

*Kaiser Permanente Newswire Feature – Q3 Hospital Satisfaction Results (Pub 1-09)*

## Two Units Celebrate Patient Satisfaction Results

The most recent Hospital Satisfaction Results show some successes along with the need for continued focus on consistently providing superior service. The Q3 2008 HCAHPS Hospital Satisfaction Results summarize patient surveys for Kaiser Sunnyside Medical Center (KSMC). The results showed a rebounding of satisfaction from Q2 with a significant increase in patients' ratings on Willingness to Recommend which rose to 65.6%.

“Research shows us the three key things which contribute most to patients' satisfaction are Nurse Communication, Hospital Clean and Hospital Quiet. If we focus on those things consistently, we can be optimistic about future survey results,” said Susannah Bartz, Market Research Analyst, Kaiser Permanente Northwest Region.

In Q3, two units exceeded the regional target for Overall Hospital Rating. These two hard-working units are 2 South with 64.7% and 3 North with 59.7%.

The satisfaction driver which contributes the most to high scores is communication with nurses. Nurse Communication is measured with three survey questions which ask if nurses showed respect, listened, and explained things understandably. The second key driver is Hospital Room Quiet – patients want to feel they are in a healing and restful environment. And the third factor for patient satisfaction is Room Clean.

Susannah points out that since patients usually experience care from a variety of units, consistency is crucial to higher scores. She added that nurses already do a wonderful job of checking on patients. Now the focus should be on making hourly Rounding for Outcomes a habit and using specific phrases such as, “Our goal is to always provide care that is courteous and respectful, has everyone who has cared for you introduced themselves?”

Kathy Buhler, nurse manager Women and Newborn Care unit, agrees that using key words contributed to the top score of the team she works with. Kathy said 2 South and Labor & Delivery were happy to see the steps they've taken to raise awareness about providing great service are working.

“We've all been focusing on two questions in the survey – how often did nurses listen to you and how long until you got the help you wanted,” said Kathy.

Kathy said another factor of their success was teamwork – service was emphasized in meetings with all of the employees a patient comes in contact with through their entire delivery experience. Also, she points out that improving patient satisfaction is a process and that they are still working to make new service tools a regular practice, such as the 4 Habits and hourly Rounding.

Mynell Harper, 3 North Nursing Manager, said a key to her team's success was their new Discharge Lean process. To improve the lengthy discharge process, a multi-disciplinary team of doctors, nurses and pharmacists meets each morning to coordinate discharge activities. Mynell said that has produced several benefits for patients including a decreased length of stay, less waiting to get medications, and better coordination of transportation to home. Also the discharge plan is known by the full multi-disciplinary team and communicated to patients in a language they understand.

"The discharge meeting has made our mornings even busier. However, we see the benefits since we've improved our communication and we can speak to the patient with knowledge about how all the discharge activities are being coordinated," said Mynell.

Bruce Corkum, UBT Resource Specialist, said that improving service is not difficult or time-consuming – however it takes repetition to become ingrained as a habit.

"I'm very hopeful that with a standardized approach to service, we can really see improvements," said Bruce. He added service improvement needs to be part of the conversation in the daily huddle.

In addition to quarterly Hospital Satisfaction Results, many managers find the current scores on Avatar useful. Avatar is the Kaiser Permanente vendor who administers and compiles HCAHPS surveys. Through their website, managers can see ongoing hospital satisfaction results.

To view the complete Q3 2008 Hospital Satisfaction Results, visit [\(link\)](#).