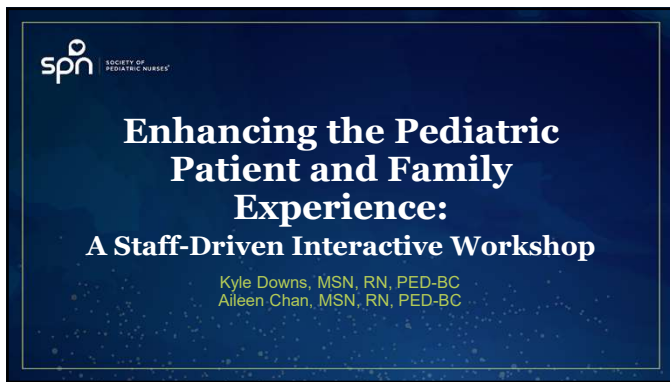
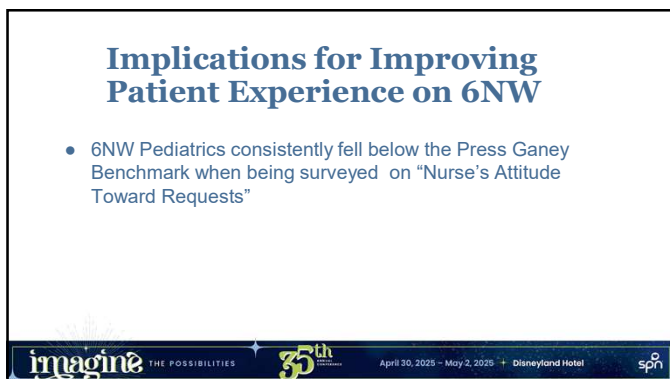




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Barriers in Achieving Excellent Patient Experience Scores

- Staff turnover
- Inconsistent orientation and onboarding practices on the unit
- Low survey return rates



4

Pushing Ideas Into Action

- Created pre and post workshop surveys to measure staff knowledge, confidence, and practices related to patient experience
- Tailored staff-driven workshop based on staff surveys and patient experience surveys
 - Focus: strategies to improve communication, empathy, and use of available technology
 - In-person required training for all staff (RNs & CNAs)



5



Promoting Patient-Centered Communication

CICARE

- 6 evidence-based communication behaviors to guide every patient and family interaction

6

What is CICARE?

Connect: with patient, family, and colleagues by addressing them by their preferred names and pronouns.

Introduce: yourself and your role

Communicate: what you are about to do, how long it will take, and how it will impact the patient, family, or colleague

Ask: and anticipate questions for the patient, family, and colleagues

Respond: with immediacy to questions and requests from the patient, family, and colleagues

Exit: every encounter with empathy and share what will come next



7

Implicit Bias & Microaggressions



8

Implicit Bias

vs

Microaggression



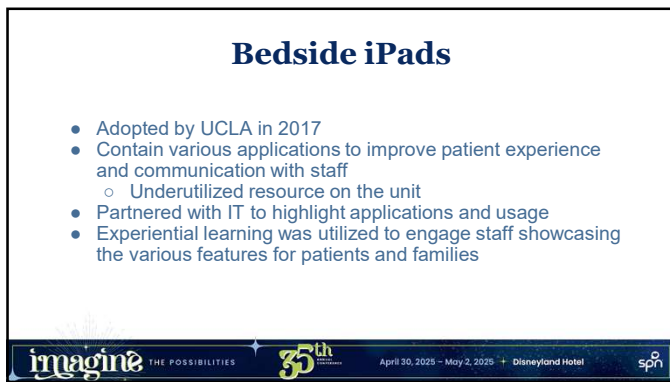
- Indirect, subtle, or unintentional discrimination against members of marginalized group-verbal/nonverbal
 - Microassaults, microinvalidation, microinsults
- Health implications
 - high blood pressure, depression, sleeping problems, substance use disorders, eating disorders, and PTSD



9



10



11




12

Patient and Staff Resources

Getting the Most Out of Your Bedside iPad

Bedside iPads are a valuable tool for nurses, providing a secure and convenient way to access patient information, communicate with the care team, and document care. To ensure you get the most out of your iPad, please follow these steps:



- 1. Connect to the Network:** Ensure your iPad is connected to the hospital network (Wi-Fi or Ethernet).
- 2. Log In:** Use your hospital credentials to log in to the iPad.
- 3. Access the App:** Open the "Patient Care" app from the home screen.
- 4. Select the Patient:** Choose the patient you are caring for from the list.
- 5. Use the App:** Navigate through the app to view patient information, communicate with the care team, and document care.




Cómo aprovechar al máximo su iPad a pie de cama

Los iPads de enfermería son una herramienta valiosa para las enfermeras, que les permite acceder de forma segura y conveniente a la información del paciente, comunicarse con el equipo de atención médica y documentar la atención. Para asegurarse de que obtenga el máximo provecho de su iPad, siga estos pasos:


- 1. Conecte a la red:** Asegure de que su iPad esté conectado a la red del hospital (Wi-Fi o Ethernet).
- 2. Inicie sesión:** Utilice sus credenciales del hospital para iniciar sesión en el iPad.
- 3. Acceda a la aplicación:** Abra la aplicación "Atención al Paciente" desde el escritorio de inicio.
- 4. Seleccione al paciente:** Elija al paciente que está cuidando de la lista.
- 5. Utilice la aplicación:** Navegue por la aplicación para ver la información del paciente, comunicarse con el equipo de atención médica y documentar la atención.

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13



Evaluation/Outcomes

14



Improvements in Patient and Staff Experience

Patient and Family Experience Scores


- Post-workshop data revealed increases in overall patient experience and nursing communication scores
- Next step- increase survey returns, remind at discharge
- 3-8 surveys returned/ quarter

Staff

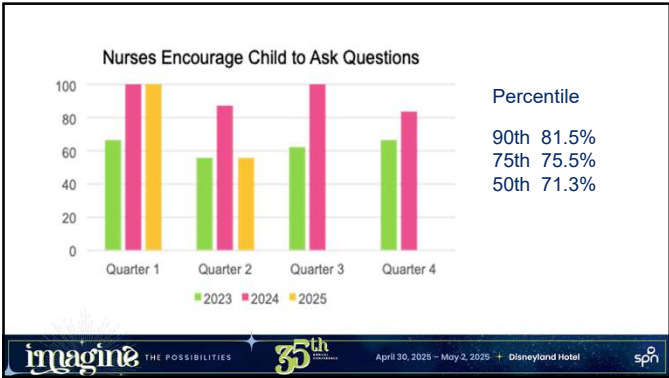
- 6NW staff pre- and post-Workshop survey results showed an overall greater understanding in patient experience competencies and overall preparedness to deliver an excellent patient experience

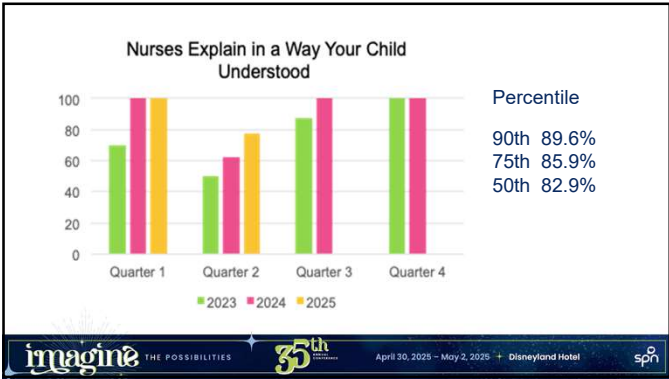
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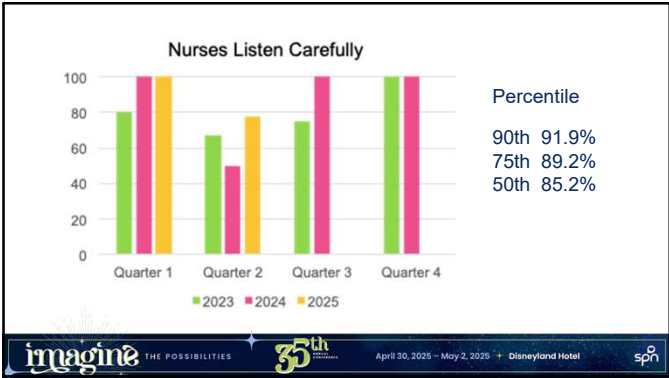
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