

A Multidisciplinary Approach to the No Pass Zone HealthSouth Deaconess Rehabilitation Hospital Katricia Draeger, CRRN, CNO and Linda Doerflein, CPHRM

Statement

- A delay in answering patient call lights influences the patient and family's perception of the quality of care they receive. Additionally, it imposes an added risk for patient safety.
- The call light is a communication tool that provides a sense of control for patients and their families.
- As a process improvement plan, HealthSouth Deaconess Rehabilitation Hospital initiated the "No Pass Zone" in September 2013.

Supporting Data

- Press Ganey® scores indicate the patient and family's perception of call light response time and nurse availability at HealthSouth Deaconess scored consistently below the national ranking.
- Staff promptness to request is an important measure of the Hospital Consumer Assessment of Healthcare Providers and Systems. (HCAHPS)
- Fall rates in rehabilitation hospitals are a safety issue and are estimated at 8 to 19.9 falls per 1,000 patient days.
- HealthSouth Deaconess has a goal of <8.0 falls per 1,000 patient days.
- Press Ganey comments reflect that call lights are a concern when not answered promptly.
- Even though a call light may be on for a short period of time, the patient's perception is that the light "has been on forever."
- Patients cannot tell from their rooms who is passing by and think everyone they can see in the hall is or might be a nurse.
- The No Passing Zone was created for this reason.



Orientation for Non-Clinical Staff

What You Can Do for Patients as Non-clinical Staff

Hand a patient their personal items Provide a drink if it is at the bedside Move and adjust the bedside table

Turn the lights on or off Adjust the TV channel or volume

If needs have been met, turn off call light

What You Cannot Do

Transfer or reposition the patient Give any medications

Give fluids if not at the bedside

Who to Inform that Request is Something You Cannot Do

Charge nurse Nurse in the hallway CNA in the hallway

Unit secretary

Nurse manager CNO

Isolation

• Turn off the call light only after the patient has received the help requested

 The clean linen room The central supply room The nourishment room

Infection Control

- Use hand sanitizer when entering the room.
- Use hand sanitizer again when exiting the room.
- Wash hands thoroughly.

Signage in Patient Rooms

White board orientation

• Patient's nickname, etc.

- When to gown, glove and mask
- What you are allowed to do without wearing isolation supplies

Armband color-coding

- Blue armband: swallowing concerns such as thickened liquids or no straw
- Yellow armband or socks: fall precaution
- Red armband: allergies
- Purple armband: DNR
- Orange armband: diabetic patient
- Green armband: latex allergy

Call Lights

White light

The patient needs something

Red, loud flashing light

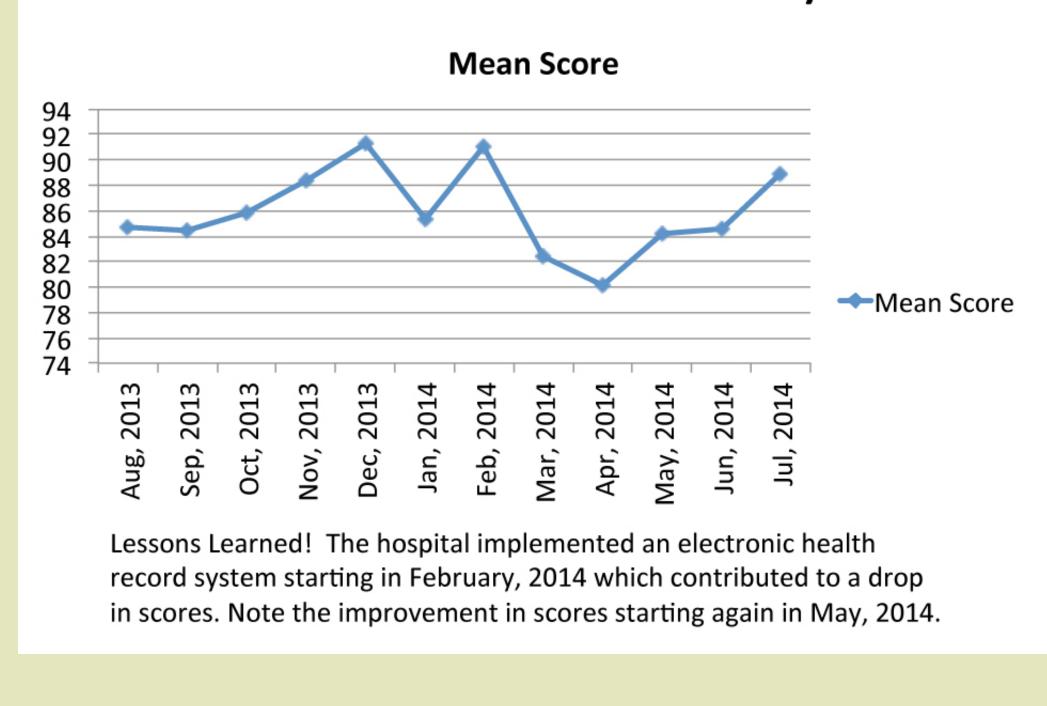
The patient is in the bathroom

Yellow light

• The patient's initial call light was answered at the desk, but they still need assistance in the room

Location of Supplies









2013-2014 Press Ganey Inpatient Rehabilitation Report for HealthSouth Deaconess Rehabilitation Hospital

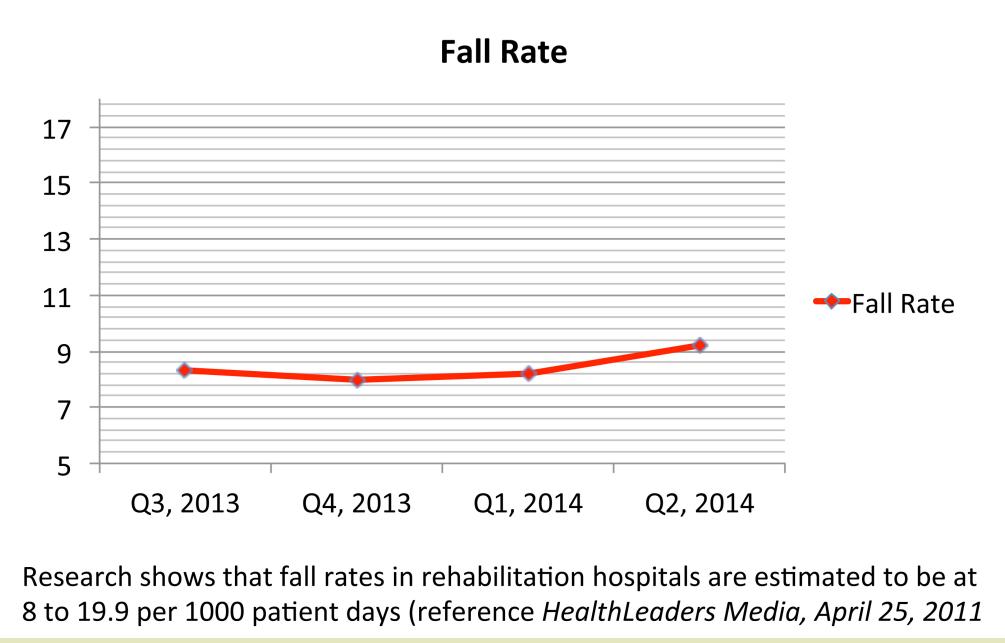
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Patient Perception-Press Ganey Scores for Nurse Availability

HealthSouth Deaconess Rehabilitation Hospital Fall Rate/ 1000 Patient Days



• We recognized a significant improvement in Press Ganey scores within two months of the No Pass

• There was a decline in scores following the implementation of the electronic medical record (EMR).

• Re-education was completed to re-focus all staff on the importance of addressing patients' needs while documenting in the EMR. As a result, improvement is noted in the scores.