
EXPRESSIONS IN HUMANISM

Data Analyst Findings

TIME FRAME: 1Q 2019 – 3Q 2019

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BACKGROUND: Expressions in Humanism, a program offered at Phelps, was developed through a collaborative effort of Nurse Leaders from across the health system. Based on the principles of Humanism, it identifies how to engage in therapeutic communication that touches the heart and better connects us to our patients and each other to improve the patient experience.

Phelps Hospital participated in the Expressions in Humanism program starting in March through April 2019 (intervention period). Expressions in Humanism is also incorporated in the new orientation program.

MEASUREMENT OF SUCCESS: Northwell determined the following Press Ganey Questions would be used across the system in order to measure the effectiveness of the Expressions in Humanism Program:

- *Would you recommend this hospital to your friends and family?*
- *How often did nurse treat you with courtesy and respect?*
- *How often did nurses listen carefully to you?*
- *How often did nurses explain things in a way you could understand?*
- *Before giving any new medicine, how often did hospital staff describe possible side effects in a way you could understand?*
- *Staff concern for you privacy*
- *Response to concerns/complaints made during your stay*

DOCUMENT OBJECTIVE: The following pages reflect graphs for 2019 for the above questions for all areas where nurses are present. The data is presented in either a monthly or quarterly timeframe. Non-Inpatient areas may not have all the above survey questions so other related questions may have been chosen.

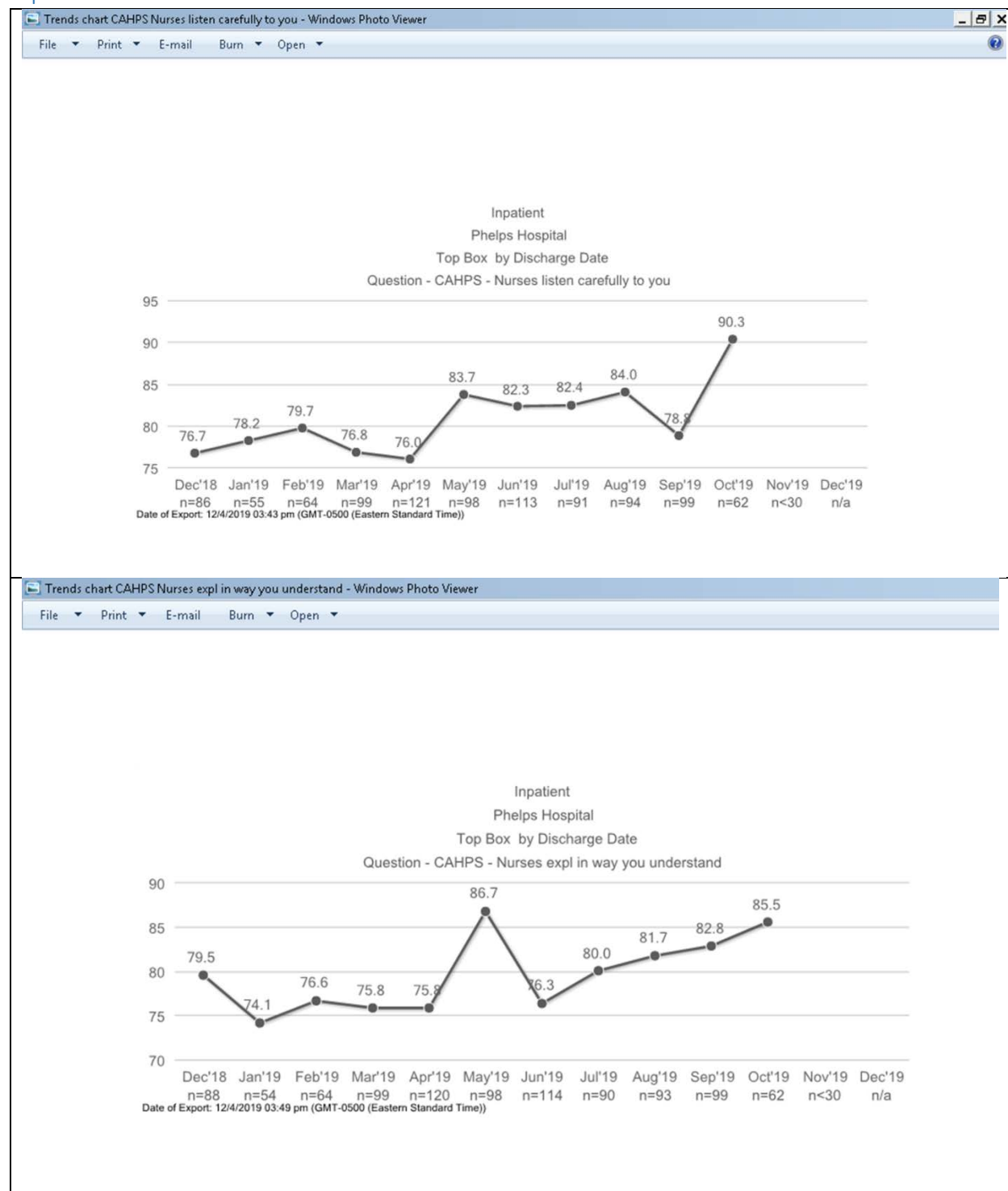
NEXT STEPS: Review and analyze all graphs with your unit.

- ✓ Note positive trends where the Expressions of Humanism program had a favorable impact on the patient experience.
- ✓ Identify opportunities for specific areas of improvement. Keep in mind it usually takes 6 months for new processes to be hard wired. Brainstorm on strategies for improvement.
- ✓ Update all graphs after Feb 15, 2020 to evaluate the rest of 2019.

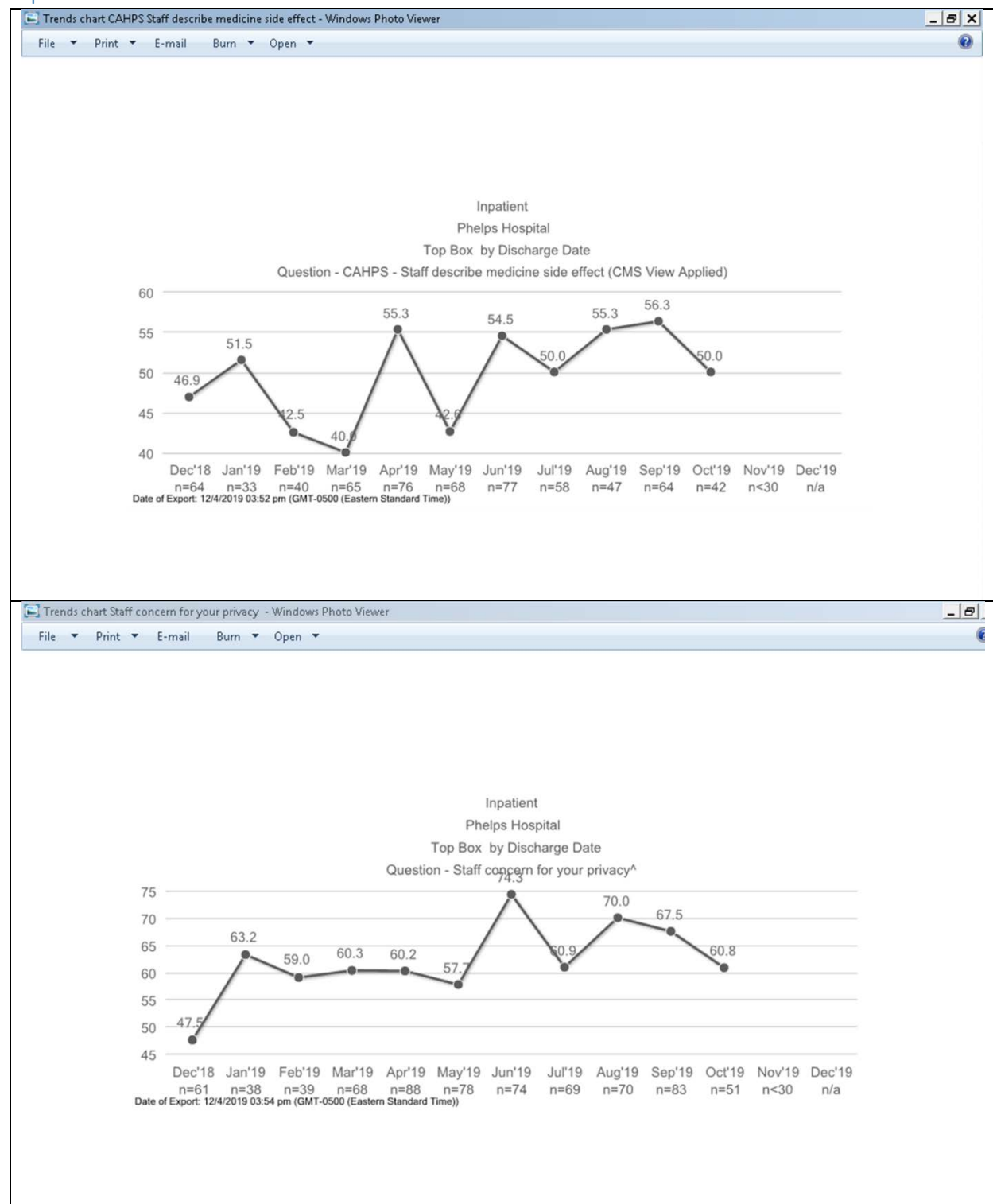
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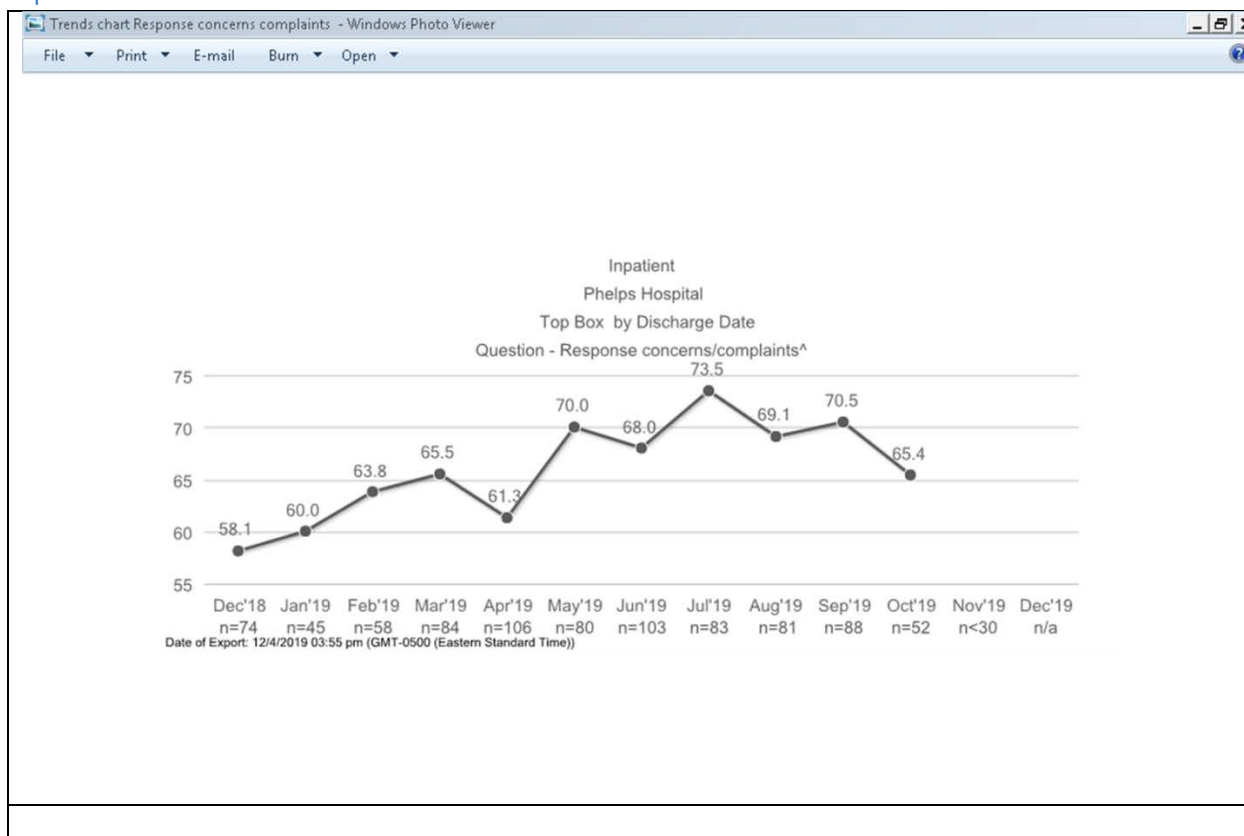
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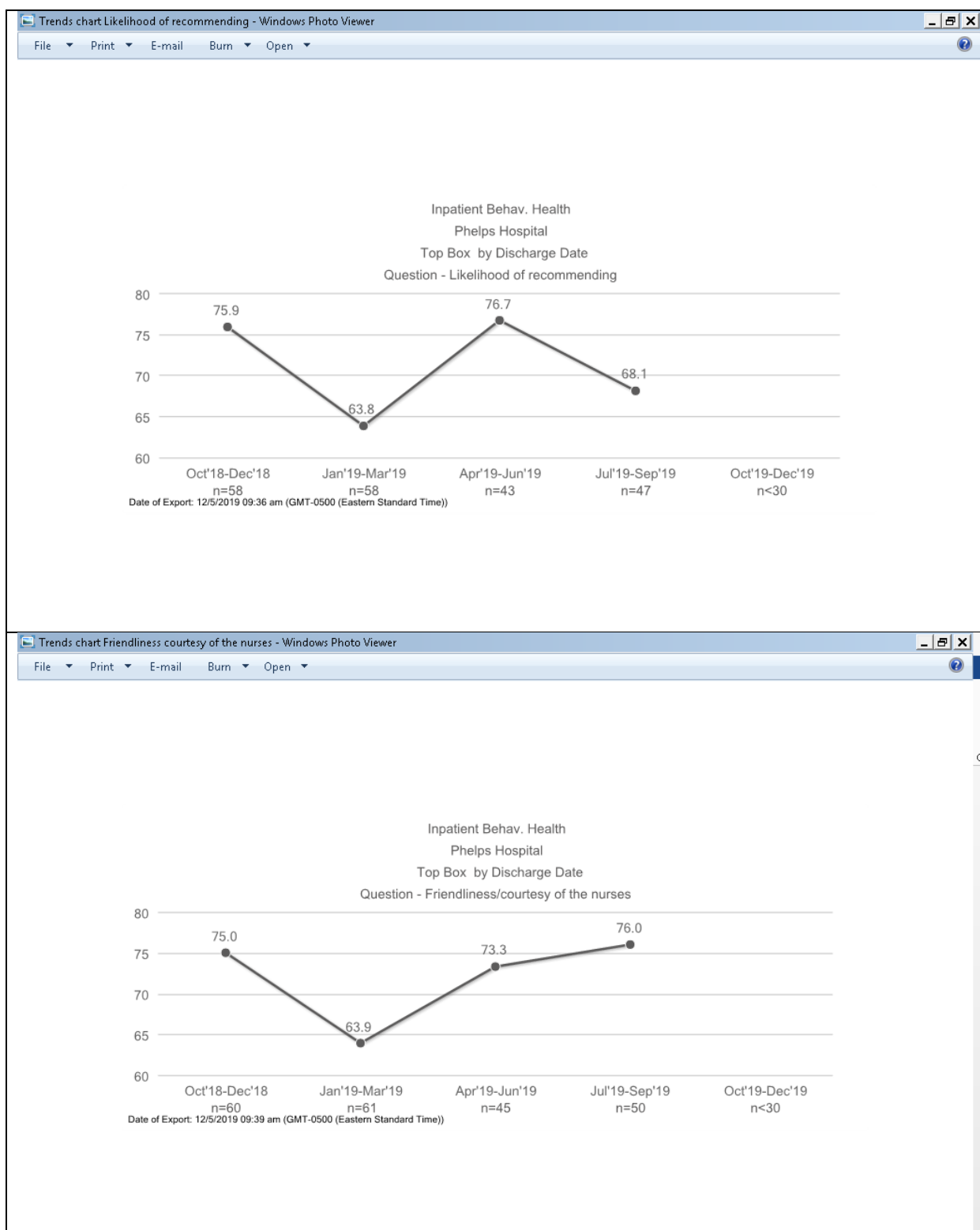
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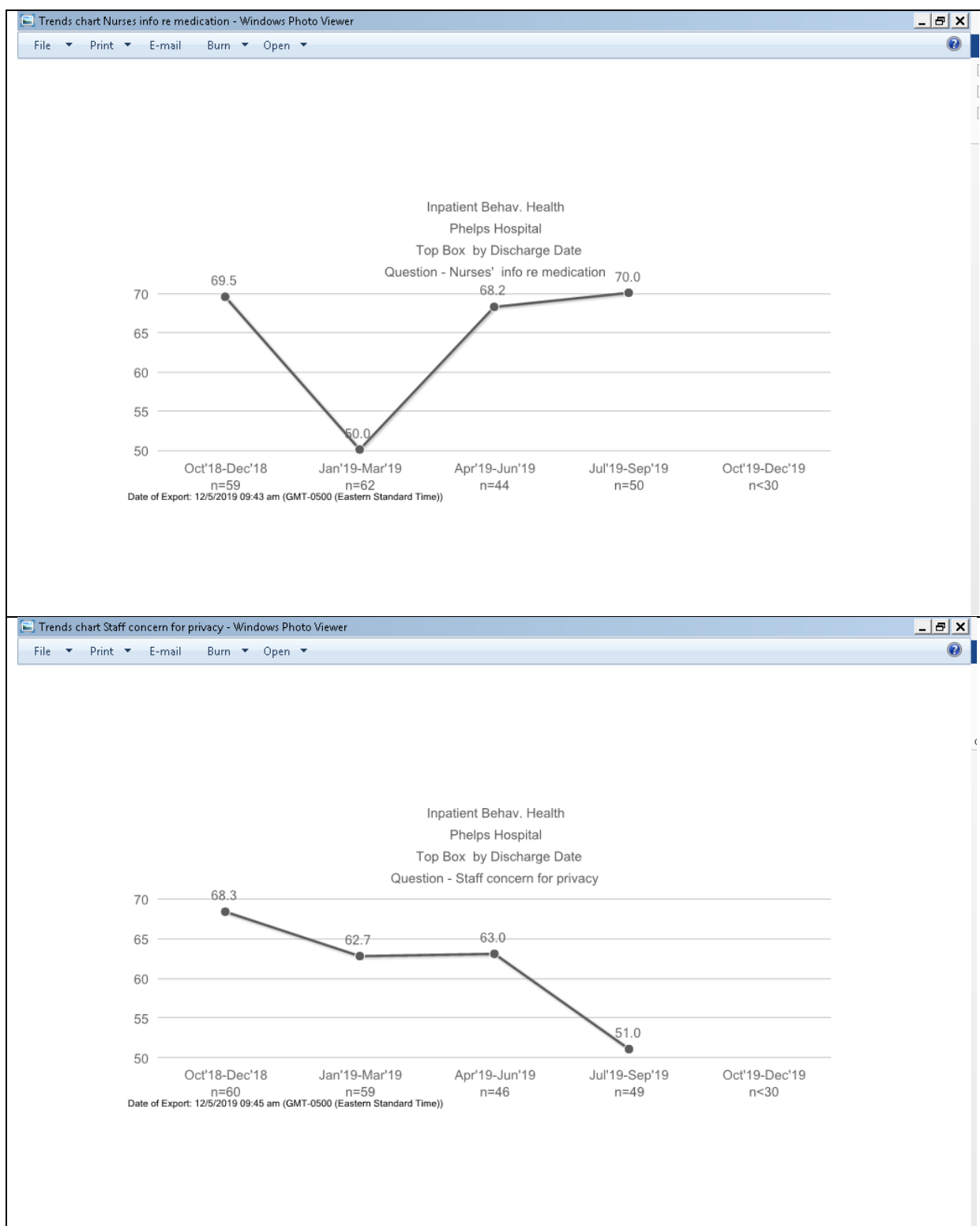
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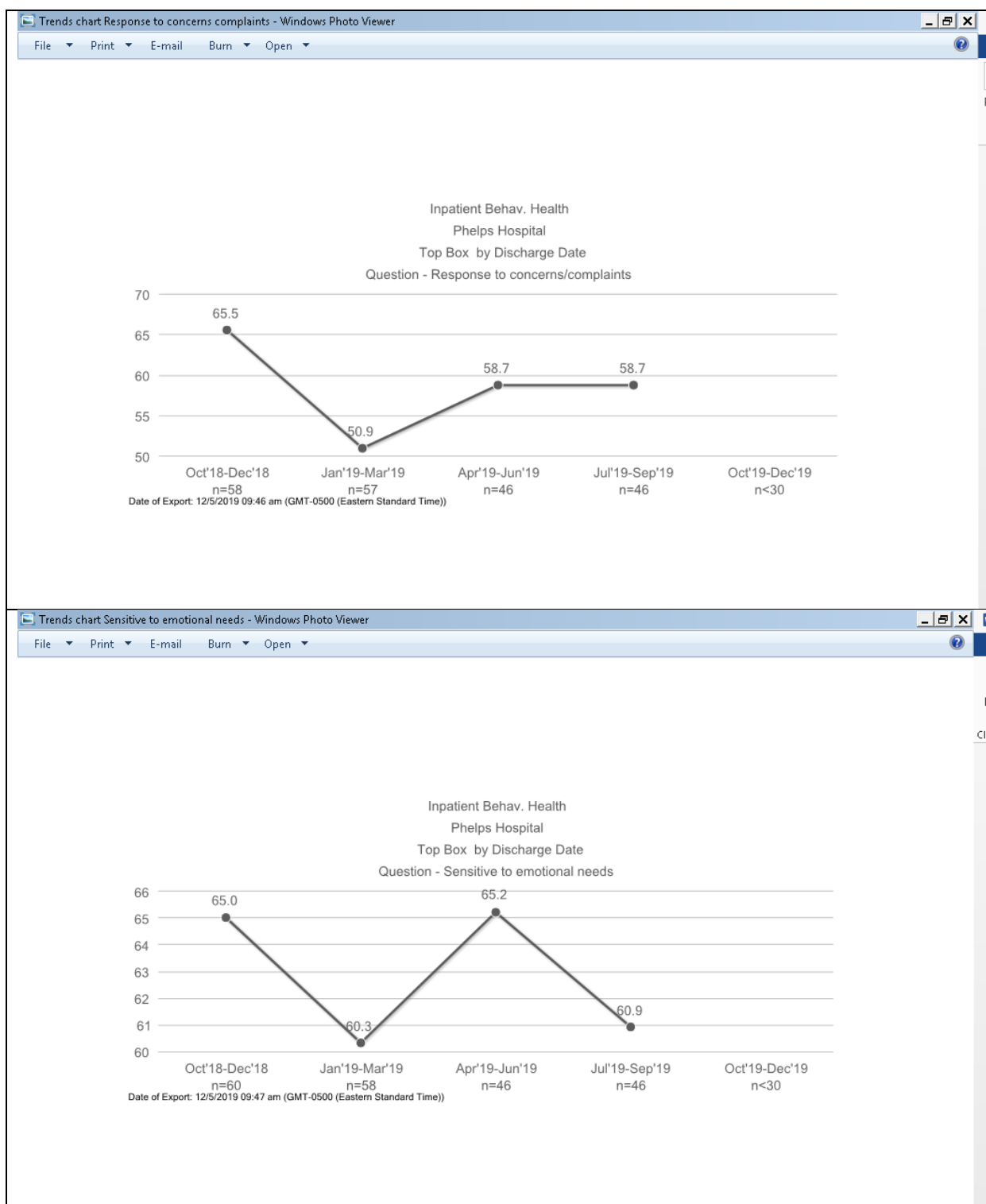
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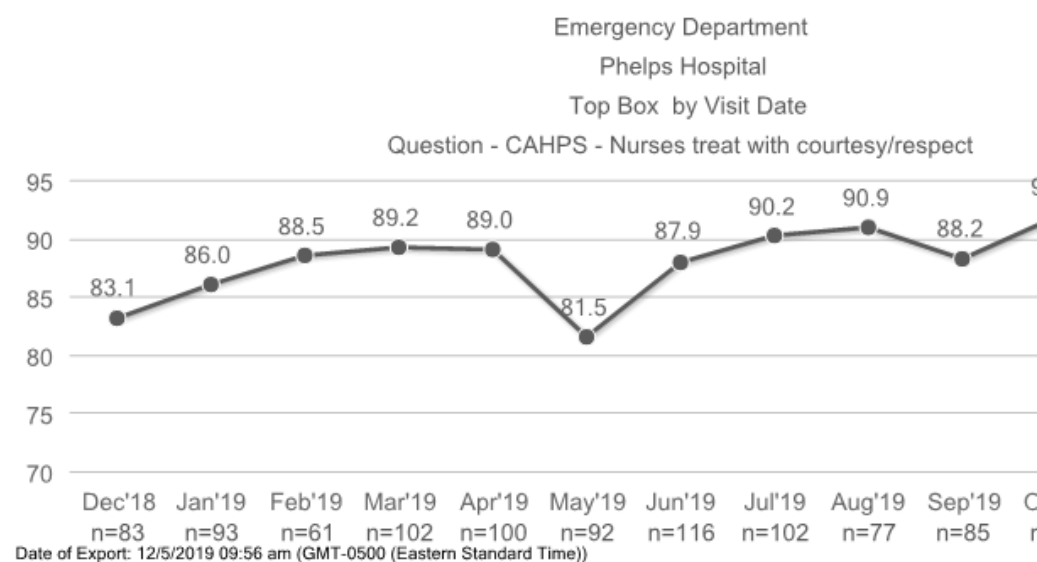
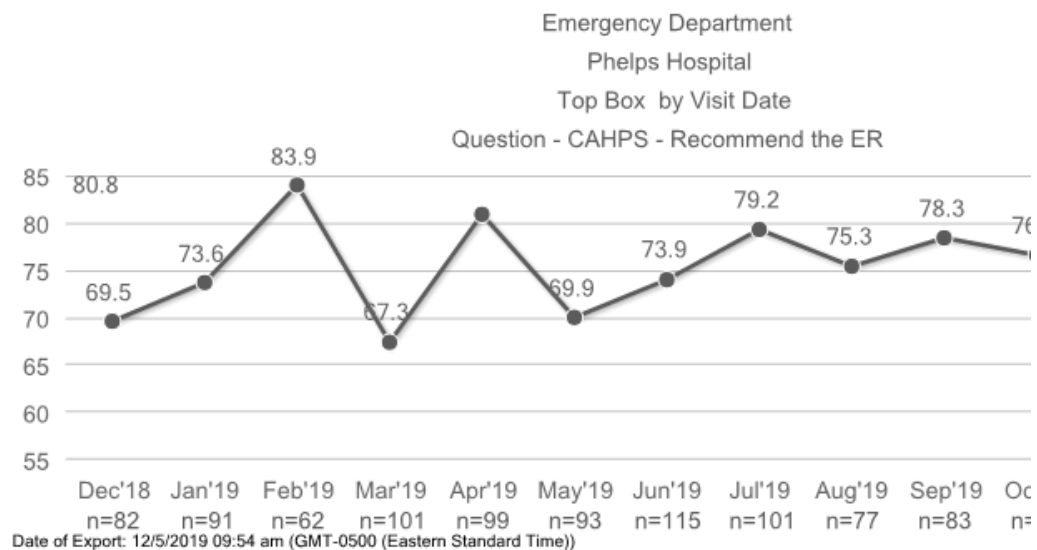
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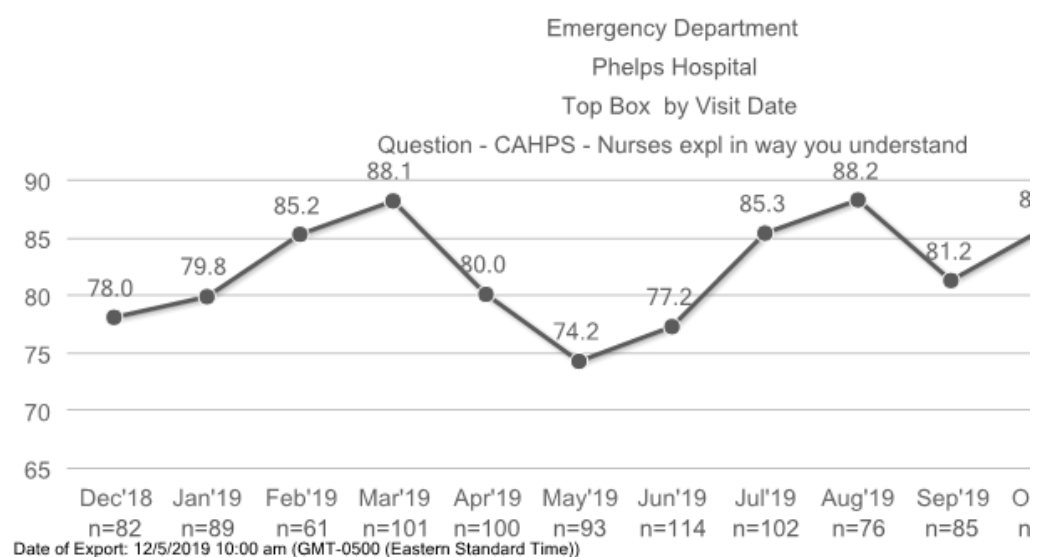
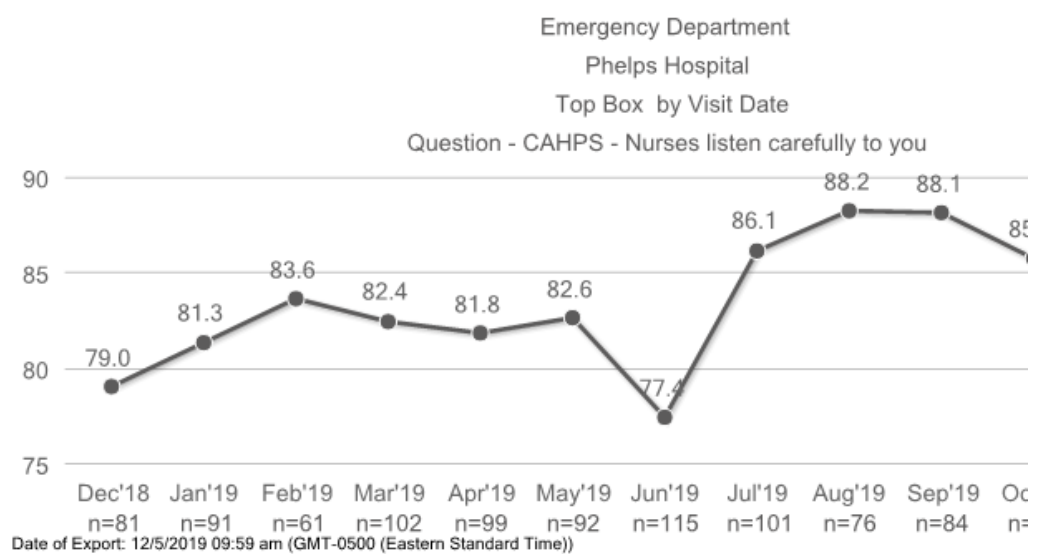
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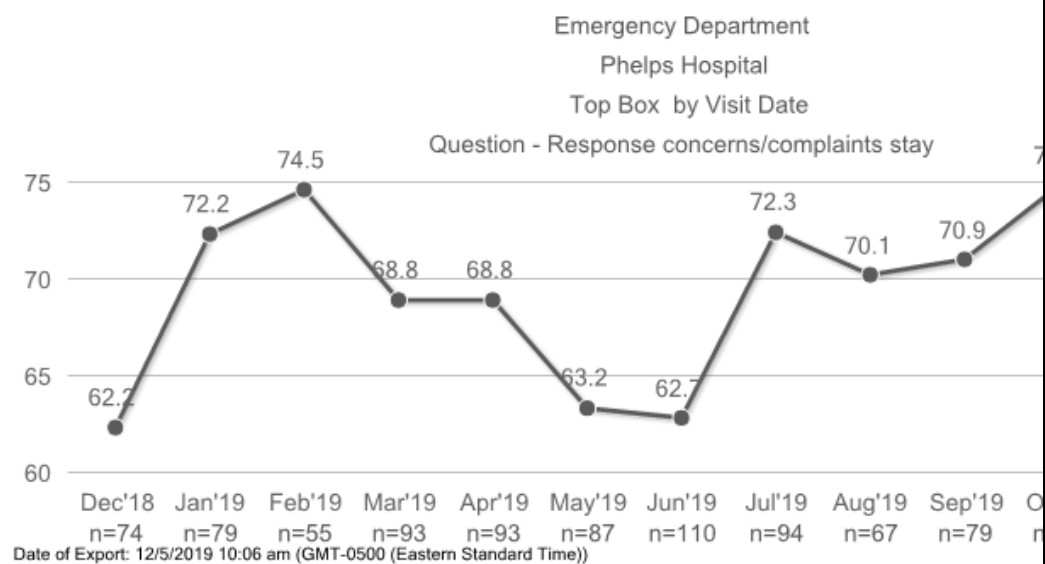
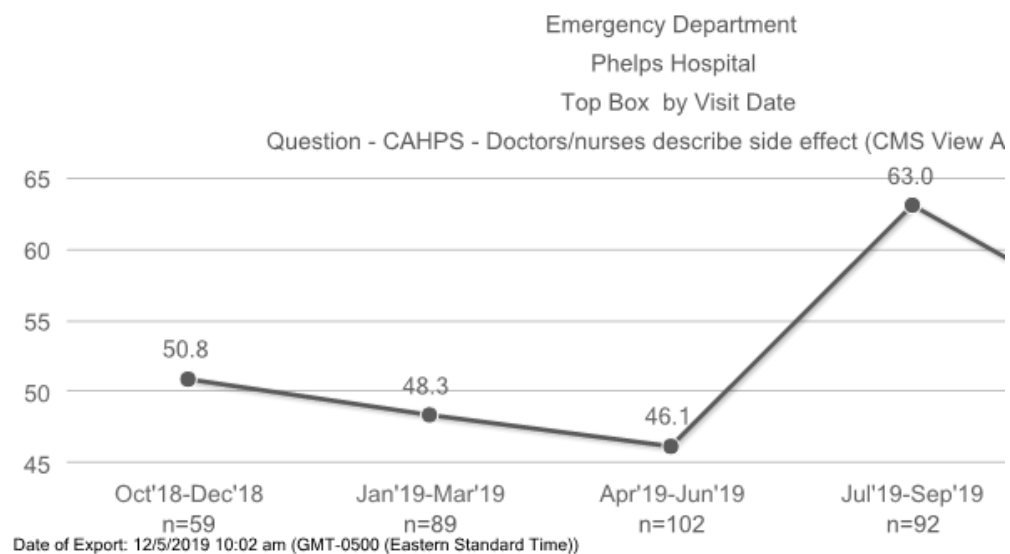
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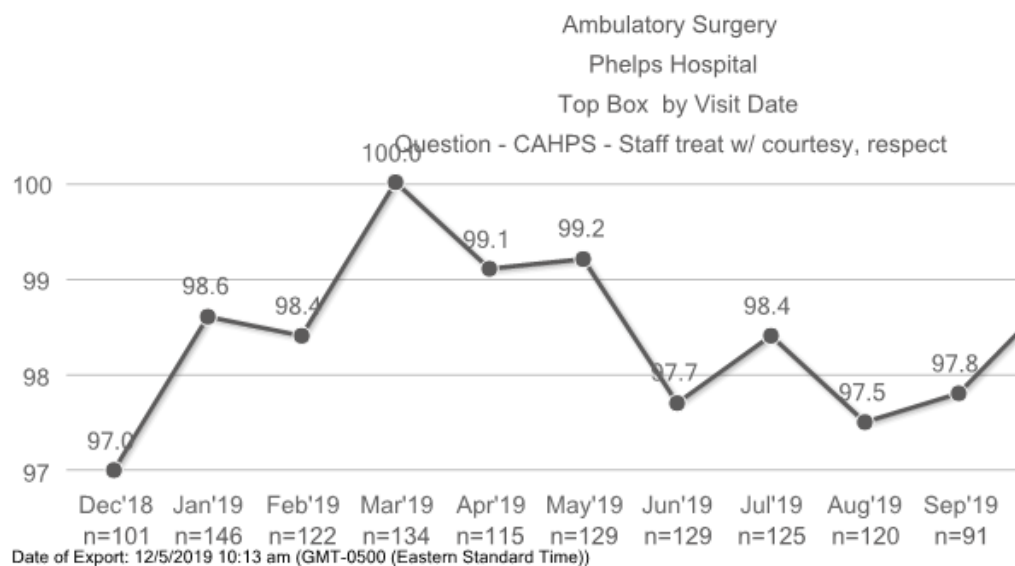
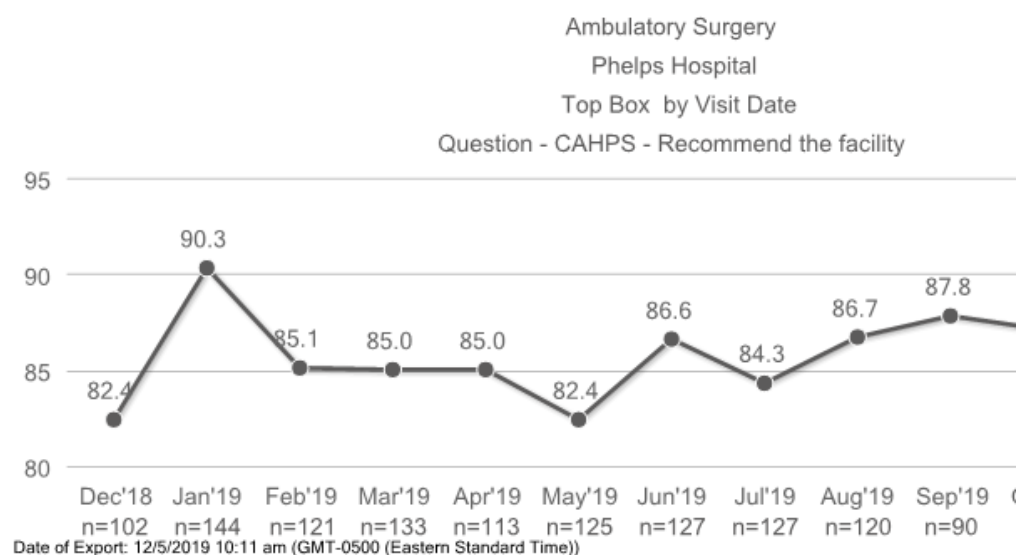
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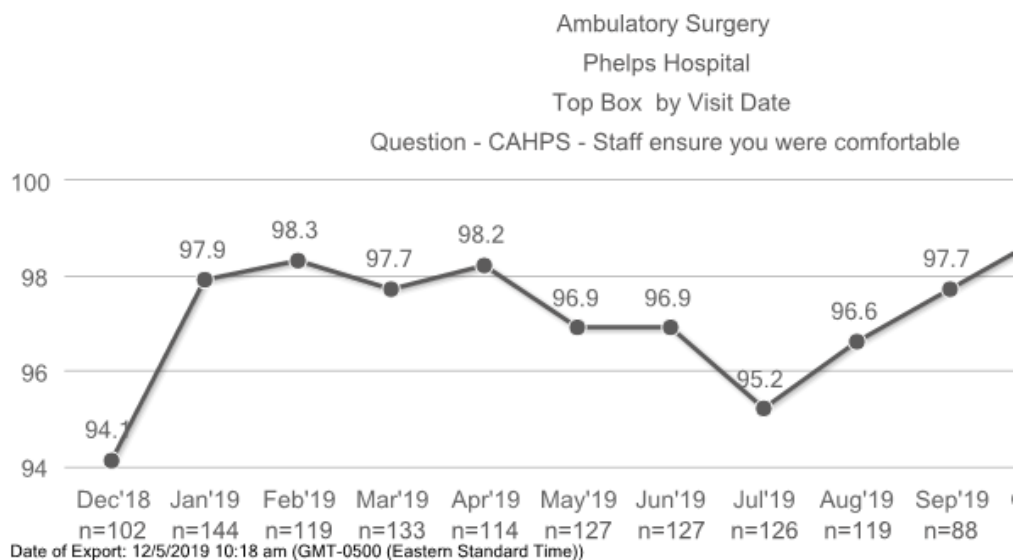
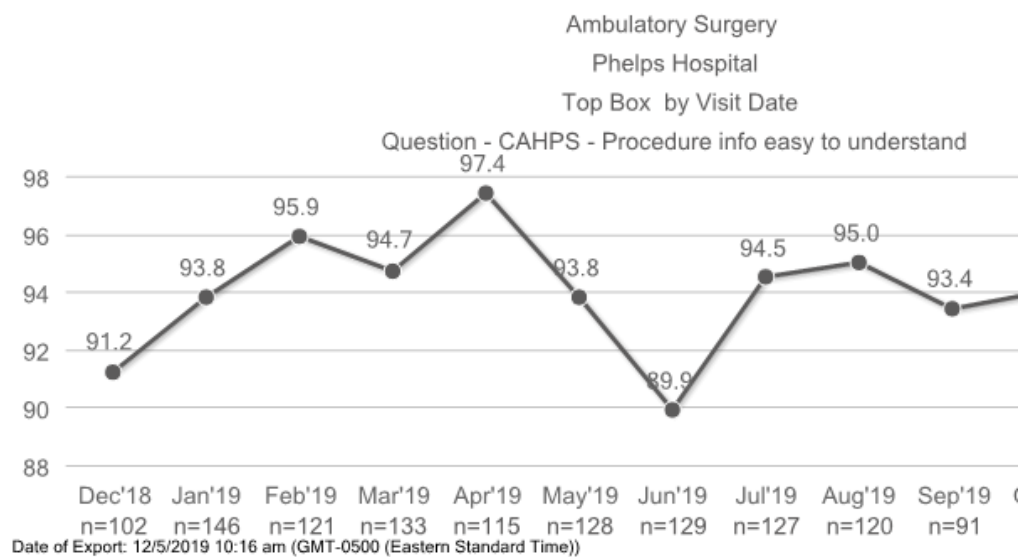
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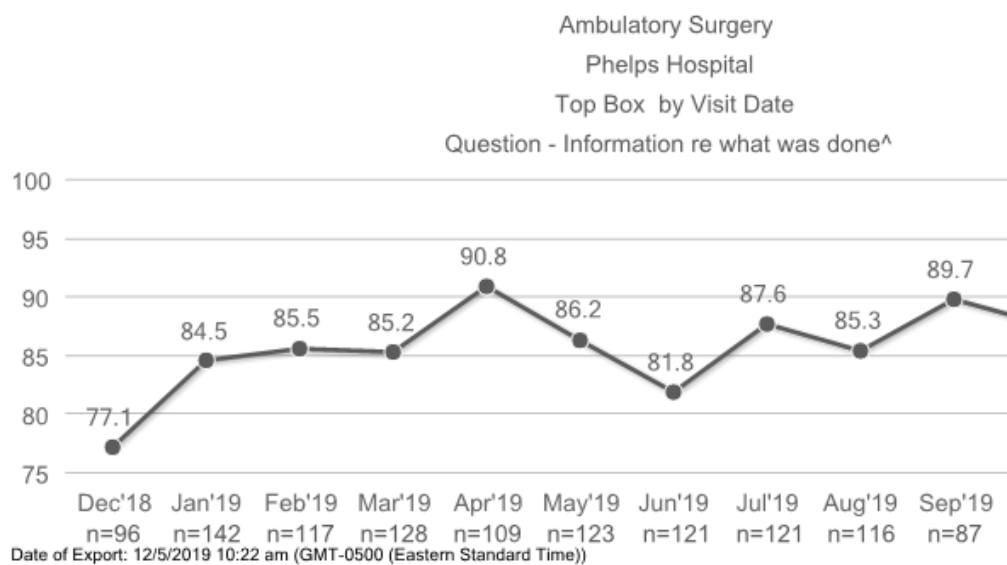
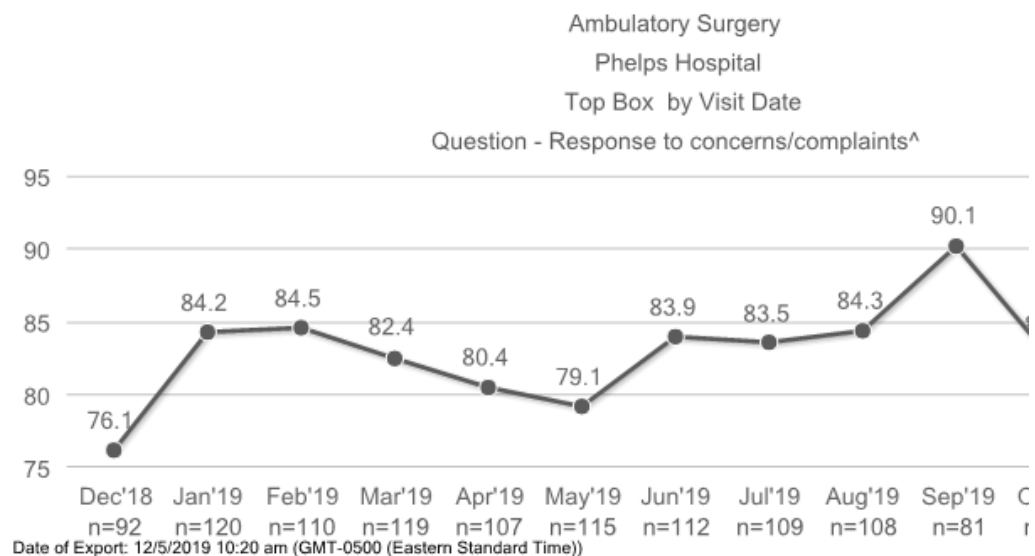
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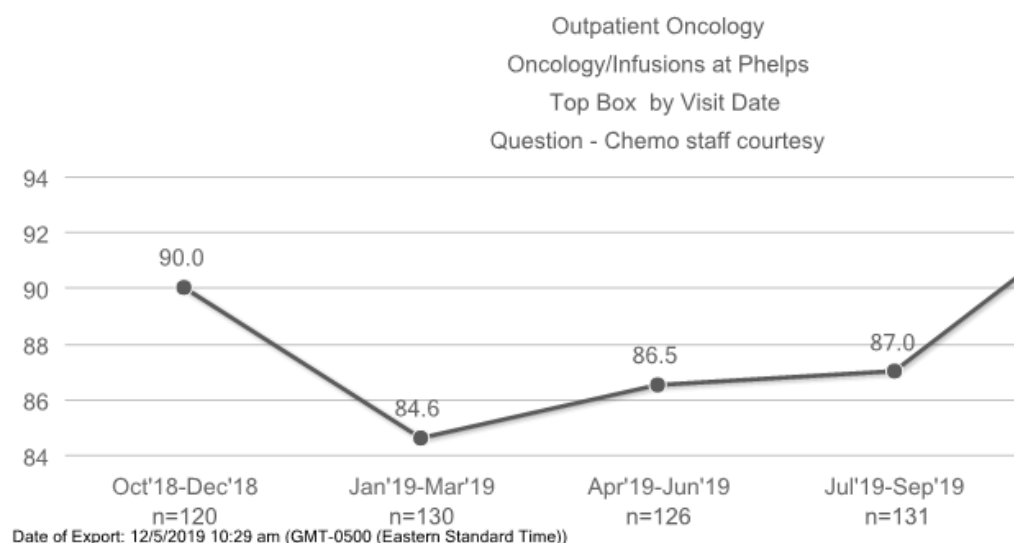
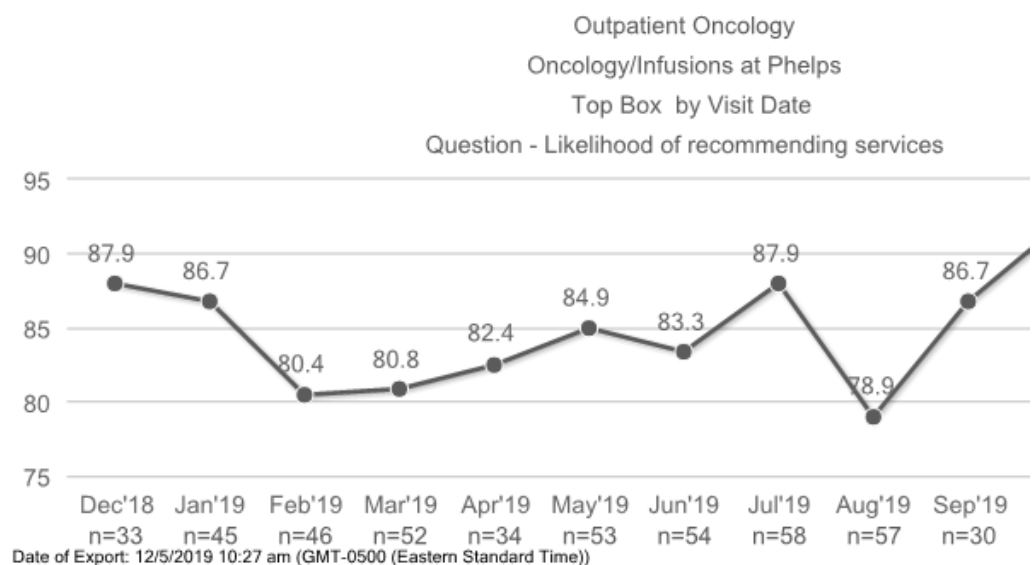
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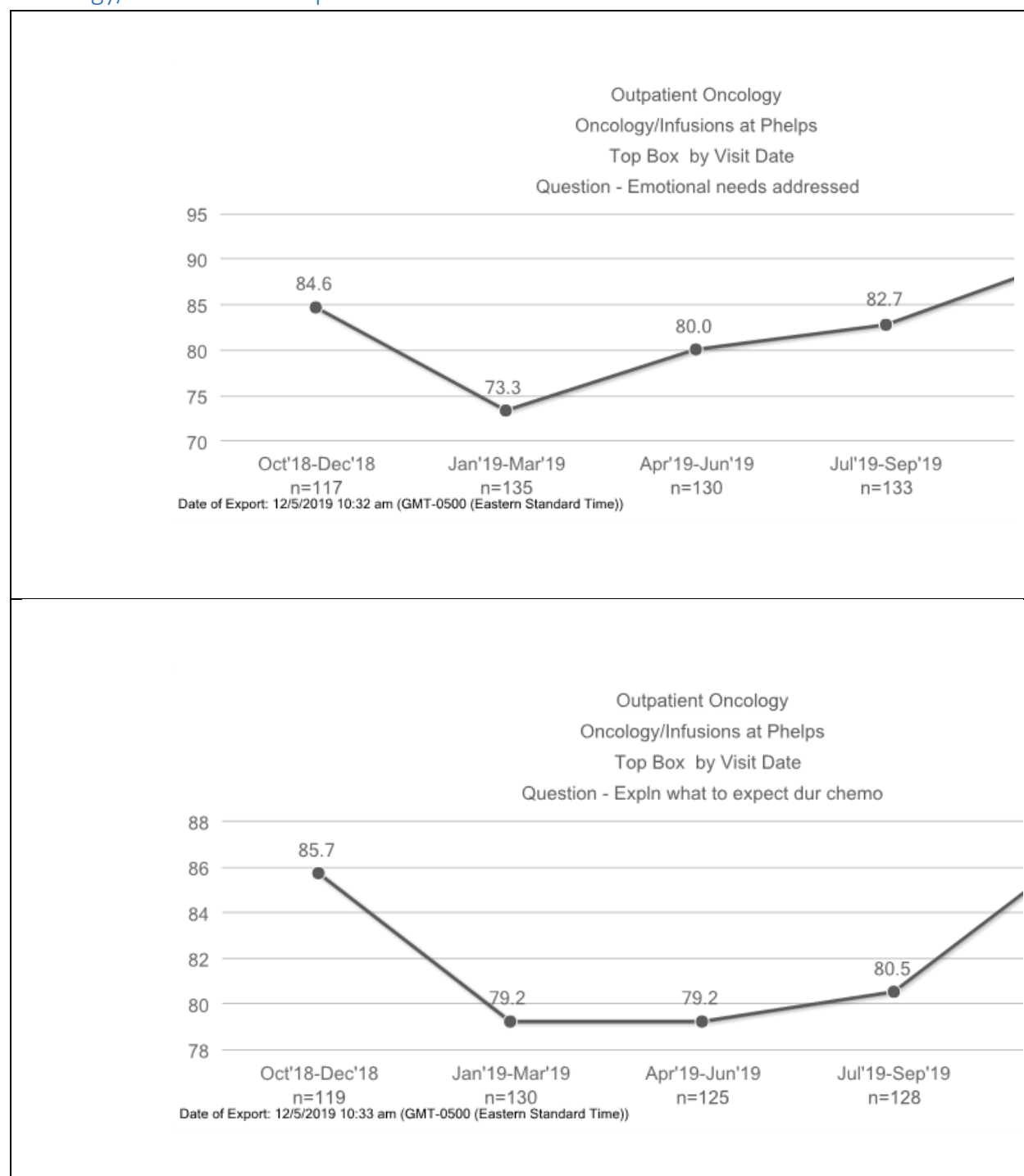
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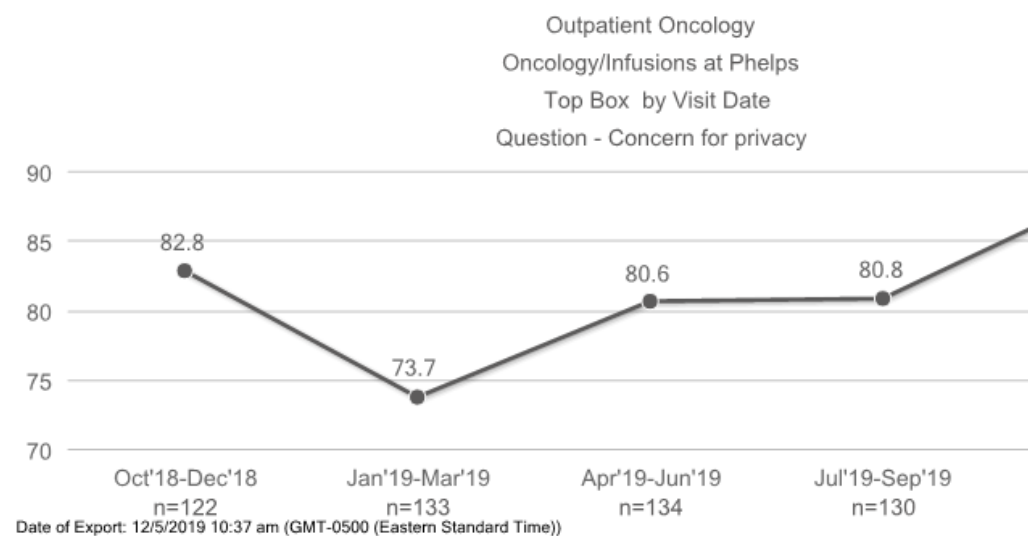
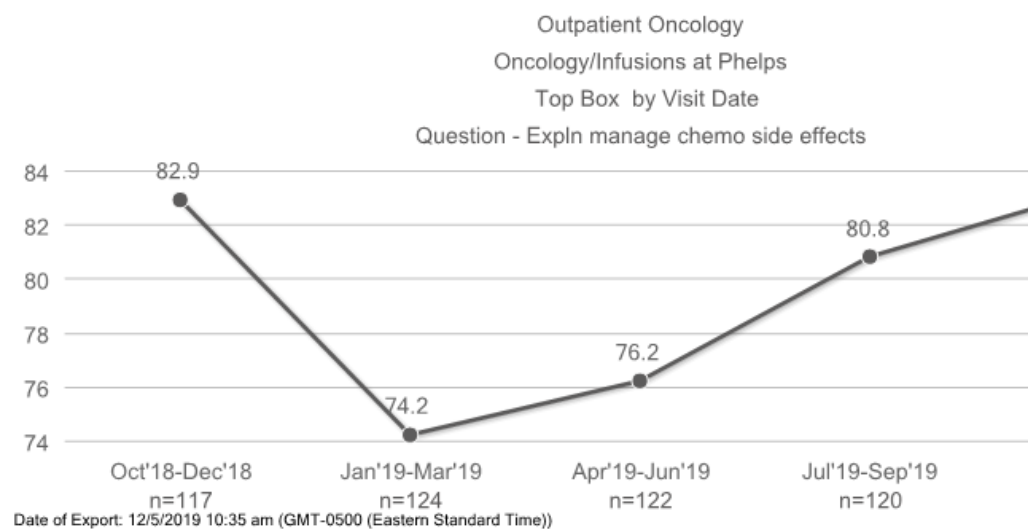
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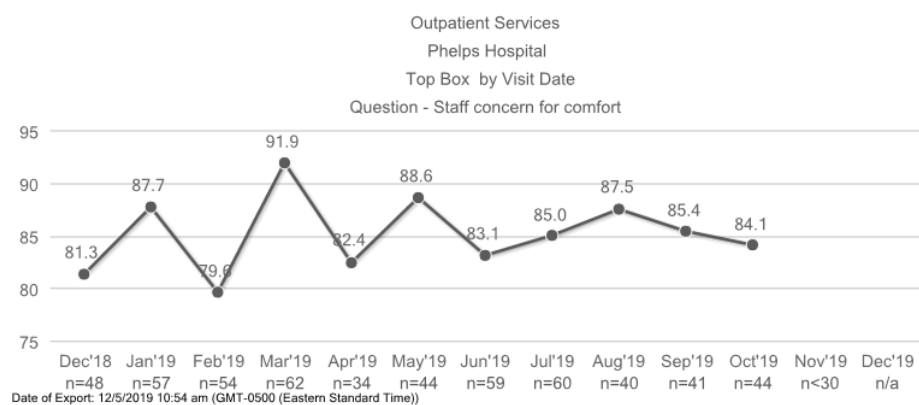
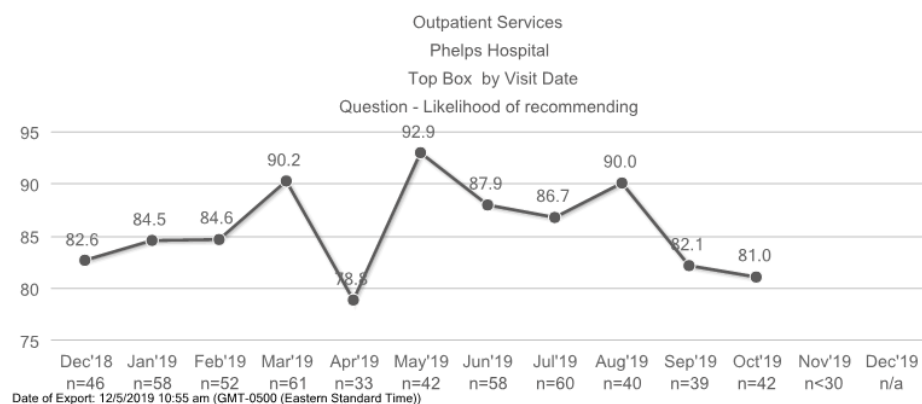
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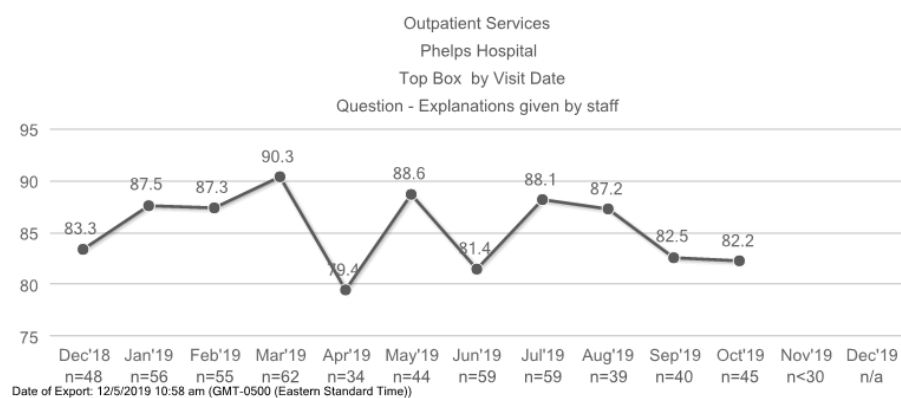
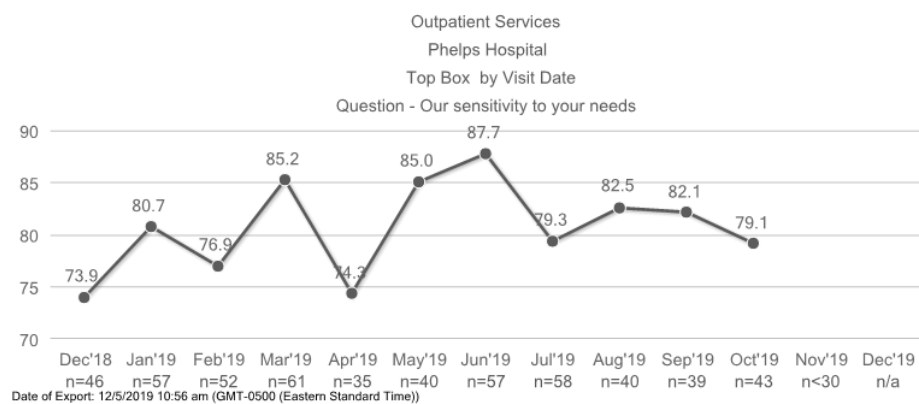
Oncology/Infusions at Phelps:



Outpatient Services:



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