Connecting the Dots: Patients, Maintenance & Technology

Presenter: Patrick Tierney,
Lead Healthcare Applications Engineer
Agenda

• Presentation
  • Patients as Consumers: A refresh
  • Live examples of addressing issues with TWH
  • How to leverage reporting to tie your work closer to the patient
  • Q&A
An Evolving Mindset

Power has shifted from providers and insurers to consumers. Why?

• Internet and social media
  • Reviews and ratings available on the web
  • Comparison site startups
  • State marketplaces for insurance
  • Unsolicited feedback from consumers

• Retail medicine
  • Urgent cares and pharmacies
  • More convenient options for patients

• Quantified Self
  • Big data to individualized healthcare
  • Wearables like Fitbit, Apple Watch
Effect of These Changes

• Greater focus on patient care, safety and satisfaction
• Affordable Care Act (ACA) created hospital reward system focused on quality of care
  • Up to 30% of a Medicare reimbursement decision is now tied to patient satisfaction on the HCAHPS survey
  • Patient satisfaction = Profitability

$
• The physical environment plays a major role in the patient experience
• The HPOE Guide by ASHE on *Improving the Patient Experience Through the Health Care Physical Environment* breaks down the ways facility professionals / management can improve the patient experience into 3 categories
• Taking a team approach to patient satisfaction
• Patient advisory committees
  • The ASHE of the AHA conducted a survey of facility managers in 2015
  • When asked how important a FM’s role currently is in patient satisfaction (on a scale of 1-5, with 5 being extremely important), the mean score was 4.23
  • When asked how important the FM’s role should be in patient satisfaction, the mean score was 4.67
  • 49% of FM’s surveyed were not a part of their hospital’s patient satisfaction committee

People: A Culture of Caring

- Example: St. Barnabas Hospital in New York City
- Front-line, nonclinical staff have been trained to take extra steps when working in a patient’s room:
  - Introduce yourself and let the patient know how long the repair or task will take
  - Ask the patient their name and how they are feeling
  - Ask the patient if they are comfortable (how is the room temp., etc.)
  - Upon completion of the task, wish the patient a good day and ask if there is anything else they can do to help them
  - Smile, make eye contact, and show that you care
  - One step further…

Process: Supporting Patients & Staff

• Do your processes allow you to quickly respond to their requests?
• Are you making it as easy as possible for them to do their job?
  • Are the halls clear of obstructions?
  • Is equipment functioning properly?
  • Are the building and supplies laid out efficiently, allowing for more face time with the patient?
• Is clinical staff happy, therefore making patients happy?

Source: http://www.rnnetwork.com/blog/travel-nursing-tips/how-nurses-can-communicate-better-with-doctors/
HCAHPS Survey

THE HOSPITAL ENVIRONMENT

8. During this hospital stay, how often were your room and bathroom kept clean?
   □ Never
   □ Sometimes
   □ Usually
   □ Always

9. During this hospital stay, how often was the area around your room quiet at night?
   □ Never
   □ Sometimes
   □ Usually
   □ Always

Source: http://www.hcahpsonline.org/files/2017-08_SurveyInstruments_Mail_English.pdf
What Else Can You Do?

Pre-Room Survey

• Create a checklist of tasks to be completed before patients enter a room
  • Are patient controls / nurse call buttons working?
  • Is the room clean, patient ready?
  • Is the TV working?
  • Are lighting & room controls working?
  • Is the temperature in the room comfortable?
  • Is the bathroom clean and the water working?
  • Is patient board ready and updated?
  • Welcome packet?
Infection Control

Example: *Children’s Hospital*, New Orleans, LA

- In September, 12 patients contracted rare surgical-site infection caused by bacteria
- Outbreak was caused by a piece of contaminated equipment used to regulate the temperature of patients on bypass
- How can we use technology to find and report these issues before they escalate…

Inspections & Rounds on Mobile

- Patient confidentiality is maintained throughout the unit.
  - [ ] No
  - [ ] Yes

- Patient privacy is maintained throughout the unit.
  - [ ] No
  - [ ] Yes

- Unattended computers are logged off.
  - [ ] No
  - [ ] Yes

**Fire Safety**

- Exit corridors are clear (free of equipment, supplies, furniture)
  - [ ] No
  - [ ] Yes

- Exit signs are lit (no burned out light bulbs)
  - [ ] No
  - [ ] Yes

- Exit signs are visible (not obstructed by hanging signs, mirrors)
  - [ ] No
  - [ ] Yes

- All corridor fire/smoke doors are not obstructed (free of equipment, supplies, furniture)
  - [ ] No
  - [ ] Yes
Deficiency Email Notifications

2 Items Need Your Attention
Please review the items below. Just click the link to go to TheWorxHub so you can mark them complete.

CLINICAL AREAS

- Emergency medications not secured | 01/05/2016
- Patient Information not secured | 01/09/2016
### Clinical Areas

**95%**

2 Deficiencies Open

<table>
<thead>
<tr>
<th>Deficiency</th>
<th>Date</th>
<th>Responsible</th>
<th>WO#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency medications not secured?</td>
<td>01/05/2016</td>
<td>Winter, Dean</td>
<td>N/A</td>
</tr>
<tr>
<td>Michael Wight Building &gt; Emergency</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patient information not secured?</td>
<td>01/09/2016</td>
<td>Winter, Dean</td>
<td>N/A</td>
</tr>
<tr>
<td>Oncology Department &gt; Waiting room #3</td>
<td></td>
<td></td>
<td></td>
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</table>

### Engineering

**83%**

12 Deficiencies Open

<table>
<thead>
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<th>Deficiency</th>
<th>Date</th>
<th>Responsible</th>
<th>WO#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doors in need of repair?</td>
<td>01/05/2016</td>
<td>McBride, Peter</td>
<td>1236</td>
</tr>
<tr>
<td>East Wing &gt; 1st Floor &gt; North Stairwell</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Broken/cracked windows?</td>
<td>01/09/2016</td>
<td>McBride, Peter</td>
<td>1238</td>
</tr>
<tr>
<td>East Wing &gt; 2nd Floor &gt; 219</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Doors in need of repair?</td>
<td>02/02/2016</td>
<td>McBride, Peter</td>
<td>2146</td>
</tr>
<tr>
<td>East Wing &gt; 1st Floor &gt; South Stairwell</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lighting not functional/needs to be replaced</td>
<td>02/08/2016</td>
<td>McBride, Peter</td>
<td>2155</td>
</tr>
<tr>
<td>East Wing &gt; 2nd Floor &gt; Men's Restroom</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Take Reporting a Step Further

Preventative, Predictive & Corrective Maintenance Reporting

• Identify trends in corrective work to solve problems before they occur
• Use to schedule PM tasks and reduce the amount of corrective work
• Lower amount of corrective tasks = greater patient satisfaction
## Inspections & Rounds Deficiency Reporting

### EOC Rounds Monthly Deficiencies

<table>
<thead>
<tr>
<th></th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Total Inspection Points</th>
<th>Total Deficiencies</th>
<th>Compliance %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Preparedness</td>
<td>1</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>180</td>
<td>9</td>
<td>95%</td>
</tr>
<tr>
<td>Fire Safety</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>120</td>
<td>15</td>
<td>88%</td>
</tr>
<tr>
<td>Hazardous Materials &amp; Waste</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>195</td>
<td>8</td>
<td>96%</td>
</tr>
<tr>
<td>Medical Equipment</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>120</td>
<td>5</td>
<td>96%</td>
</tr>
<tr>
<td>Safety &amp; Security</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>120</td>
<td>1</td>
<td>99%</td>
</tr>
<tr>
<td>Utilities</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>132</td>
<td>2</td>
<td>98%</td>
</tr>
</tbody>
</table>
# EOC Rounds Top 10 Deficiencies

<table>
<thead>
<tr>
<th>Rank</th>
<th>Item</th>
<th>Total Inspections</th>
<th># of Deficiencies</th>
<th>Compliance %</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Emergency Preparedness &gt; Explain the acronym RACE</td>
<td>272</td>
<td>15</td>
<td>94%</td>
</tr>
<tr>
<td>2</td>
<td>Emergency Preparedness &gt; Unattended Computers are Logged off</td>
<td>272</td>
<td>15</td>
<td>94%</td>
</tr>
<tr>
<td>3</td>
<td>Fire Safety &gt; No doors propped open (wedge)</td>
<td>272</td>
<td>15</td>
<td>94%</td>
</tr>
<tr>
<td>4</td>
<td>Hazardous Materials and Waste &gt; NO regular trash is present in Red bag or Red bin biohazard waste containers</td>
<td>272</td>
<td>14</td>
<td>95%</td>
</tr>
<tr>
<td>5</td>
<td>Hazardous Materials and Waste &gt; Staff Question: How do you obtain a MSDS/SDS from the Intranet?</td>
<td>272</td>
<td>10</td>
<td>96%</td>
</tr>
<tr>
<td>6</td>
<td>Medical Equipment &gt; All rental equipment has an orange non hospital owned equipment tag.</td>
<td>272</td>
<td>10</td>
<td>96%</td>
</tr>
<tr>
<td>7</td>
<td>Medical Equipment &gt; Staff Question: What do you do with broken patient care equipment?</td>
<td>272</td>
<td>9</td>
<td>97%</td>
</tr>
<tr>
<td>8</td>
<td>Safety and Security &gt; What number do you call for Security assistance?</td>
<td>272</td>
<td>9</td>
<td>97%</td>
</tr>
<tr>
<td>9</td>
<td>Utilities &gt; Light fixtures are functioning. (No burned out bulbs)</td>
<td>272</td>
<td>6</td>
<td>98%</td>
</tr>
<tr>
<td>10</td>
<td>Medical Equipment &gt; Staff Question: What do you do with broken patient care equipment?</td>
<td>272</td>
<td>5</td>
<td>98%</td>
</tr>
</tbody>
</table>
Take Reporting a Step Further

Average Work Order: Open and Completion Times

• How fast is your team resolving work orders?
• Are you solving issues quickly for patients and staff?
• If reports show you are closing work orders faster, connect this efficiency to higher staff and patient satisfaction
• Comparable to less time in the waiting room for patients
Take Reporting a Step Further

Refurbishments & Renovations / Repair vs. Replace

• More than general upkeep of the building, these can tie directly to patient satisfaction

• Capital Planning / Forecasting & Predictive Maintenance

• Let’s look at some examples
What Else Can You Do?

RESOURCES

HOSPITAL LEADER CHECKLIST FOR IMPROVING THE PATIENT EXPERIENCE THROUGH THE HEALTH CARE PHYSICAL ENVIRONMENT

☐ Encourage the patient satisfaction team to use the people, process and place model and tool to consider ways to boost satisfaction scores.

☐ Recognize every member of the hospital staff as a member of the patient care team.

☐ Support changes to processes and the physical environment that will improve the patient experience.

☐ Support pilot projects to help determine the best approaches to improving patient satisfaction.

☐ Track scores after improvements or changes have been made to gauge success.

☐ Celebrate successes and share best practices.

☐ Continue to assess and identify new opportunities for improving the patient experience.

How Does TheWorxHub Help?

Provides Platform for Environmental Tours - Survey/Rounding
1. Provide documentation for Mock Surveys – Testing, Inspections
2. Digitize paper surveys, safety rounds, and more
3. Automate the process of recording deficiencies – reduce reliance on memory
4. Better visibility with deficiency dashboarding
5. Streamline communication between maintenance and non-maintenance stakeholders (infection control, safety, etc.)
6. Gain actionable insight into deficiency trends with reporting
Questions?

Dude Solutions - www.dudesolutions.com/industries/healthcare

Additional questions?
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billy.burnet@dudesolutions.com
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