



CHRISTIANA CARE
HEALTH SYSTEM

Patient Experience Orientation

THE
CHRISTIANA CARE
WAY

We serve our
neighbors as respectful,
expert, caring partners
in their health.

We do this by creating
innovative, effective, affordable
systems of care that our
neighbors value.



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Reality of Communication

- 73% of patients thought there was one ‘main’ physician.
- 67% of physicians thought patients knew their names.
 - **18% of patients correctly named the physician.**
- 77% of physicians believed patients knew their diagnosis.
 - **57% of patients did know.**
- 67% of patients reported receiving a new medication while in the hospital.
 - **90% of these patients reported never being told of any adverse effects.**
- 98% of physicians reported addressing fear and anxiety issues with their patients.
 - **46% of patients agreed.**



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Patient Experience

- The Positive Patient Experience: Physician Benefits
 - Perceived quality of care by patients and family members
 - Improved reputation in the community
 - Better communication with hospital staff, patients and family members
 - Fewer phone calls/call backs from staff, patients and families



Patient Experience: HCAHPS Survey

- Patients receive a survey after each admission to the hospital
- The results impact the hospitals CMS reimbursements
- What are the Physician Questions on the HCAHPS Survey? Respondents answer: Always, Usually, Sometimes or Never
 - During the hospital stay, how often did the doctors treat you with courtesy and respect?
 - During this hospital stay, how often did doctors listen carefully to you?
 - During this hospital stay, how often did doctors explain things in a way you could understand?



Four Core Best Practices



AIDET

- To engage your patients and promote positive patient experiences use this established, evidenced based tool: AIDET

Acknowledge:	Acknowledge others. Smile, make eye contact, and offer a warm greeting. Try to follow the "10 & 5 Rule" – within 10 feet, acknowledge the person; within 5 feet, speak.
Introduce:	Introduce yourself and the care team (for those providing direct patient care). Share your name and role. Introduce colleagues in handoffs using the patient's preferred name.
Duration:	Say how long it will take to finish your task and keep everyone informed of delays. Educate your patient. Explain why you are doing what you are doing
Explanation:	Explain what you are doing, why you are doing it and how you are going to do it in ways everyone can understand.
Thank:	Thank others. Say, "Thank you" at every opportunity for the privilege to care for them.



No Pass Zone

- What is a No Pass Zone: It is an expectation that every member of the healthcare team will contribute to the patient experience by acknowledging our patients needs by responding to call lights.
- Remember to use AIDET—acknowledge the patient and any family or visitors who are in the room, introduce yourself, say how long it's going to take and explain what you're doing and why. Always end by saying thank you.
- Always wash your hands with soap and water or use hand gel before you go into the room and when you're exiting the room.

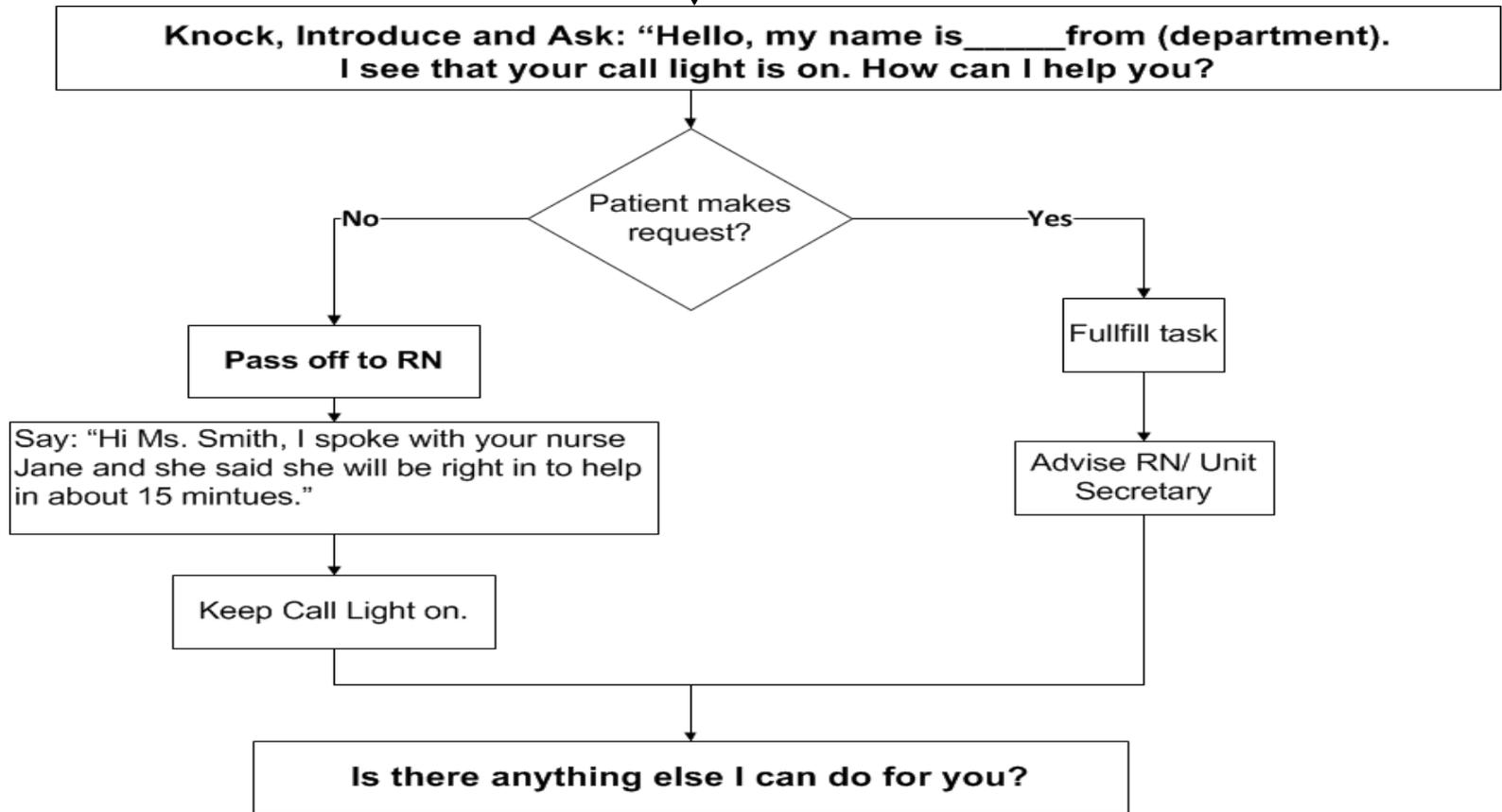
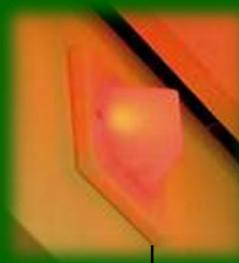


No Pass Zone

- If it's something that you can help with, go ahead and help! Then just let the nurse or unit clerk know that you answered the call bell and met the patient's need.
- If it's something you can't help with, say "I'll be happy to get someone who can help you."
- Find a member of the nursing team and let them know what the need is. If you can't find a nurse, then talk to the unit clerk. Then go back to the patient and let them know that someone is on the way to help.
- Don't worry about turning off the call light. The nursing staff or unit clerk will turn it off once they're sure the patient's needs are met.



No Pass Zone Process



Sitting Down

- Sitting down sets the stage for the optimal listening zone so our patients and family members get the most out of each interaction.
 - **STANDING** doctors who spent one minute with a patient were perceived as staying in the room for an average time of **2 minutes, 44 seconds**
 - **SITTING** doctors who spent one minute with a patient were perceived as spending an average time of **more than 5 minutes with a patient**
- It is a sign of partnership and respect to be at eye-level with the patient.
- If there are no chairs available, stand at the bedside and hold the bedrail or place a hand on patients shoulder.



Business Cards

- Business cards augment but should not replace the conversation with the patient/family member.
- Explain how they can contact you.
- Explain your rounding protocol.
- Explain who covers you when you are not available.



Video Resources

■ Video Resources:

- [AIDET: Introductions](#) (07:39)
- [No Pass Zone Video](#)
- [The Christiana Care Way](#)
- [More resources](#)

If you have any questions or ideas for improvement please contact
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