



HPOE *Live!*

2016 Webinar Series

**The presentation will
begin shortly.**

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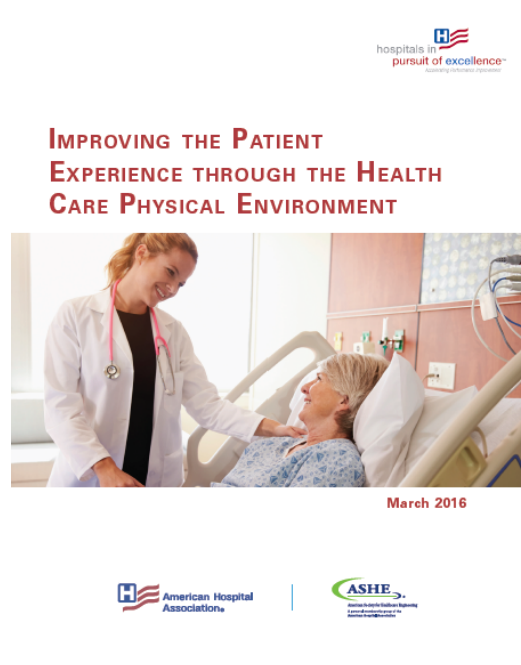
PEOPLE / PROCESS / PLACE: Improving the Patient Experience through the Health Care Physical Environment

9/21/2016

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PEOPLE / PROCESS / PLACE:

Improving the Patient Experience through the Health Care Physical Environment

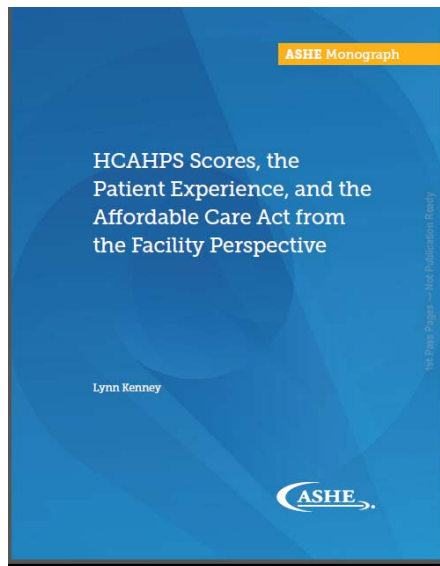


Scott Kashman,
Chief Administrative Officer,
Cape Coral Hospital

Lynn Kenney,
Director of Industry Relations,
Center for Health Design

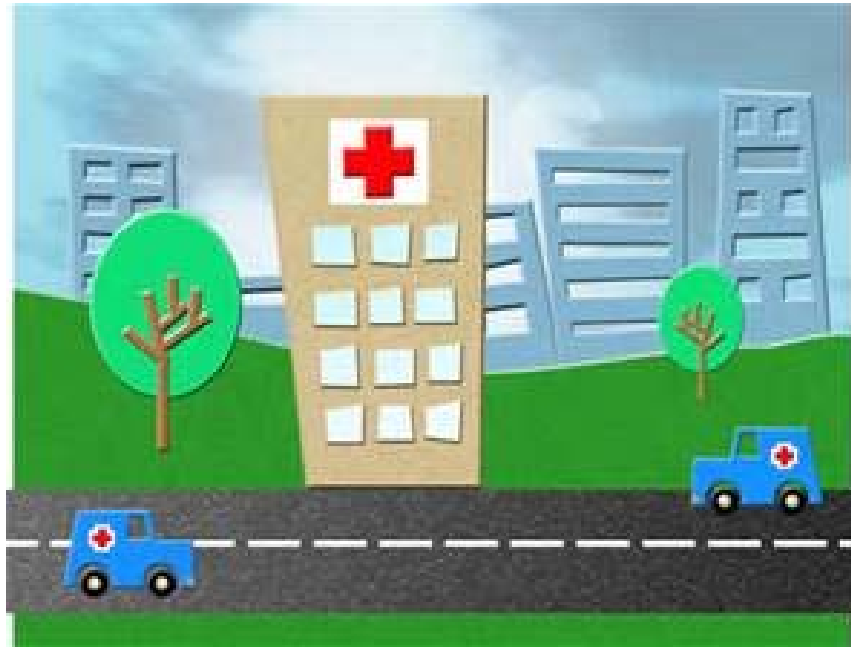
Lorissa MacAllister PhD, AIA
President, Enviah

Learning Objectives



- Introductions – Who we are and why we do what we do!
- The people, process, place framework
- Aspects of the built environment that are proven to enhance the patient and family experience
- Case Study: Lee Memorial Health System: Cape Coral Hospital

Who is ASHE? Who is the ASHE HCAHPS Task Force?



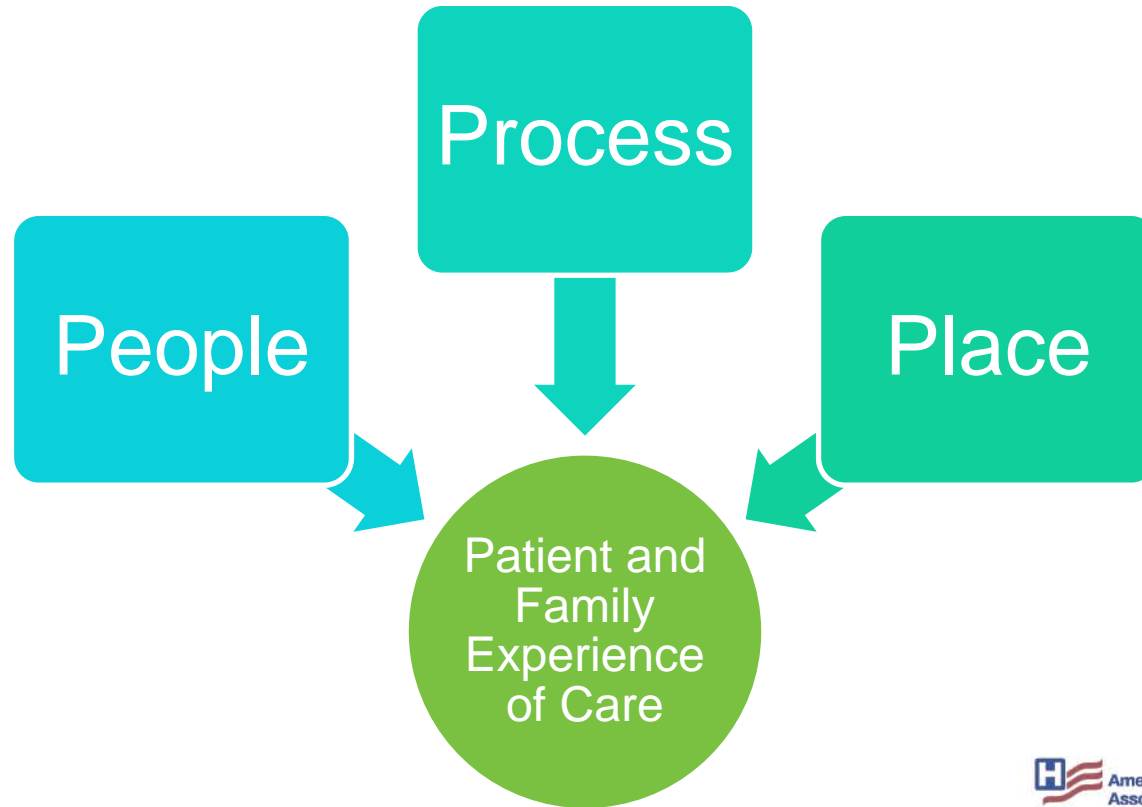
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What is involved?



Holistic Approach



Survey of Patient Experience

HCAHPS Categories	Sample Hospital (%)	State Average (%)	National Average (%)
Patient survey summary star rating. More stars are better. Learn more	★★★★		
Patients who reported that their nurses "Always" communicated well	77	80	79
Patients who reported that their doctors "Always" communicated well	81	82	82
Patients who reported that they "Always" received help as soon as they wanted	58	68	68
Patients who reported that their pain was "Always" well controlled	70	72	71
Patients who reported that staff "Always" explained about medicines before giving it to them	63	64	65
Patients who reported that their room and bathroom were "Always" clean	66	74	74
Patients who reported that the area around their room was "Always" quiet at night	64	61	62
Patients who reported that YES, they were given information about what to do during their recovery at home	80	87	86

<http://www.medicare.gov/hospitalcompare>

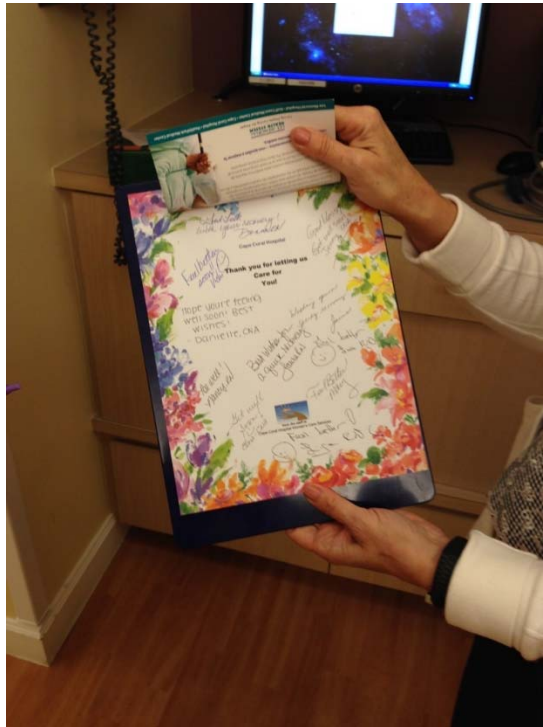


Expansion of CAHPS Survey Program

- Hospital Consumer Assessment of Healthcare Providers and Systems Survey (HCAHPS)
- Outpatient and Ambulatory Surgery CAHPS (OAS CAHPS)
- Emergency Department Patient Experiences with Care (EDPEC) Survey

“The surveys provide patient experience data that enables comparison of facilities across the nation and promotes effective communication and coordination.” www.cms.gov

Improving PX when you can't build



- Privacy curtains with photographic images of nature
- Acoustical ceiling tiles and wall panels
- Patient ambassadors
- Blanket warmers
- Eye contact
- Lighting upgrades
- Relaxation TV
- Rolling planters (Bassett Healthcare)
- Smile!

HCAHPS Question #7

How often was the area around your room quiet at night?
 (The patient's responses go beyond quiet at night.)

Place	People	Process Reengineering
Building <ul style="list-style-type: none"> •Single patient rooms •Use of sound absorbing materials •Design to separate noisy entities (ice machine) 	Establish Goal <ul style="list-style-type: none"> • What is the current state? decibel level, HCHAP score, & staff satisfaction re: noise 	Staff Interventions <ul style="list-style-type: none"> •Nighttime care guidelines •Quiet voices •Resupply and equipment movement
Technology <ul style="list-style-type: none"> •Hands-free communication •Beepers on vibrate •No overhead paging 	Develop Noise Reduction Plan <ul style="list-style-type: none"> •Set the stage using research and best practices •Clarify values, vision 	Patient Interventions <ul style="list-style-type: none"> •Rights •Earplugs •Television and radio headphones
Equipment <ul style="list-style-type: none"> •Fix squeaks •Decrease equipment volumes – link to hands-free devices 	Measure and Reward Progress <ul style="list-style-type: none"> •Celebrate successes •Find and tell the best stories 	Visitor Interventions <ul style="list-style-type: none"> •Orientation to noise reduction •Cell phone use

•Slide by Eileen Malone



Improvements

EIGHT DOMAINS OF CARE MEASURED BY THE HCAHPS SURVEY WITH OBSERVED RELATIONSHIPS TO THE PHYSICAL ENVIRONMENT

Observed Possible Relationships Between Environment and HCAHPS Scores	Nurse Communication	Doctor Communication	Staff Responsiveness	Pain Management	Discharge Information	Communication About Medicine	Cleanliness of the Hospital	Quiet at Night	Overall Hospital Rating	Willingness to Recommend Hospital	Further Reading and Research
Single patient rooms	✓	✓					✓	✓	✓	✓	Ulrich, R.S., Zimring, C.M., Zhu, X., et al. A review of the research literature on evidence-based healthcare design. <i>Health Environments Research and Design</i> , 1, no. 3 (2008), 61–125.
											Ch i Y S d B h S J

- Single patient rooms
- Family zones in rooms
- Decentralized nurse stations
- Pleasantness of room décor
- Soothing color
- Lighting
- Sound absorbing material
- Images of nature
- Same handed rooms
- Artwork
- Communication / training
- Maximize natural light
- Space for clinical rounding
- Quiet spaces
- Staff respite areas
- Improved hospital amenities
- Addressing needs of other generation

How Design Decisions can affect the Patient Experience

Perceived Cleanliness	Communication	Pain management	Staff responsiveness
<ul style="list-style-type: none">• Chairs with “clean out” gaps where the chair and seat meet to prevent debris	<ul style="list-style-type: none">• Layouts and furnishings that support eye-level communication	<ul style="list-style-type: none">• Positive distractions such as views of nature or relaxation TV	<ul style="list-style-type: none">• Nursing station configurations that reduce walking distances increase the time nurses can spend with patients (include clinicians in unit design)

Source: The HPOE Guide www.hpoe.org/physicalenvironment



Lee Memorial Health System

- Founded in 1916.
- \$1.3 billion in revenue and 3–4% operating margin.
- More than 10,500 employees.
- More than 1,100 physicians on the Lee Memorial Health System medical staffs.
- More than 300 advanced providers including: physician assistants (PAs), advanced registered nurse practitioners (ARNPs), certified registered nurse anesthetists (CRNAs) and certified nurse midwives (CNMs).
- Four acute care hospitals and two specialty hospitals with a total of 1,423 beds
 - Cape Coral Hospital – 291 beds
 - Gulf Coast Medical Center – 349 beds
 - HealthPark Medical Center – 270 beds
 - Lee Memorial Hospital – 355 beds
 - The Rehabilitation Hospital – 60 beds
 - Golisano Children’s Hospital of Southwest Florida – 98 beds

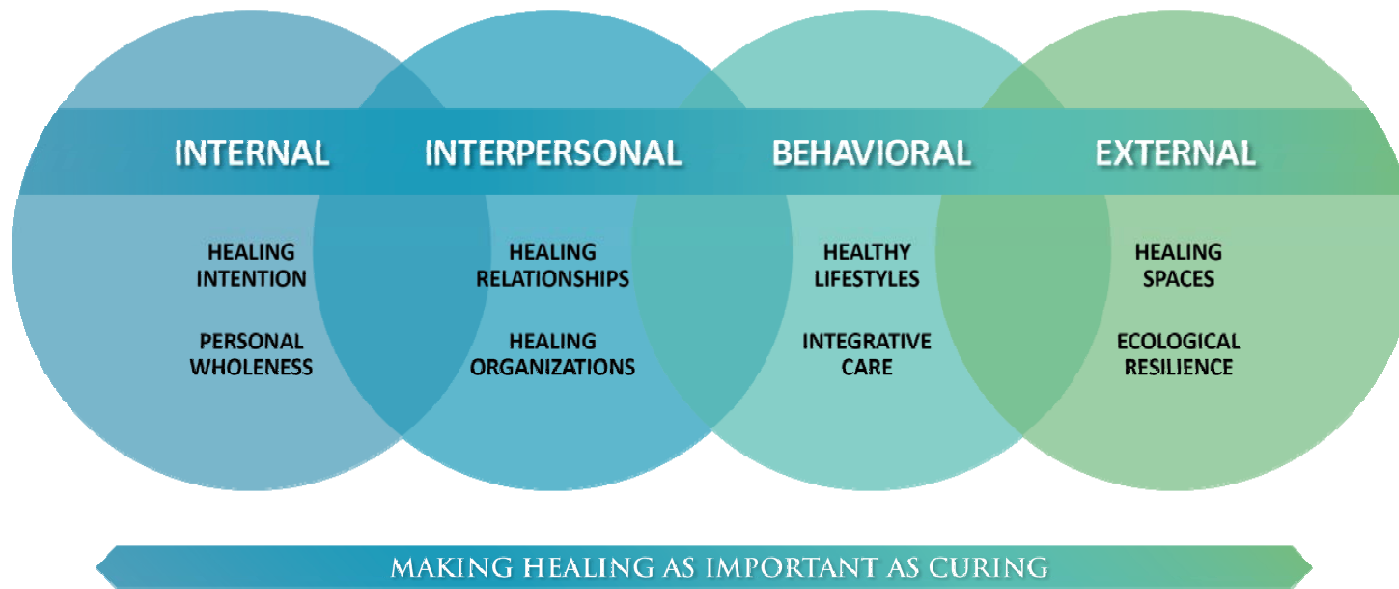


What is involved?



People at the Center

Samueli Institute Optimal Healing Environments framework



© 2015 Samueli Institute



Deeper Meaning and Purpose

- FRAMEWORK
Samueli Institute's Optimal Healing Environment Framework (OHE)
- CULTURE
Creating deeper meaning and purpose versus focus only on patient experience. Re-connecting the staff, volunteers, physicians, and community.

3 Operational (Process) Priorities

SAFETY

No patient, visitor, or co-worker is harmed while in our facilities.

FLOW

Patient enters and exits system at the most opportune time.

EXPERIENCE

Patient and co-worker feels episode of care and caring was made especially for them.



Cape Coral Hospital Goals

1. Safety and Quality
2. Patient Experience
3. Workforce: Staff Engagement
4. Financial Performance
5. Clinical Integration

Practical Applications

- Clinical excellence
- Physical spaces
- Food and nutrition
- Community support
- Continuous improvement
- Sharing stories

Cape Coral House



CAPE CORAL HOSPITAL: OUR STORY

LMHS: MISSION, VISION & VALUES



American Hospital Association



Strategy Room



Transformation



Lens of an Optimal Healing Environment Framework



Participation



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Single patient rooms	✓	✓					✓	✓	✓
Family zones in patient rooms	✓	✓			✓	✓			✓
Decentralized nurse stations	✓		✓	✓					✓
Pleasantness of room décor	✓	✓		✓			✓		✓
Soothing color	✓	✓		✓			✓		✓
Lighting	✓	✓		✓			✓		
Sound-absorbing materials (ceiling tiles, flooring, wall panels)	✓	✓		✓		✓			✓

- Single patient rooms
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Space for Clinical Rounding



- ✓ Nurse communication
- ✓ Doctor communication
- ✓ Staff responsiveness
- ✓ Pain management
- ✓ Communication about medicine
- ✓ Overall hospital rating
- ✓ Willingness to recommend hospital

Communication

Connectivity!

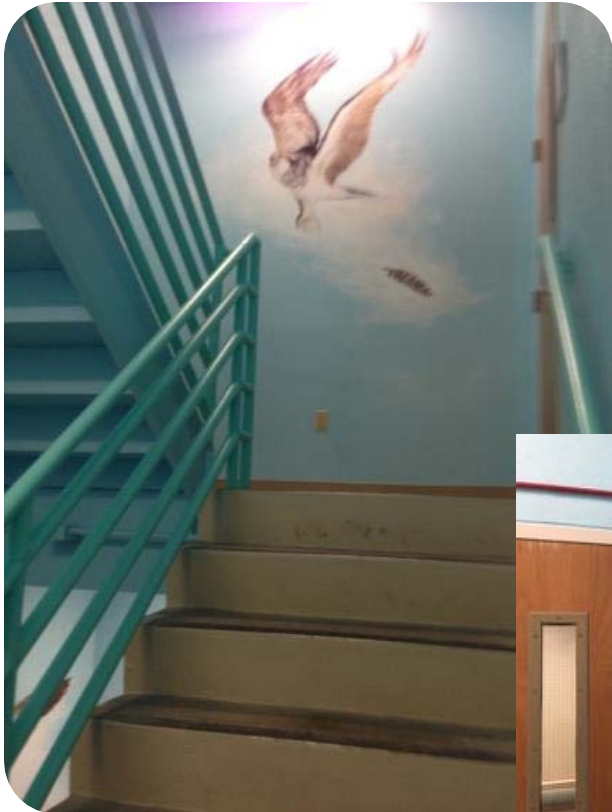
Over 1,800 staff have participated in this onsite facility update, sharing system-wide goals and site specific expectations.



- ✓ Nurse communication
- ✓ Doctor communication
- ✓ Staff responsiveness
- ✓ Pain management
- ✓ Discharge information
- ✓ Communication about medicine
- ✓ Overall hospital rating
- ✓ Willingness to recommend hospital

Artwork and Fitness

✓ Cleanliness of hospital



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Staff Respite Areas



- ✓ Staff responsiveness
- ✓ Overall hospital rating
- ✓ Willingness to recommend hospital

STAFF
ENTRY



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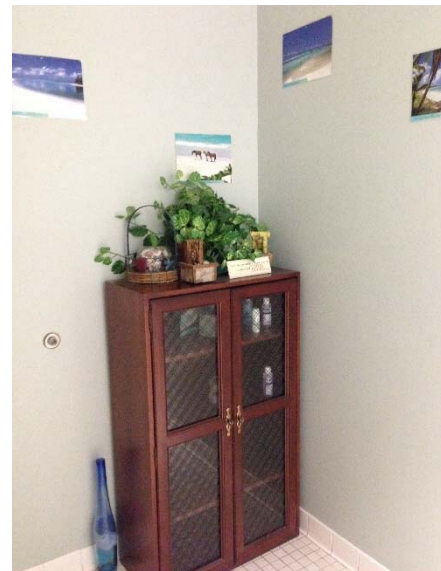


Staff and Family Respite Areas



FAMILY RESPITE

- ✓ Staff retention
- ✓ Overall hospital rating
- ✓ Willingness to recommend hospital



STAFF
RESPITE

Images of Nature



- ✓ Pain management
- ✓ Cleanliness of hospital
- ✓ Overall hospital rating
- ✓ Willingness to recommend hospital

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Improved Hospital Amenities



Exercise Path



..Community Health and Wellness..



JOHNSON
ENGINEERING
September 2012

- ✓ Overall hospital rating
- ✓ Willingness to recommend hospital



Improved Hospital Amenities



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Addressing need of other generations

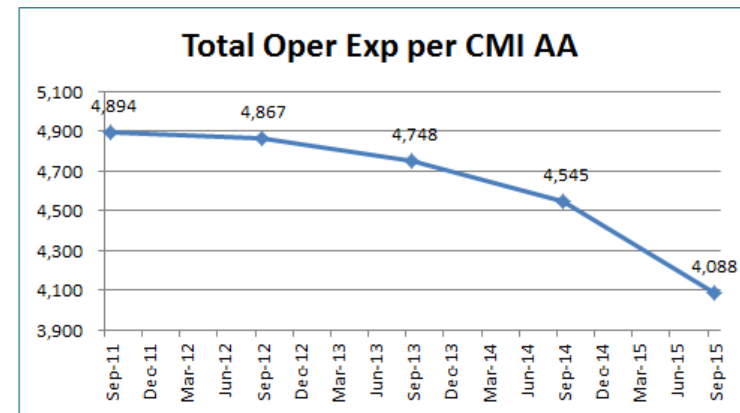
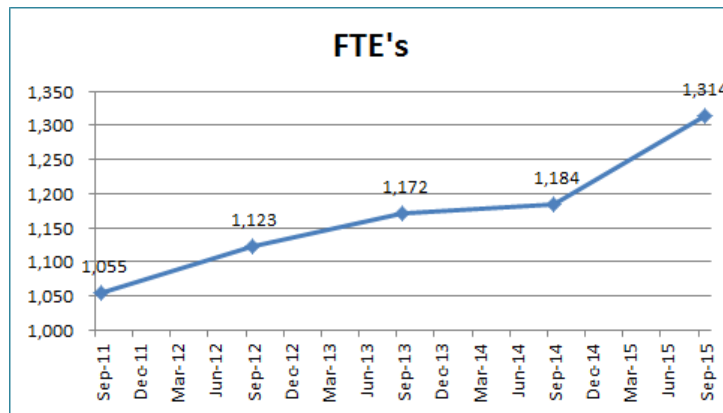
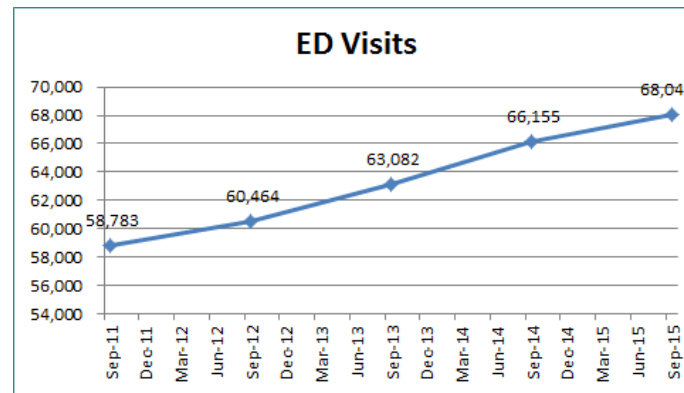


- ✓ Communication about medicine
- ✓ Overall hospital rating
- ✓ Willingness to recommend hospital



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Outcome...Admissions



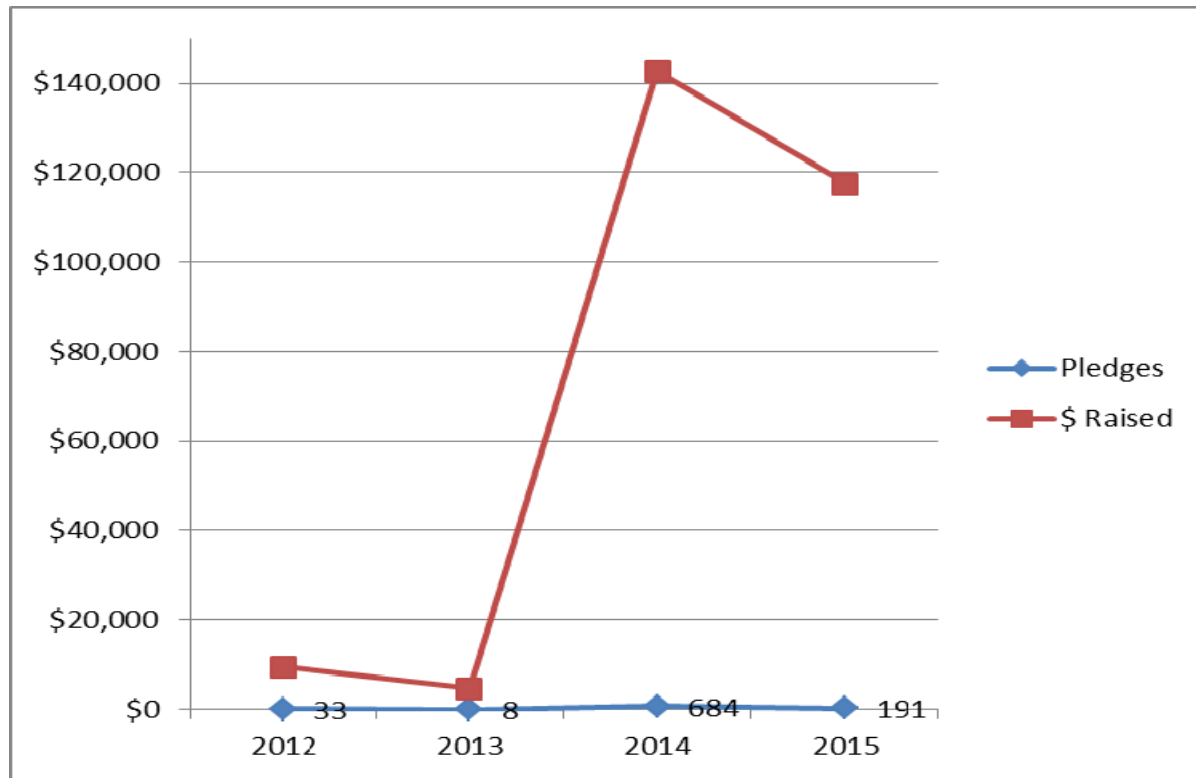
Community Engagement – Pathway to Discovery



- The School District of Lee County
- State of Florida, Department of Agriculture
- Impact Initiative
- City of Cape Coral
- Auxiliary & Volunteers
- American Heart Association
- LMHS Rehabilitation Department
- Lee Memorial Health System
- Local & State dignitaries
- Ada's Natural Market



Pledges – Money Raised



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PEOPLE / PROCESS / PLACE: What is involved?



Are you ready to make a change?



It's not about
perfection...it's a journey
and it's in your hands!

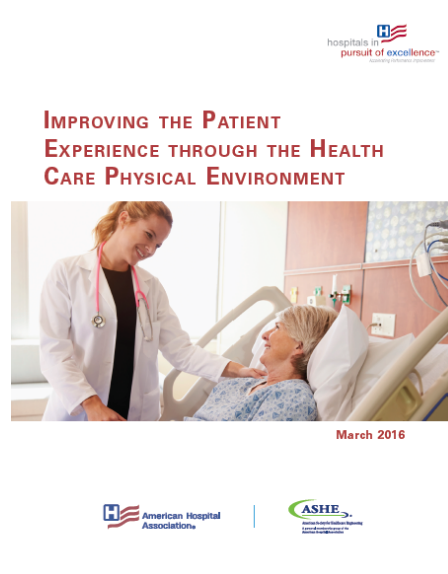


GAME ON!



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Accessible at: www.hpoe.org/physicalenvironment



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