

Patient Experience Report

December 16,. 2020

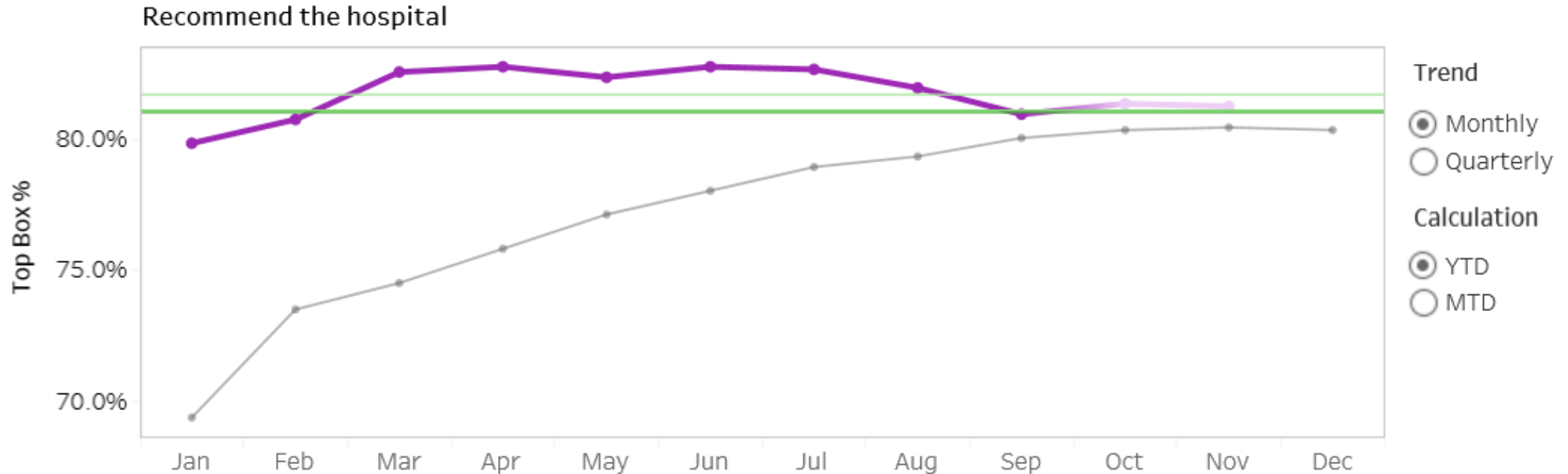
Phyllis Vonderheide, MS RN BC
Senior Director



HCAHPS – “Yes Definitely Will Recommend” – 84th %ile

Scores received thru Dec 4, 2020

Database: All Press Ganey
Specialty Peer Group: All Respondents



TB Goal = 81.1% Current TB= 81.2%

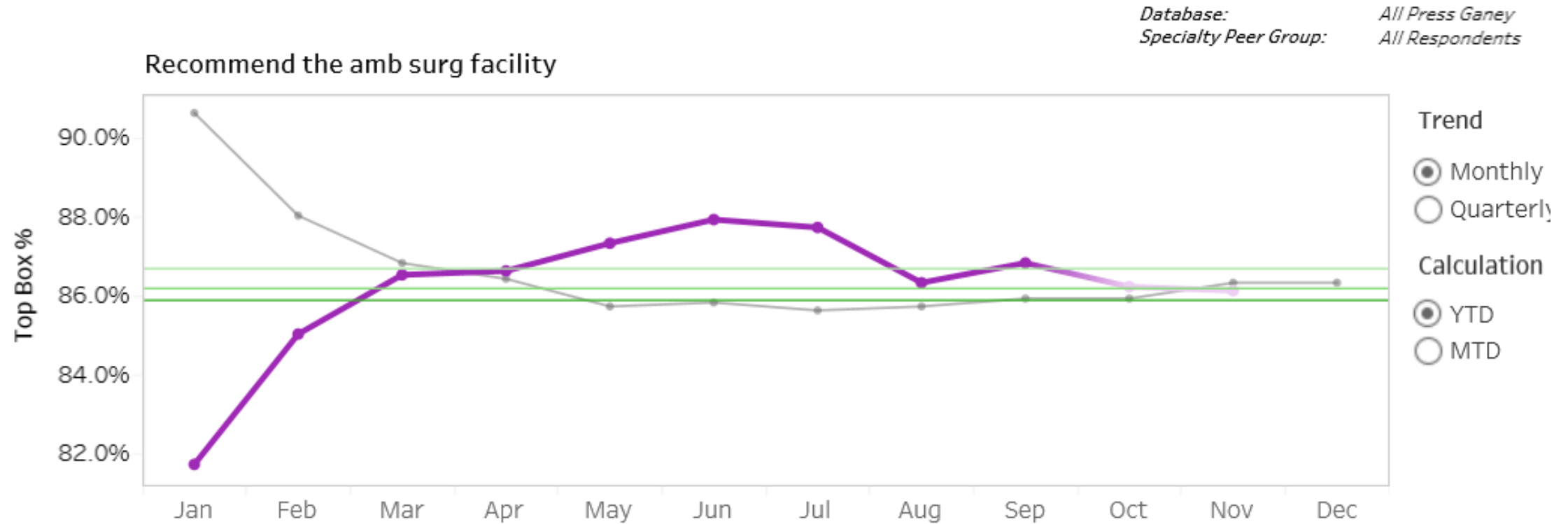
Inpatient Survey Update – 2 new questions

1. *“Degree to which you were able to stay connected with your family/caregiver during your stay”
(Pads in Motion in every room – identify when rounding)*
2. *“Are there any hospital team members you would like to recognize for the excellent care he or she provided during your stay?”*

(Hospital Team caring for Patients are listed on White Boards)

OAS “Yes, Definitely Will Recommend” - 55th %ile

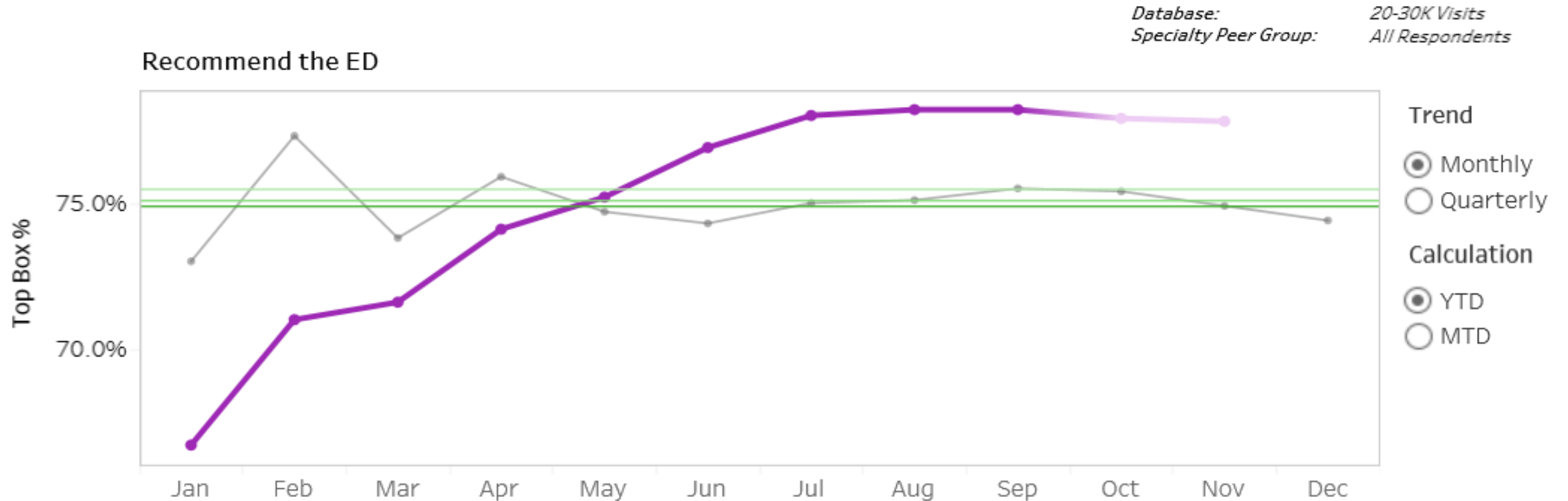
Surveys received through Dec 4, 2020



TB Goal = 86.2% Current TB=86.1%

Emergency Dept.“ Yes definitely, Recommend - 90thile

Surveys received through Dec 4, 2020



TB Goal = 75.1% Current TB= 77.8%

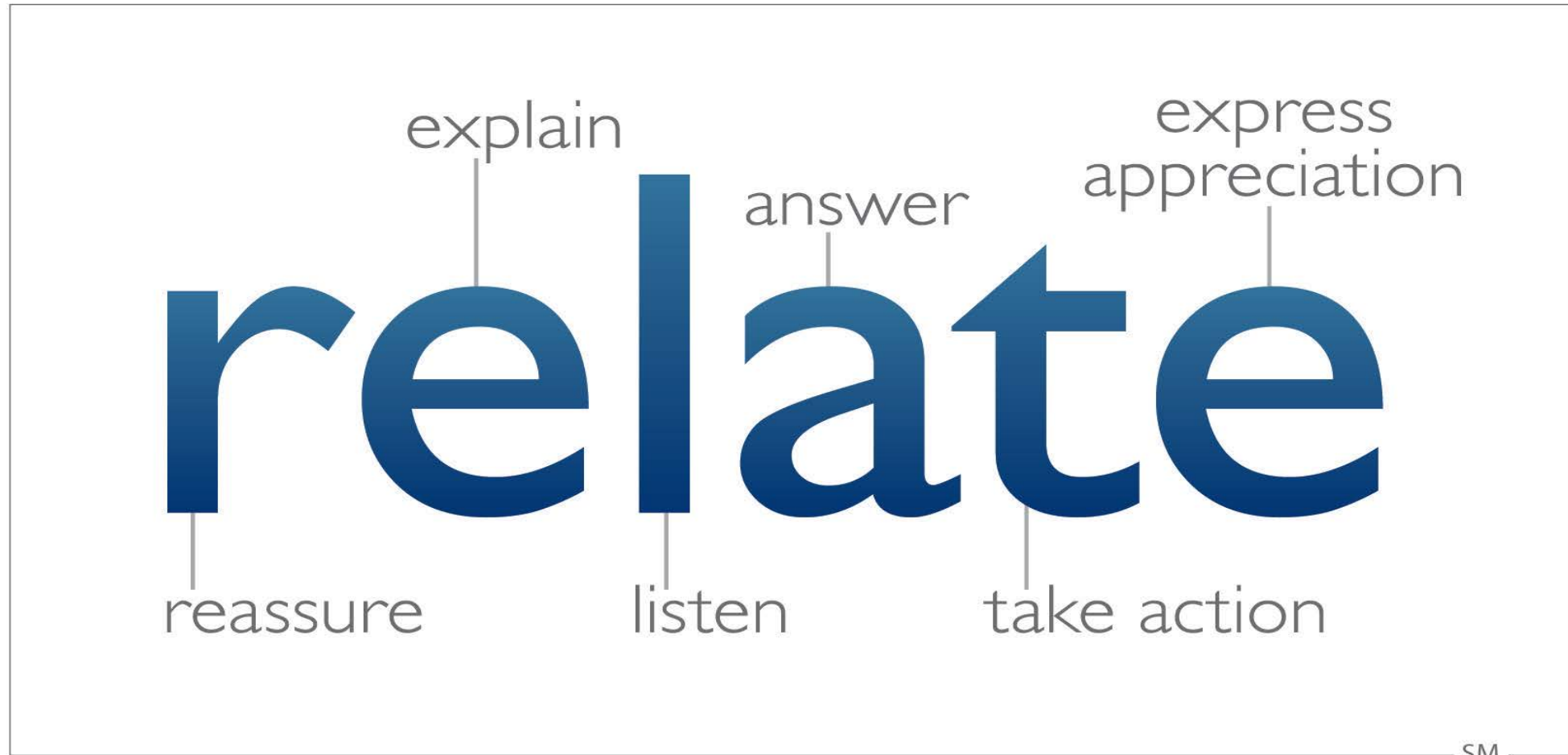
Senior Leader Rounding

- A planned process...
- Done regularly...
- To touch base with staff...
- In a purposeful way...
- To build a trusting relationship...



TRUST

Conducting Rounding = *Essential Elements*



Updates - Nice to know:

❖ Nurse Heroes Concert:

- Aired on Thanksgiving evening + Giving Tuesday
- Streaming now on NBC Peacock
- A-list artists and contributors
- Northwell Nurse Choir

❖ Sounds of Caring

- Plan to schedule forums to view – Team Lavenders and/or Schwartz Rounds –



Thank you

Questions or Comments?