

Volunteer Impact on Patient Satisfaction



Founded in the early 1900s, as part of his last will and testament, James J. Hurley provided the land and funds to the City for the construction of a hospital to treat the sick without regard to their ability to pay.



WHAT MAKES HURLEY MEDICAL CENTER THE BEST...

- Highest Level (Level I) Adult Trauma Center in the Region
- Highest Level (Level II) Pediatric Trauma Center in Genesee, Lapeer, Shiawassee Tri-County Area
- Only Level III (Highest Level) Neonatal Intensive Care Unit in Genesee County
- Genesee County's Only Children's Hospital, Children's Emergency Room & Pediatric ICU
- Genesee County's Only Burn Center
- Designated Children's Miracle Network Hospital- 1 of Only 4 in Michigan
- Genesee County's Only Maternal Fetal Medicine Program
- Genesee County's Only Pediatric Hematology Oncology Program & Sickle Cell Clinic
- Nationally Recognized Pediatric Asthma Program
- Bariatric Center of Excellence
- Region's Only Hernia Center of Excellence

Value Based Purchasing...

(Financial Impact)

- Value Based Purchasing: CMS initiative in which Medicare payments to hospitals will be based on performance.
- Process of Care Measurements
- Patient Satisfaction = HCAHPS

(Hospital Consumer Assessment of Healthcare Providers and Systems)

VBP

- Care
 - Readmission rate
 - Falls
 - Infection rate
 - Urinary Tract Infection(Catheters)
 -

HCAHPS

- Measuring Patient Experience

- *The Key is Consistency/Scripting...*

% of “Always”

% “Definitely Yes” will recommend

% “Best Hospital 9 or 10”

Quick overview

- Did we explain things in an understanding way?
- Were we courteous and respectful?
- Did we listen carefully?
- Was the area around your room kept quiet at night?
- Was your room and bathroom kept clean?
- Were we responsive to your needs?
- Was your pain well controlled?
- Did we communicate about new medicine?
- Did we talk about and provide discharge information?

Today's Challenges

- Patients are sicker
- Care is more complex
- Demands continue to escalate

The Impact of Volunteers



The Fun Stuff....

- Patient Family Centered Care Council
- Cleanliness Sweeps
- Employee Engagement/Satisfaction
- Grocery shopping assistance
- RAMP program
- Transportation to appointments
- No One Dies Alone (NODA)
- Code Lavender

Pet Therapy



More fun stuff...

- 4P's (rounding) Pain, position, potty, possessions.
- Patient belongings assistance
- Valet service
- Birthday group, clergy visits, mail delivery, welcome packets...
- Story telling, buddy system..
Past patient (Burn, Joint Replacement).

Music Therapy



Even more fun

- Discharge follow up phone calls
- Community resource guides
- Collect and distribute used medical equipment.
- ER and OR update on wait time
- Help collect, organizing, track and trend data for units.
- Nursing unit- PIP

Your Turn

- Share Best Practice...

Your Turn....

- Share your Best Practice...

