

Objectives

- Share how we increased our overall patient satisfaction as well as patient advocacy with one program
- Describe why we choose ambassador rounds

Reasons to Implement a Patient Ambassador Program

- Give patients a voice
- Provide positive interaction between leadership and staff
- Demonstrate leadership's commitment to excellence
- Improve overall experience and reduce complaints from patients and staff

Method

- Leaders make rounds several times a week
- Introduce program to patients and staff
- Make small talk
- Use program checklist
- On patients' planned discharge days, ambassadors say "goodbye" and assist with any final issues

Patient Ambassador Program

HealthSouth Tustin Rehabilitation Hospital Matthew Whaley, CNO, and Souzan Shahram, Nurse Manager

Program Checklist

- Targeted items of our lowest-scoring experience levels
- Questions about various medications
- Explanation of rehabilitation processes
- Set goals for patients
- Engage with patients to identify their needs

Implementation

Phase one

• January 1 to June 30, 2014 - Senior leaders and some select staff members were involved.

Phase two

• July 2014

- Training and addition of staff members who have demonstrated competency in comfort, professionalism and respect, and expressed interest in the program

• Ambassadors provided patients with a brief hospital description and a phone number for concerns that may arise during after hours.

- Two calls over the period of six months were made after hours.

• Ambassadors discussed staff responsiveness, medications, therapy progress and any other pertinent issues.

- and fourth quarter of 2013 January 2014, slow and steady progress has been made with increasing patient satisfaction scores as measured by
- Satisfaction scores were low in third Since the program was initiated in
- Press Ganey[®]
- Particular increases were seen in measures indicating patients' perceptions of how well nurses kept them informed about their treatment and how involved they were making their physical and occupational therapy goals

- Not all staff members have affinity for the program
- Early issue resolution is a key unanticipated benefit
- resulted in more personal visits to administration, but less unanticipated

Interim Findings

Results

- Increase in accessibility of senior team
- complaints following discharge



