Staff Communication Strategies in Improving the Patient Experience with Patients and Families

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Staff Communication Strategies in Improving the Patient Experience with Patients and Families

Learning Objectives

1. Describe how data can be used to identify priorities for enhancing the patient experience.

2. Understand how data drove a strategy for improving communication between healthcare providers and families.
Canadian Health Care System
Setting the Context

• The *Canada Health Act* is Canada's federal legislation for universal health care services.

• All Canadian residents have reasonable access to medically necessary hospital and physician services without paying out-of-pocket.

• Administered by 13 provincial and territorial health care insurance plans, operated on a non-profit basis by a public authority.

For more information, visit: [https://www.canada.ca/en/health-canada/services/canada-health-care-system.html](https://www.canada.ca/en/health-canada/services/canada-health-care-system.html)
Health Quality Ontario
Setting the Context

• Health Quality Ontario (HQO) is the provincial advisor on the quality of health care. It monitors and reports on health system performance.

• The Excellent Care for All Act 2010 requires all public hospitals to create and submit a Quality Improvement Plan (QIP) to HQO annually.

• Each organization’s QIP includes targets and actions that reflect the province’s health care improvement priorities, as well as quality issues that are locally relevant. It is a public commitment (available online) to meet improvement goals.

• Patients are also engaged in the process and their perspectives are key to the development of the QIP.
Setting the Context

- SickKids, affiliated with the University of Toronto, is Canada's most research-intensive academic health sciences centre dedicated to improving children's health in the country.

- As the largest children's hospital in the country, parents come from all over the city, province, and country to receive care.
The SickKids Model of Child and Family-Centred Care illustrates our commitment to respect, communication, and partnership at all levels of CARE to achieve our vision of healthier children, a better world.
Identifying Priorities for Enhancing Patient Experience

Opportunity

2015-2016
SickKids monitored top-box performance of “overall satisfaction”.

2016-17
The Patient and Family Experience Advisory Committee reviewed patient experience data from multiple sources.

2017-18
“Communication between healthcare providers and the family caregiver” was consistently identified as a priority.
### Quality Improvement Plan: Patient-Centred Care Indicator

#### Methods & Performance

<table>
<thead>
<tr>
<th>Information and Education – Guardian</th>
<th>2016</th>
<th>2017 ‡</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Inpatient Survey, Picker Dimension)</td>
<td>60.3%</td>
<td>66.0%</td>
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</table>

While your child was in this hospital's ED, were you kept informed about what was being done for your child?

During this hospital stay, how often did your child's nurses explain things to you in a way that was easy to understand?

During this hospital stay, how often did your child's doctors explain things to you in a way that was easy to understand?

During this hospital stay, how often did providers keep you informed about what was being done for your child?

How often did providers give you as much information as you wanted about the results of these tests?

Mistakes in your child's health care can include things like giving the wrong medicine or doing the wrong surgery. During this hospital stay, did providers or other hospital staff tell you how to report if you had any concerns about mistakes in your child’s health care?
Hospital-Wide Initiatives
A Communication Strategy to Improve the Patient Experience
**Key Projects**

**A Communication Strategy to Improve the Patient Experience**

<table>
<thead>
<tr>
<th>Drivers</th>
<th>Phase 1</th>
<th>Phase 2</th>
<th>Phase 3</th>
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<tbody>
<tr>
<td></td>
<td>January 1 to June 30, 2017</td>
<td>July 1 to December 31, 2017</td>
<td>January 1 to June 30, 2018</td>
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**Families will know how to report mistakes**
- Safety messages in error prevention training (staff)
- Campaign about speaking up for patient safety (staff and families)
- Safety messages in new inpatient family orientation strategy (families)

**Better communication with children and families**
- *Talk with Me* video and facilitator guides
- Patient & Family Experience Bytes

**More compassionate care**
- Office of Patient and Family Experience (OPFE) Just-in-Time Conversations
- OPFE Experience Rounding
- Service Recovery Strategy
- Compassionate communication training for physicians and staff
**Talk with Me Video & Safety Messaging in Staff Training**

**Overview & Patient and Family Engagement**

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<thead>
<tr>
<th>Behaviours</th>
<th>Tools</th>
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<tr>
<td>1. Everyone makes a personal commitment to safety.</td>
<td>1. Cross-Check and Coach</td>
</tr>
<tr>
<td><strong>We are accountable not just for our own actions but for our teammates’ as well.</strong></td>
<td></td>
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<tr>
<td>2. Everyone maintains a questioning attitude.</td>
<td>2. Speak up for Safety using ARCC</td>
</tr>
<tr>
<td><strong>We think critically about the things we see and hear during our work day.</strong></td>
<td>(Ask a question. Request a change, Concern - voice a concern, Chain of command)</td>
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<tr>
<td>3. Everyone pays attention to detail.</td>
<td>3. Name Game</td>
</tr>
<tr>
<td><strong>We take the time to carefully focus on what we are doing and we check for desired results.</strong></td>
<td>(share your name with patients, families, colleagues)</td>
</tr>
<tr>
<td>4. Everyone communicates clearly.</td>
<td>1. QVV (Qualify, Validate, Verify)</td>
</tr>
<tr>
<td><strong>We are responsible for professional, clear, and complete verbal and written communications with our teammates, patients and families.</strong></td>
<td>2. Stop and Resolve</td>
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<td></td>
<td>3. Self-check using STAR (Stop, Think, Act, Review)</td>
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<tr>
<td></td>
<td>1. SBAR (Situation, Background, Assessment, Recommendation)</td>
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<tr>
<td></td>
<td>2. 3-Way Read Back/Repeat Back</td>
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<td></td>
<td>3. I-PASS (Identity, Patient summary &amp; engagement, Action plan, Safety and situational awareness, Assessment, Synthesis) at transfer/handoff</td>
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Speaking up for Patient Safety (staff)
Overview & Patient and Family Engagement

Speaking up is hard. It’s our job to make it easy.

Encourage families to speak up if they have questions about their child’s care.

Families are encouraged to tell a member of the health-care team if they have concerns.

If you need assistance addressing their concern:
- Speak with your unit/clinic manager
- Contact The Office of Patient and Family Experience, by phone at 416-813-6181 or by email at patient.experience@sickkids.ca
Speaking up for Patient Safety (families)
Overview & Patient and Family Engagement

Speak up, ask questions and talk to your health-care team.

Working together is the best way to keep your child safe

If at any time you have concerns about the care we are providing or feel that we aren't providing safe care, please tell a member of the health-care team right away.

If you need more assistance addressing your concern:
• Ask to speak with the unit/clinic manager
• Contact The Office of Patient and Family Experience, by phone at 416-813-6181 or by email at patient.experience@sickkids.ca
Give families the power to speak up
[This parent] describes their first experience in the SickKids NICU, an environment where families often find themselves losing power and confidence in participating in the care of their own child. (2:02)
Thank you!

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