

**ALLEN MEMORIAL HOSPITAL**  
**Performance Improvement Summary**  
**QUARTERLY REPORT**

<b>Department:</b> DHC Tower Park	<b>Reviewed By Director:</b>	<b>Date:</b>
<b>Completed By:</b> J. Miller BSN, RN, CGRN	<b>Reviewed By CEO/VP:</b>	<b>Date:</b>
<b>Period of Report:</b> 3 <sup>rd</sup> Quarter 2015	<b>Reviewed By Quality Improvement:</b>	<b>Date:</b>

<b>INDICATOR/SUMMARY OF FINDINGS (include the what and why it happened)</b>	<b>ACTIONS TAKEN/RESOLUTIONS (include who, what, when, and how—be specific)</b>
Patient/Family Experience – Press Ganey score Information about delays	New job description has been developed for a patient service coordinator. One of the main aspects related to this role includes keeping patients and families informed on a regular basis with delay information. An informational brochure is being developed to provide to patients highlighting the department philosophy, process, and expectations.
Press Ganey scores regarding waiting time before procedure	All staff including the newly developed patient service coordinator position will keep patients and families informed of any delays. Staff will provide reassurance. Service recovery kit will also be used for delays over designated time allotted. Will reinforce to staff to emphasize length of expected stay (3-4 hours) to patients/families during pre-calls. A pre-call script has also been developed to ensure accuracy and consistency with pre-calls. Provider templates are being looked at for adjustments on a regular basis. A DHC website is also being developed that will provide patient education regarding expectations.
Press Ganey scores regarding degree pain was controlled	Press Ganey scores will be monitored monthly. Feedback regarding the scores/pt. comments will be discussed at unit meetings. Patient feedback during post-calls is also being tracked monthly by selected staff. This is being based on a score reflecting the patient comfort level during their stay, and allowance for comments/suggestions on ways to improve level of comfort.
Press Ganey scores regarding helpfulness of phone personnel	Scores will be monitored monthly. Information will be provided at monthly unit meetings to increase staff awareness regarding these measures. Daily phone tracking is also being documented which includes the length of time that lapses before a receptionist answers the phone. Reinforcing to staff the need to identify self when answering phone.
Press Ganey scores regarding helpfulness of registration person	Scores will be monitored monthly. Information will be provided at monthly unit meetings to increase staff awareness regarding these measures.

<p><b>Team Training This Quarter:</b></p>	<ul style="list-style-type: none"> <li>-Team huddles on a daily/weekly basis dependent on needs</li> <li>-GI education days on quarterly basis. These events combine both locations and education is provided by staff members and providers on various topics related to DHC.</li> <li>-Staff rounding is done on a quarterly basis by supervisors, leads, and managers.</li> <li>-Director communicates with managers and leads at a weekly meeting.</li> <li>-Monthly unit meetings</li> </ul>

1. Submit to Director quarterly on April 15, July 15, October 15, and January 15.
2. Director will review, sign, date, and forward to the President/CEO or Vice President.
3. President/CEO or Vice President will review, sign, date, and forward to the Quality Improvement Department.