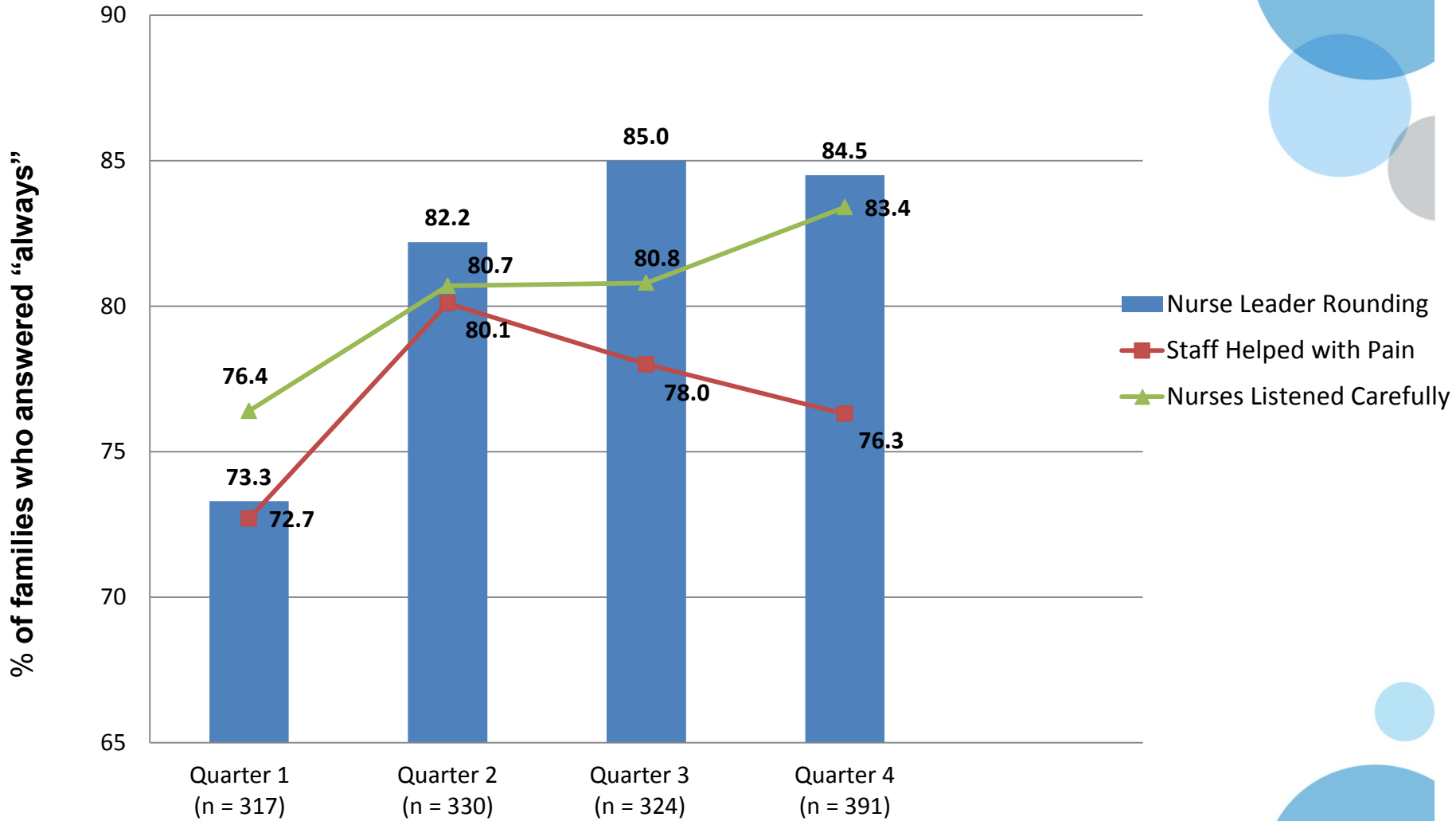
Monthly Report - Example

NOVEMBER 2014

	Total Census	Total # of Families Seen	% of Families Seen	Avg. Time Spent Rounding (min)	Food Service Issues	*EVS Issues	Communication / Care Coordination Issues	Patient Relations Referrals
Floor 17	282	223	79%	74	11	7	3	0
Floor 19	300	214	71%	68	2	0	1	0
Floor 20	520	484	93%	112	21	2	4	0
Floor 21	473	429	91%	109	13	1	2	1
Acute Care Floor TOTALS	1,575	1,350	86%	91	47	10	10	1

*EVS = Environmental Services

Impact of Nurse Leader Rounding on Two Priorities



Fiscal year 2014 responses by quarter

Next Steps

- Continue to use survey data to target key drivers
- Further engage physicians
- Leverage family-centered rounding around themes of care coordination, communication and pain management
- Promote additional family engagement strategies
 - Family panels
 - Family as faculty
 - Increase participation on improvement teams