



sentara nurse

The Patient Experience: Using White Boards to Improve Patient Satisfaction Scores in the ED

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Background

- Hospital Consumer Assessment of Healthcare Providers & Systems (HCAHPS) is a nationally standardized survey that captures patients’ impressions of their hospital care following discharge from an emergency department (ED) setting. NRC Picker, on behalf of Sentara Northern Virginia Medical Center (SNVMC), uses the HCAHPS survey to ask patients to rate their impressions of their experience with the ED staff and services.
- In 2012, ED Nurse Leaders noted a precipitous decline in several HCAHPS care dimensions. Patient satisfaction scores related to communication often failed to meet the 75th percentile of the national benchmark.
- ED Nurse Leaders queried the nursing staff and noted staff were not consistently updating the White Board, a valuable communication tool between clinicians, patients and their families.
- Nursing staff reported patients and their families found the White Boards useful in communicating important aspects of their care. Staff overwhelming reported the current White Boards were not specific to providing patient care in the ED and were not easily incorporated into patient/family plans of care.
- Redesigning the ED White Boards may enhance use by nursing staff and improve patient/family perceptions of communication with ED nurses and staff, improving HCAHPS scores.

Significance

- White Boards provide a visual method of communication that may enhance delivery of verbal information. White Boards may encourage interaction, and allow the patients to better understand their care. It is believed that this may make patients feel more connected to nursing staff and cared about. This in turn, may increase their level of satisfaction with their ED visit.

Objectives and Research Questions

This study aims to (1) increase use of White Boards by ED staff; and (2) increase customer satisfaction (HCAHPS scores) by improving the patient experience in the ED.

Research questions include:

- Are there differences in nurses’ perceptions of the White Boards (specific to providing patient care in the ED and easily incorporated into patient/family plans of care) following implementation of the White Board Enhancement (WBE) program?
- Are there differences in patients’ perceptions of communication with nurses following implementation of the White Board Enhancement (WBE) program?

Population

- The study population will include White Board Survey results for ED nurses during the study period (January 2012 to December 2013). Select HCAHPS scores for patients using the ED during the study period will also be reviewed. Inclusion criteria for HCAHPS scores will include: (1) 18 years or older on admission to ED; (2) ED service dates occurring within the study period (January 2012 to December 2013); and (3) returned the HCAHPS survey.

Program

- ED Nurse Leaders implemented the WBE program to reinforce use of White Boards as a valuable communication tool between clinicians, patients, and their families.
- As part of the WBE program, ED Nurse Leaders adjusted the White Board to more accurately reflect patient care delivered in the ED (See below). ED staff were educated on the appropriate use of White Boards in communication with patients and families.
- ED nurses were surveyed prior to and following completion of the WBE program.

Current ED White Board			
Sentara		Thursday	Patent Hospital
Room#	Date	Phone #	
Your Care Team		Your Preferences	
Physician/NP	1.		
RN	2.		
Tech	3.		
Charge RN			
Goals for Today		Questions for you Care Team	
Discharge			
PMSST		Test Schedule	
Your Family Spokesperson			
Phone number:			
Our Goal is to always help control your pain			
0 1 2 3 4 5 6 7 8 9 10			
If you have.....			

Current ED White Board-Changes Added			
Updated 3/20/13			
Sentara Northern Virginia Medical Center			
Room#	Date	Phone #	
Your Care Team		What are you most concerned about?	
Provider	1.		
RN	2.		
Tech			
Charge RN			
Questions for your Care Team		Treatment Plan for Today	
1.		Ordered	
2.		Completed	
3.		Do Not Eat or Drink	
		Laboratory	
		Blood Work	
		Urine	
		Radiology	
		X-Rays	
		CT	
		Sonogram	
		Medications	
Your Family Spokesperson:			
Phone number:			
Our Goal is to always help control your pain			
0 1 2 3 4 5 6 7 8 9 10			
If you have.....			

Method

- This is a retrospective cohort study using secondary data analyses of staff survey results and ED patient HCAHPS scores. Only records for patients whose ED service dates occurred within the study period (January 2012 to December 2013) will be included.
- Data related to SNVMC ED HCAHPS scores are provided by NRC Picker. Patient Health Information (PHI) are recorded in paper charts or EPIC. Medical claims and billing information are recorded in a central data repository (Case Mix).
- All records (staff survey results, ED HCAHPS scores, paper charts, EPIC, and Case Mix), that meet inclusion criteria will be extracted for secondary data analyses.

Analysis Plan

- SPSS will be used to analyze secondary survey results, patient and HCAHPS scores data. Descriptive statistics will be presented for study variables. Mean, standard deviation, median, 25th and 75th quartiles, and range will be reported for continuous variables. Categorical variables will be summarized by frequencies and proportions.
- Independent samples t-test* will be used to explore differences in ED nurses’ perceptions of the White Boards (specific to providing patient care in the ED and easily incorporated into patient/family plans of care) following implementation of the WBE program.
- Chi-square test of independence* will be used to explore associations between categorical variables and the WBE program.
- Data will be analyzed as recorded; missing data will not be imputed. If more than 10% of data are missing for key variables, the Principal Investigator will explore the pattern of missing data to assess the impact of the missing data on the analyses.

Human Subjects Protection

- This study will be submitted for approval to the SNVMC Institutional Review Board. The study will be conducted in compliance with the US Food and Drug Administration (FDA) Title 21 CFR Part 50 – Protection of Human Patients and/or Part 56 – Institutional Review Boards; the Declaration of Helsinki and its amendments; and the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- Waivers for informed consent and PHI will be requested as this retrospective research study presents no more than minimal harm to ED staff or patients and involves no physical procedures.
- All requirements for Sentara’s *Use of PHI in Research Policy and Procedure* will be followed. The data files containing information that link patients to their specific records will be password protected. An audit trail will provide information on database access.
- Data will be stored on a secured SAN server with role based security. Appropriate precautions will be used to protect information. Security measures will be in place to protect against the loss, misuse, or alteration of the information under our control.

Contact Information

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