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Jessica Hucey Nua

West Kendall Baptist Hospital, JessicaHuc@baptisthealth.net

Nerlande Joseph

West Kendall Baptist Hospital, nerlandej@baptisthealth.net

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# Senior Nurse Leaders Leverage Technology to Improve Patient Experience

Jessica Hucey Nua, MSN, RN, NE-BC; Nerlande Joseph, DHSc, MHSA, BSN, RN, NE-BC  
West Kendall Baptist Hospital



## Background/Significance

- Improving and maintaining high patient satisfaction survey scores is important as these scores are used in calculating value-based incentive payments implemented by Affordable Care Act, incentivizing attention towards patient experience.
- One organization saw an opportunity to implement technology to help improve scores.
- From January 2022 to March 2022, the average inpatient med-surg (M/S) percentile rank score for Press Ganey patient satisfaction question "Overall rating of care", for hospitals of same bed size, was 58.

## Methods

- Two nursing directors led effort to implement iRound tool, a web based electronic rounding tool that allows nurse leaders to connect with patients and provide real-time service recovery while patients are still in hospital.
- Following close collaboration with patient experience team, between April and July 2022, these directors facilitated communication of training, coordinated distribution of tablets, and ensured on-time implementation of iRound tool by department clinical leaders.



## Discussion/Conclusion

- Senior nurse leaders played an important role in the implementation of an electronic rounding tool that allowed clinical nurse leaders to connect with patients and provide real time rounding service recovery while patients were still in hospital.
- Directors of nursing, senior members of the highest decision-making level of nursing leadership within the organization, can successfully lead implementation of technology to improve patient satisfaction.

## Project Goal/Objectives

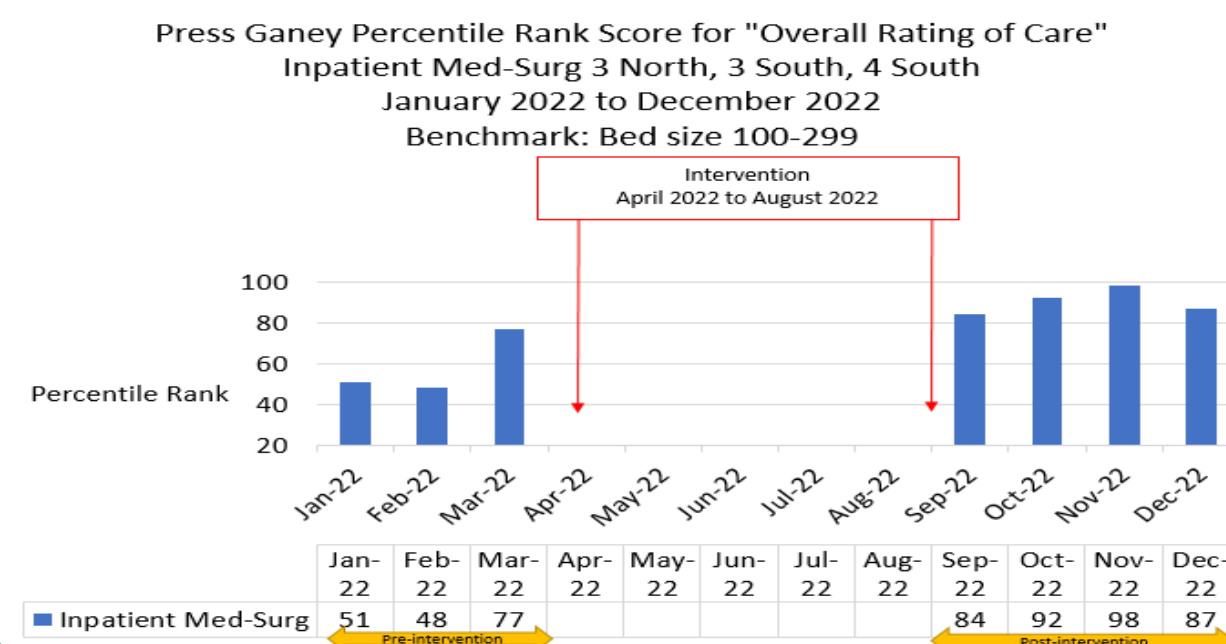
Purpose of initiative was to improve patient experience through the implementation of an electronic rounding tool.



iRound enables real time data collection and reporting to drive meaningful interaction, inform critical decisions, and meet patient needs in real time

## Implications/Outcomes

During post-intervention timeframe, September to December 2022, average inpatient M/S division percentile rank score for Press Ganey patient satisfaction question "Overall rating of care" improved to 90, a 55% increase.



## References

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