



# Increasing Patient Satisfaction with Data-Infused Tools

Sarah Oakley, Chief Nursing Officer  
North Kansas City Hospital

# Today's **Speaker Lineup**



**Sarah Oakley**

Chief Nursing Officer,  
North Kansas City Hospital



**Kourtney Govro**

Product Line Executive,  
Analytics, TigerConnect



# North Kansas City Hospital

## Organization Overview

A community hospital with 451-licensed beds, legally owned by the city of North Kansas City, not for profit.

- ✓ 3rd largest hospital in KC metro (by # of admissions)
- ✓ Approximately 500 physicians representing 46 medical specialties
- ✓ Over 3,000 employees
- ✓ **Magnet designation 2018**
- ✓ Meritas Health is our wholly-owned subsidiary:
- ✓ 130 physicians with 12 locations



# Reimagining the Patient Experience

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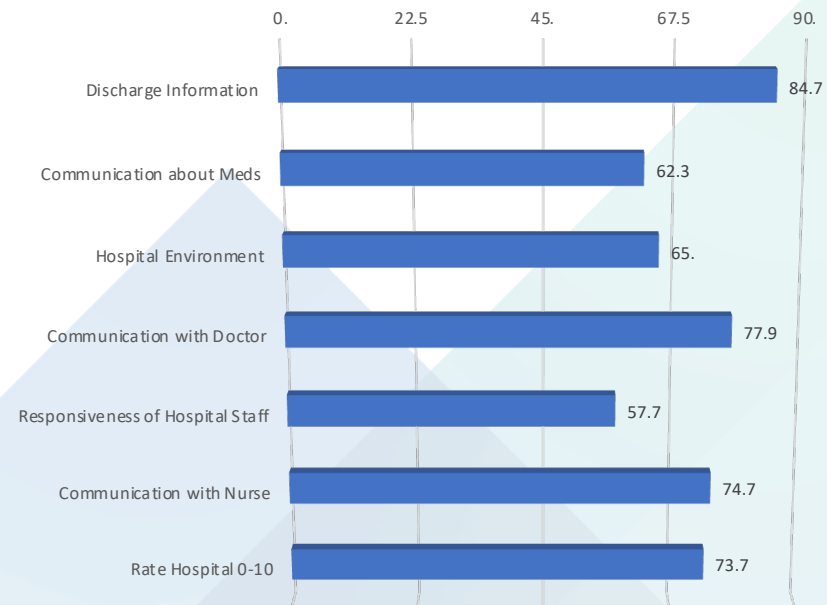


# Patient Experience Scores

Our Scores in 2015

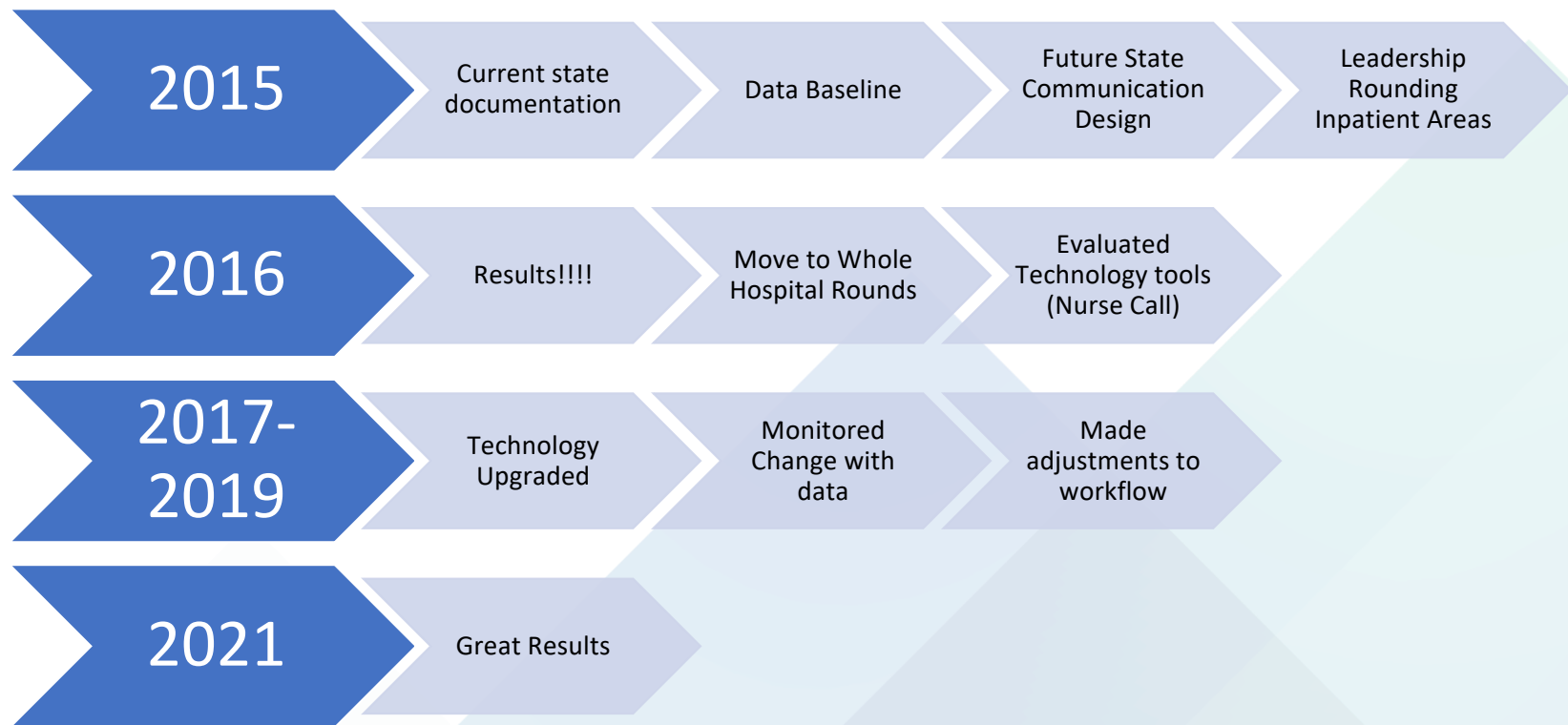
**MISSION:**  
**To provide hope and  
healing to every life  
we touch.**

Top Box Scores for Patient Experiences



# Patient Experience: An Opportunity to Improve

Holistic Approach to Move the Needle for Patient Experience



# Our Goals

Increase Patient Safety and Satisfaction

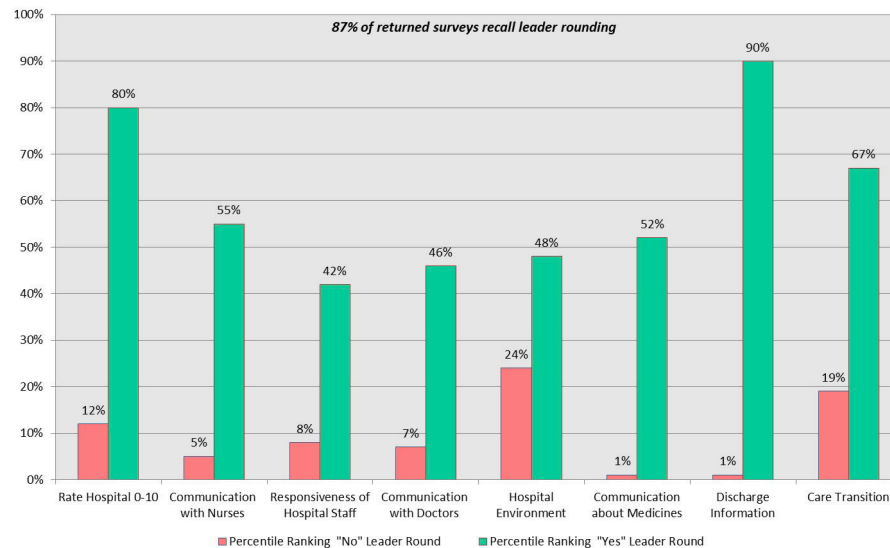
- ➔ Set a standardized approach to Leadership Rounding to drive meaningful change
- ➔ Help patients with any identified needs
- ➔ Perform Environment of Care rounds to prevent falls
- ➔ Provide feedback to staff/unit and interdisciplinary departments
- ➔ Recognize and reward excellence
- ➔ Thank the patient for trusting us with their care



# Our Goals

## Rounding Works

Leadership Rounding Impact  
HCAHPS Percentile Ranking Scores  
July-Dec 2020



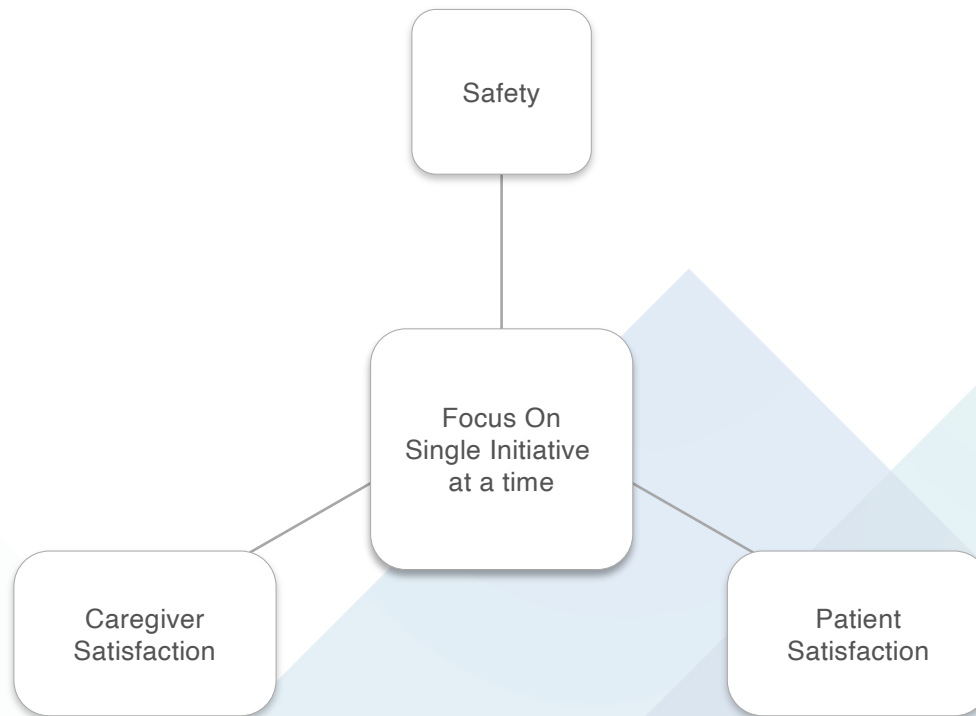
87%

of our patients remember  
being rounded on by a  
Hospital Leader



# Our Commitment

Moving the Needle





## Our Approach

Purposeful Rounding Priority:

- 100% New admits or new transfers day one
- Patients discharging to home on the day of discharge
- Patients who have never had a leader round, as identified by Aperum in white
- Patients who appear "Red" who have on-going issues
- Long-Term patients we develop a relationship with







## Our Approach

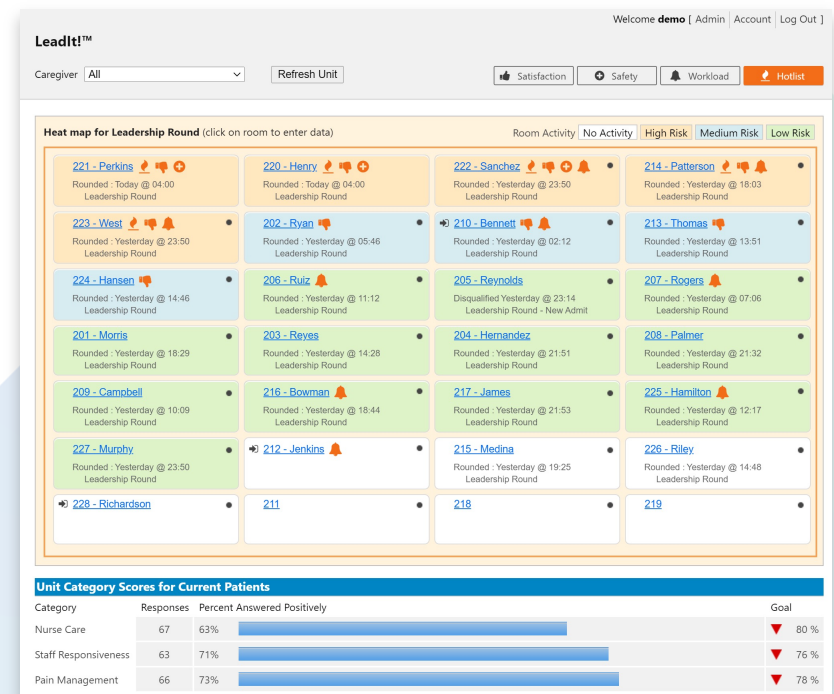
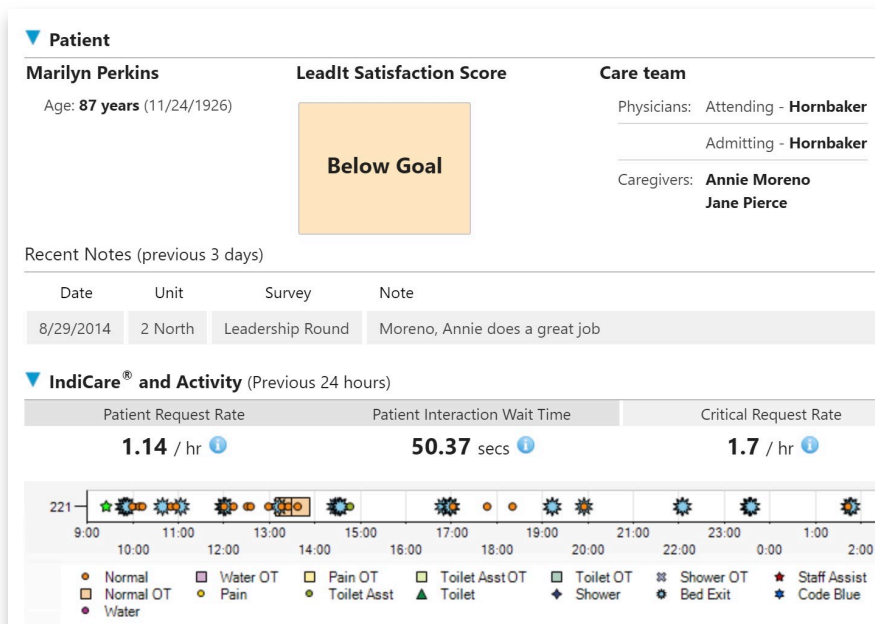
Good Tips!

- ➔ Badge Says “Nurse Leader” not “RN”
- ➔ Tablet Says “Nurse Leader”
- ➔ Introduce as “Nurse Leader” or “Hospital Leader”
- ➔ Use Words to identify
  - “Side-effect”



# Our Approach


Use Data in the Conversations & for Prioritization




# Our Approach

Customize Rounds & Use the Tools

**LeadIt!™**

Unit 10 HSP 

 **Choose Survey - 10 HSP**

Leadership Rounding



Patient Experience Survey

Radiology



# Our Approach

## Customize Rounds & Use the Tools

Patient Response	
Responses : 0 Goal : 72%	<p>It is our goal to answer your call lights as soon as we possibly can, do you feel we are answering your call lights in a timely manner?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>+ Notes</p>
Responses : 0 Goal : 72%	<p>It is our goal to ensure we educate you about all of your medications, including the reason for the medication and any side effects. Do you feel we are educating you on the medications and the side effects?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>+ Notes</p>
Responses : 0 Goal : 70%	<p>Our staff is committed to hourly safety rounds, do you feel the staff are in to check on you every hour?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>+ Notes</p>
Responses : 0 Goal : 80%	<p>Was bath offered and linens changed?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>+ Notes</p>
Responses : 0 Goal : 100%	<p> Is the White Board completely filled out and up to date? (observation)</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>+ Notes</p>
Responses : 0	<p> General Comments</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>+ Notes</p>



# Our Approach

## Customize Rounds & Use the Tools

Patient Response	
<p>We want your care to be personalized. What is the most important thing to you during this hospital stay?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Responses : 0 Goal : 80%</p>	<p>+ Notes</p>
<p>We want to make sure your needs are met. What is your greatest fear being here in the hospital?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Responses : 0 Goal : 80%</p>	<p>+ Notes</p>
<p>We want our patients and their families to be well informed. Can you tell me how you and your family members are using this communication board? Do you find the communication board helpful, why or why not?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Responses : 0 Goal : 75%</p>	<p>+ Notes</p>
<p>Our goal is to improve our patients' health through education. Can you share something you have learned about your condition during your stay that will help with your care after discharge?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Responses : 0 Goal : 73%</p>	<p>+ Notes</p>
<p>Our goal is to deliver exceptional and compassionate care to our patients. How would you describe the care you have received from our staff and physicians? Is there any caregiver you would like to recognize at this time?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Responses : 0 Goal : 73%</p>	<p>+ Notes</p>



# Our Approach

## Customize Rounds & Use the Tools

**Radiology****Disqualify Patient**

**Patient Response**

How was the care you received from the staff who transported you to/from Radiology?

☐ Yes ☐ No

Responses : 0  
Goal : 75%

+ Notes

Did you spend any time in the Radiology Inpatient Waiting Area? If so, how was that experience?

☐ Yes ☐ No

Responses : 0  
Goal : 75%


+ Notes

Did Radiology Staff meet your expectations regarding the care provided during your imaging procedure?

☐ Yes ☐ No

Responses : 0  
Goal : 75%

+ Notes

 Would you like to offer any other feedback regarding your experience in Radiology that we could use to improve our services?

☐ Yes ☐ No

Responses : 0

+ Notes

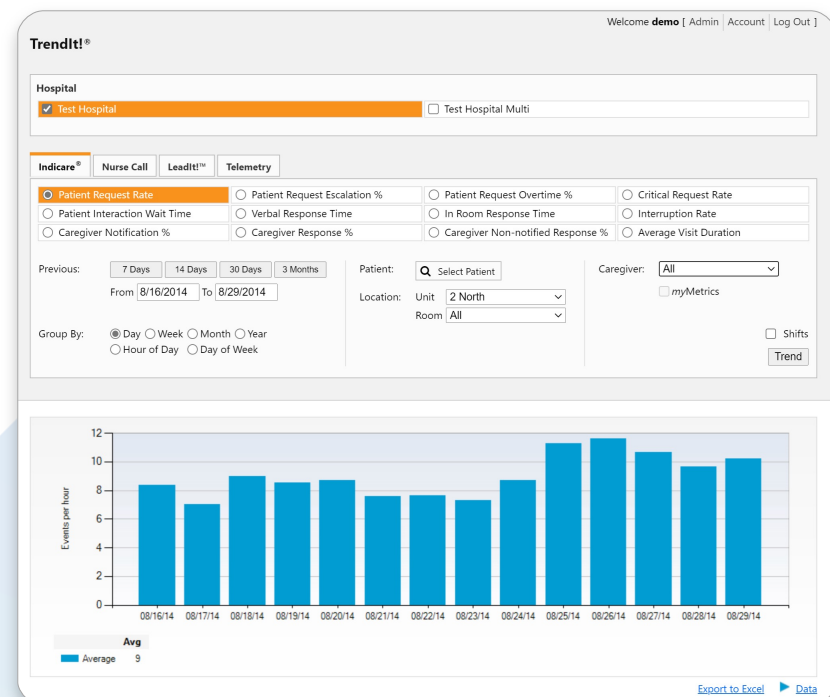
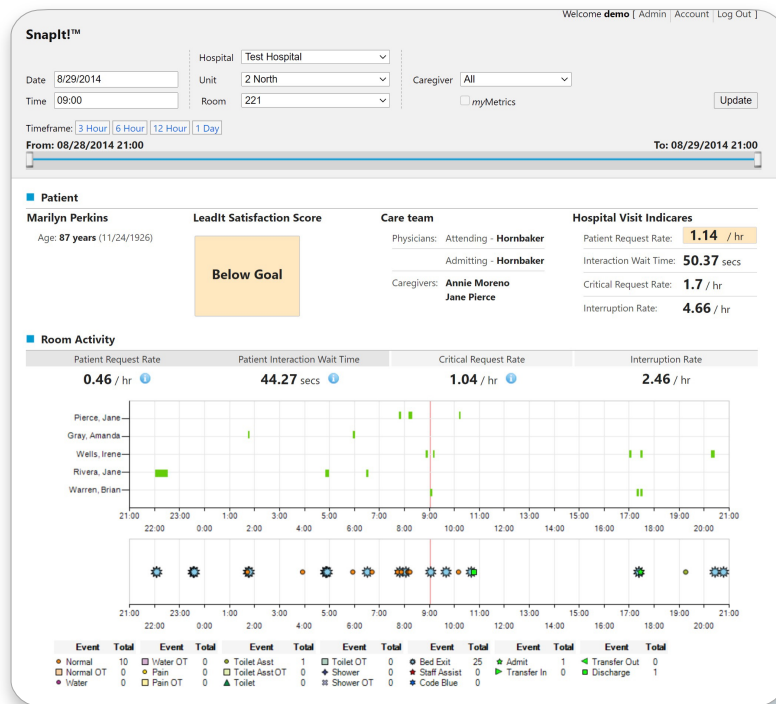
**Save Answers**





# Snapit & Trendit!

## Answering Questions



# The Transformation

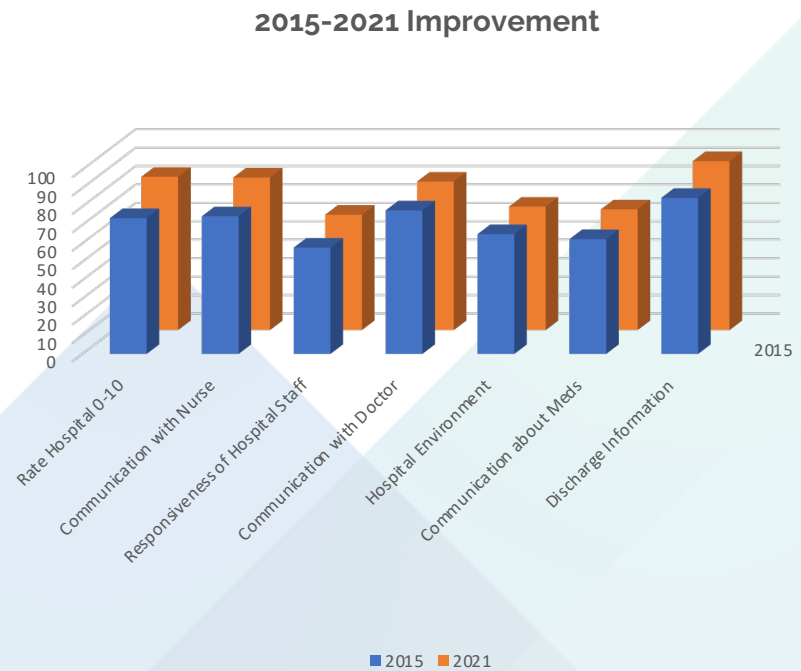
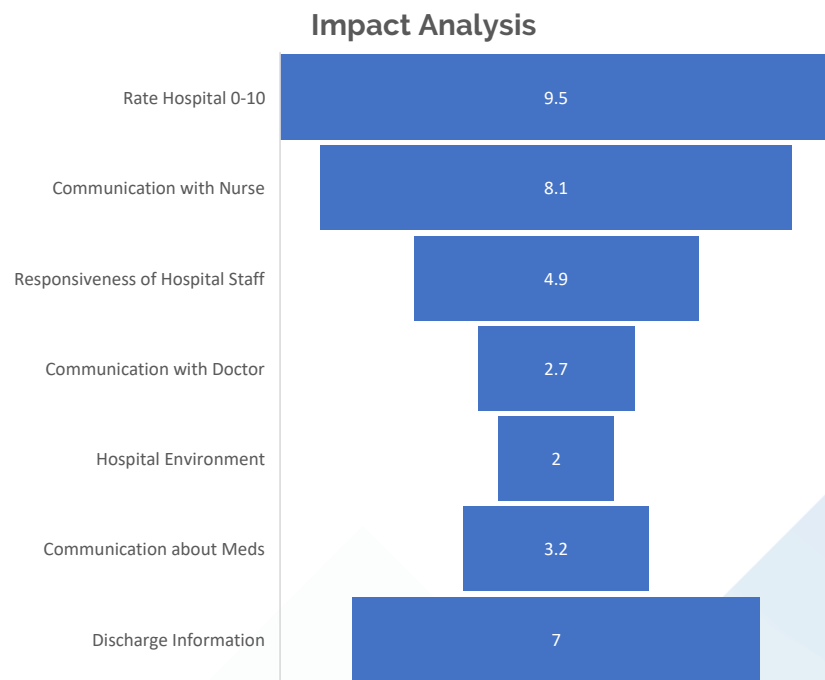
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Results, Outcomes, and Lessons Learned



# Our Results!

Every Category NKCH has IMPROVED



## Additional Gains

We Reduced Caregiver Workload

### Patient Request Rate

- How often the patient uses their call light
- Decreased >20% since 2016

### Interruption Rate

- How often a Caregiver receives a call from the nurse call system whether the initial patient call or an escalation.
- Decreased >22% since 2016





Q&A



# Today's **Speaker**

## **Sarah Oakley, RN, MSN, NEA-BC**

Vice President/CNO, North Kansas City Hospital

Sarah has more than 38 years of nursing and clinical leadership experience. She started her career in the ICU and moved into leadership roles in Surgical Services, ICU, and other critical departments.

Sarah is a leader in the Kansas City community serving on the Kansas City Nurse Executives association (past President). She currently sits on the board of Midwest Transplant, and is a member of both ANA and MNA. She serves on the member and professional development committee for the Missouri Organization of Nurse Leaders.

She has published research on centralized communications systems, and under her leadership North Kansas City Hospital achieved Magnet Status in 2018.

