The presentation will begin shortly.

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PEOPLE / PROCESS / PLACE:
Improving the Patient Experience through the Health Care Physical Environment

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Improving the Patient Experience through the Health Care Physical Environment

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Learning Objectives

• Introductions – Who we are and why we do what we do!

• The people, process, place framework

• Aspects of the built environment that are proven to enhance the patient and family experience

• Case Study: Lee Memorial Health System: Cape Coral Hospital
Who is ASHE?  Who is the ASHE HCAHPS Task Force?
What is involved?

- People - A Culture of Caring
- Place - Physical Environment
- Process - Process Improvement
Holistic Approach

People

Process

Place

Patient and Family Experience of Care
## Survey of Patient Experience

<table>
<thead>
<tr>
<th>HCAHPS Categories</th>
<th>Sample Hospital (%)</th>
<th>State Average (%)</th>
<th>National Average (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient survey summary star rating. More stars are better. Learn more</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patients who reported that their nurses “Always” communicated well</td>
<td>77</td>
<td>80</td>
<td>79</td>
</tr>
<tr>
<td>Patients who reported that their doctors “Always” communicated well</td>
<td>81</td>
<td>82</td>
<td>82</td>
</tr>
<tr>
<td>Patients who reported that they “Always” received help as soon as they wanted</td>
<td>58</td>
<td>68</td>
<td>68</td>
</tr>
<tr>
<td>Patients who reported that their pain was “Always” well controlled</td>
<td>70</td>
<td>72</td>
<td>71</td>
</tr>
<tr>
<td>Patients who reported that staff “Always” explained about medicines before giving it to them</td>
<td>63</td>
<td>64</td>
<td>65</td>
</tr>
<tr>
<td>Patients who reported that their room and bathroom were “Always” clean</td>
<td>66</td>
<td>74</td>
<td>74</td>
</tr>
<tr>
<td>Patients who reported that the area around their room was “Always” quiet at night</td>
<td>64</td>
<td>61</td>
<td>62</td>
</tr>
<tr>
<td>Patients who reported that YES, they were given information about what to do during their recovery at home</td>
<td>80</td>
<td>87</td>
<td>86</td>
</tr>
</tbody>
</table>

http://www.medicare.gov/hospitalcompare
Expansion of CAHPS Survey Program

- Hospital Consumer Assessment of Healthcare Providers and Systems Survey (HCAHPS)
- Outpatient and Ambulatory Surgery CAHPS (OAS CAHPS)
- Emergency Department Patient Experiences with Care (EDPEC) Survey

“The surveys provide patient experience data that enables comparison of facilities across the nation and promotes effective communication and coordination.” [www.cms.gov](http://www.cms.gov)
Improving PX when you can’t build

• Privacy curtains with photographic images of nature
• Acoustical ceiling tiles and wall panels
• Patient ambassadors
• Blanket warmers
• Eye contact
• Lighting upgrades
• Relaxation TV
• Rolling planters (Bassett Healthcare)
• Smile!
## HCAHPS Question #7

How often was the area around your room quiet at night?  
(The patient’s responses go beyond quiet at night.)

<table>
<thead>
<tr>
<th>Place</th>
<th>People</th>
<th>Process Reengineering</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Building</strong></td>
<td>Establish Goal</td>
<td><strong>Staff Interventions</strong></td>
</tr>
</tbody>
</table>
| • Single patient rooms | • What is the current state? decibel level, HCHAP score, & staff satisfaction re: noise | • Nighttime care guidelines  
  • Quiet voices  
  • Resupply and equipment movement |
| • Use of sound absorbing materials | • Design to separate noisy entities (ice machine) | **Technology**  |
| • Hands-free communication | **Develop Noise Reduction Plan**  | **Patient Interventions**  |
| • Beepers on vibrate | • Set the stage using research and best practices  
  • Clarify values, vision | • Rights  
  • Earplugs  
  • Television and radio headphones |
| • No overhead paging | **Equipment**  | **Visitor Interventions**  |
| **Equipment**  | **Measure and Reward Progress**  | **Visitor Interventions**  |
| • Fix squeaks | • Celebrate successes  
  • Find and tell the best stories | • Orientation to noise reduction  
  • Cell phone use |
| • Decrease equipment volumes – link to hands-free devices | **Technology**  | **Visitor Interventions**  |

*Slide by Eileen Malone*
# Improvements

- Single patient rooms
- Family zones in rooms
- Decentralized nurse stations
- Pleasantness of room décor
- Soothing color
- Lighting
- Sound absorbing material
- Images of nature
- Same handed rooms
- Artwork
- Communication / training
- Maximize natural light
- Space for clinical rounding
- Quiet spaces
- Staff respite areas
- Improved hospital amenities
- Addressing needs of other generation

## Eight Domains of Care Measured by the HCAHPS Survey with Observed Relationships to the Physical Environment

| Observed Possible Relationships Between Environment and HCAHPS Scores | Nurse Communication | Doctor Communication | Staff Responsiveness | Pain Management | Discharge Information About Medicine | Cleanliness of the Hospital | Quiet at Night | Overall Hospital Rating | Willingness to Recommend Hospital | Further Reading and Research |
|---|---|---|---|---|---|---|---|---|---|---|---|

Ch i Y S d B h S J
How Design Decisions can affect the Patient Experience

- **Perceived Cleanliness**
  - Chairs with “clean out” gaps where the chair and seat meet to prevent debris

- **Communication**
  - Layouts and furnishings that support eye-level communication

- **Pain management**
  - Positive distractions such as views of nature or relaxation TV

- **Staff responsiveness**
  - Nursing station configurations that reduce walking distances increase the time nurses can spend with patients (include clinicians in unit design)

Source: The HPOE Guide [www.hpoe.org/physicalenvironment](http://www.hpoe.org/physicalenvironment)
Lee Memorial Health System

- Founded in 1916.
- $1.3 billion in revenue and 3-4% operating margin.
- More than 10,500 employees.
- More than 1,100 physicians on the Lee Memorial Health System medical staffs.
- More than 300 advanced providers including: physician assistants (PAs), advanced registered nurse practitioners (ARNPs), certified registered nurse anesthetists (CRNAs) and certified nurse midwives (CNMs).
- Four acute care hospitals and two specialty hospitals with a total of 1,423 beds
  - Cape Coral Hospital – 291 beds
  - Gulf Coast Medical Center – 349 beds
  - HealthPark Medical Center – 270 beds
  - Lee Memorial Hospital – 355 beds
  - The Rehabilitation Hospital – 60 beds
  - Golisano Children’s Hospital of Southwest Florida – 98 beds
What is involved?

- People - A Culture of Caring
- Place - Physical Environment
- Process - Process Improvement
People at the Center

Samueli Institute Optimal Healing Environments framework

INTERNAL
- Healing Intention
- Personal Wholeness

INTERPERSONAL
- Healing Relationships
- Healing Organizations

BEHAVIORAL
- Healthy Lifestyles
- Integrative Care

EXTERNAL
- Healing Spaces
- Ecological Resilience

Making healing as important as curing

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Deeper Meaning and Purpose

• **FRAMEWORK**
  Samueli Institute’s Optimal Healing Environment Framework (OHE)

• **CULTURE**
  Creating deeper meaning and purpose versus focus only on patient experience. Re-connecting the staff, volunteers, physicians, and community.
3 Operational (Process) Priorities

**SAFETY**
No patient, visitor, or co-worker is harmed while in our facilities.

**FLOW**
Patient enters and exits system at the most opportune time.

**EXPERIENCE**
Patient and co-worker feels episode of care and caring was made especially for them.
Cape Coral Hospital Goals

1. Safety and Quality
2. Patient Experience
3. Workforce: Staff Engagement
4. Financial Performance
5. Clinical Integration
Practical Applications

- Clinical excellence
- Physical spaces
- Food and nutrition
- Community support
- Continuous improvement
- Sharing stories
Transformation

VISION
Each Team’s contribution towards our common purpose

BEHAVIORS & PROCESSES
• 7 Caring Behaviors
• “Because We Care”
• Leans Concepts/Tools
• Relationship Based Care

PRACTICAL APPLICATIONS
• Desired clinical, healing & caring and well-being outcomes
• Clinical excellence
• Physical spaces
• Food and nutrition
• Community support
• Continuous improvement
• Sharing stories

Lens of an Optimal Healing Environment Framework

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Participation
# Improvements

| Observed Possible Correlations Between Environment and HCORPS Scores | Improved Communication | Improved Navigation | Improved Aesthetics | Improved Privacy | Improved Overall Perceived Satisfaction | Improved Need Support | Improved Need
care Environment | Improved Need
private Space | Improved Need
Quiet Space | Improved Need
Private Space
2. Single patient rooms | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
3. Family zones in patient rooms | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
4. Decentralized nurse stations | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
5. Pleasantness of room décor | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
6. Soothing color | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
7. Lighting | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
8. Sound-absorbing materials (wall, floor, ceiling, etc.) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

Further Reading and Research


Space for Clinical Rounding

- Nurse communication
- Doctor communication
- Staff responsiveness
- Pain management
- Communication about medicine
- Overall hospital rating
- Willingness to recommend hospital
Communication

Connectivity!
Over 1,800 staff have participated in this onsite facility update, sharing system-wide goals and site specific expectations.

- Nurse communication
- Doctor communication
- Staff responsiveness
- Pain management
- Discharge information
- Communication about medicine
- Overall hospital rating
- Willingness to recommend hospital
Artwork and Fitness

✓ Cleanliness of hospital
Staff Respite Areas

- Staff responsiveness
- Overall hospital rating
- Willingness to recommend hospital
Staff and Family Respite Areas

- Staff retention
- Overall hospital rating
- Willingness to recommend hospital

**FAMILY RESPITE**

**STAFF RESPITE**
Images of Nature

- Pain management
- Cleanliness of hospital
- Overall hospital rating
- Willingness to recommend hospital
Improved Hospital Amenities

- Overall hospital rating
- Willingness to recommend hospital

Exercise Path

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Improved Hospital Amenities
Addressing need of other generations

- Communication about medicine
- Overall hospital rating
- Willingness to recommend hospital
Outcome...Admissions
Community Engagement – Pathway to Discovery

- The School District of Lee County
- State of Florida, Department of Agriculture
- Impact Initiative
- City of Cape Coral
- Auxiliary & Volunteers
- American Heart Association
- LMHS Rehabilitation Department
- Lee Memorial Health System
- Local & State dignitaries
- Ada’s Natural Market
Pledges – Money Raised
PEOPLE / PROCESS / PLACE: What is involved?

- People - A Culture of Caring
- Place - Physical Environment
- Process - Process Improvement
Are you ready to make a change?

It’s not about perfection…it’s a journey and it’s in your hands!

GAME ON!
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Accessible at: www.hpoe.org/physicalenvironment
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