

Title: The Grass is Green on the Other Side: Improving Patient & Family Experience Scores

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Objective:

Children’s Hospital of Philadelphia as an institution has over 600 beds spanning two campuses and 50+ locations in Pennsylvania and New Jersey. Often, a family’s first encounter with our organization is through the Emergency Department (ED). We recognize we may only have one opportunity to make a good first impression. Furthermore, their experience in our ED largely impacts their decision to return to our network or seek services elsewhere in the future, impacting our long-term sustainability as an organization. Our ED Nursing staff come with an extensive background including outside organizations, primary care, EMS experiences, and inpatient settings. We determined education of all staff would be integral to building a sustainable plan to maintain an exceptional patient experience, despite variations in census.

Our objective was to improve the experience of our patients and families in the Emergency Department, particularly during times of high census, as measured by our Press Ganey patient and family experience survey data.

Planning/Research Methods

We utilized Press Ganey scores to measure and compare pre and post intervention performance, with a pre-implementation size of 599 respondents and post-implementation size of 489 respondents. Using this data, key drivers were identified such as *How well staff work together*, *Informed About Delays*, and *Nurses Kept You Informed*. Intentional improvements were made collaboratively to impact these areas including:

- Implementing ED-specific patient/family experience content into ED nursing orientation including tips, tools, and scenario-based training aimed at elevating the patient & family voice. This training is facilitated in partnership with a CHOP Family Consultant, one of our valued CHOP parents.
- Incorporating *Family Feedback Friday* to share quotes from patients & families during shift huddles & staff meetings paired with a data review of the ED’s Press Ganey performance.
- Creating ED nursing orientation sessions specific to PAC & triage RN roles utilizing the emergency severity index (ESI) with an emphasis on compassionate communication with patients and families to acknowledge and reassure throughout their ED journey.
- Refreshing and equipping staff with talking points related to FAQ’s specific to the ED.

Results

While our patient census (number of patients presenting) in the ED increased, we also observed a significant increase in our Press Ganey scores. Our ED’s *Likelihood to Recommend* rating scoring in the 91st percentile and *Informed About Delays* in the 94th. In addition, the percent of patients leaving without being seen decreased (despite the increase in census). Staff were now better equipped and more resilient to fluctuations in patient volumes, resulting in positive experiences for our patients and families.

Peer Rank Key		King of Prussia Campus		FY23Q1 n=599		FY24Q1 n=489		Quarter Comparison
>75th Percentile		Questions		TB%	PR	TB%	PR	TB% Change
50th - 75th Percentile		Arrival	Wait time to treatment area	57.5	61	73.4	87	15.9+
25th - 49th Percentile		Nurses	Courtesy of nurses	74.8	73	84.7	93	9.9+
<25th Percentile			Nurses kept you informed	65.1	49	79.8	91	14.7+
		Overall	<i>Likelihood of recommending</i>	66.3	57	79.8	91	13.0+
		Assessment	<i>Staff work together care child</i>	66.8	62	78.3	89	11.5+
		Personal Issues	Informed about delays	47.7	43	67.2	94	19.5+
		KOPH ED Throughput	ED Arrival Volume	8,689		8,720		
			ED LWBS	4.7%		1.3%		
			ED Admissions	14.4%		13.0%		