Rehabilitation

Rehabilitating real people's lives.

Reclaiming, re-establishing, revitalizing and restoring.
Trading Places

Jeremy Crowder, RN
Manager, Owensboro Health Regional Rehabilitation Center
Learning Points

1. Explain the connection between employee engagement and patient experience.
2. Describe the importance of empathy in the patient experience.
3. List the action plan for reconnecting to empathy.
4. Impacts of “what-if?”
Mission, Vision, Core Commitments

Mission: Owensboro Health exists to heal the sick and improve the health of the communities we serve.

Vision: It is our desire to become a regional center of excellence by actively listening and partnering to meet the individual health care needs of those we serve.

Owensboro Health Regional Hospital

- Licensed for 477 beds
- Admits 17,994
- Discharges 18,197
- ED visits 73,074
- 180 providers in 30 locations
- 4,445 employees
- LOS 4.5
- Accreditations
  - TJC
  - CARF Accredited
  - Primary Stroke Center
  - Total Hip Replacement
  - Total Knee Replacement
  - ACOS Cancer Center Accredited
Owensboro Health Regional Rehabilitation Center

- 20 bed Acute Inpatient Rehab
- All private rooms
- Optimal healing environment
- Interdisciplinary Team
Connecting The Dots

Employee Engagement &
Patient Experience
Employee Engagement

Areas identified by staff:
1. Initiatives to improve patient experience.
2. Education specific to our patient population.
3. Initiatives to improve quality of care relative to safety issues.

<table>
<thead>
<tr>
<th>Organizational Health Indicators</th>
<th>Department Percent Excellent</th>
<th>Department Ranking*</th>
</tr>
</thead>
<tbody>
<tr>
<td>4-Item Engagement Index</td>
<td>47.6%</td>
<td>93.3</td>
</tr>
<tr>
<td>Level of Connection with Organization’s Mission/Vision/Values</td>
<td>55.0%</td>
<td>NA</td>
</tr>
<tr>
<td>Likelihood of Recommending Organization for Medical Services</td>
<td>50.0%</td>
<td>65.6</td>
</tr>
<tr>
<td>Likelihood of Recommending Organization as a Place to Work</td>
<td>52.4%</td>
<td>87.7</td>
</tr>
<tr>
<td>Intent to Remain at Organization</td>
<td>66.7%</td>
<td>NA</td>
</tr>
</tbody>
</table>

* Department Ranking – Percent Excellent Ranking compared to the PRC Employee Norms
† Overall Ranking – Overall Percent Excellent Ranking compared to the PRC Employee Norms. N development.
** Results suppressed for questions with <5 employees responding
1. Initiatives to improve patient experience.
   - Learning labs specific to patient experience
   - Key word of the day
   - Frequent updates on patient experience scores
   - Leader rounding
   - Intentional Rounding
   - Bedside shift report
   - Service Excellence training

2. Education specific to our patient population.
   - Learning Labs
   - Case Studies
   - Patient care book

3. Initiatives to improve quality of care relative to safety issues.
   - Safety huddle for day shift/night shift
   - Display board with unit specific outcomes
   - Safety board
   - Target Zero Classes
Learning empathy through the arts

MESSENGER-INQUIRER

TWO actors help hospital staff better understand patients
What is she giving me?
Please give me some privacy before we do this.
What's going to happen next?

Just come in and talk to me, don't stare through the window.
Intimidated

Belittled
RUDE

Embarrassed
I’m the patient over here, don’t forget to talk to me!
Inpatient Rehab Current Data
April 2017 – February 2018

72.6%
• Overall Quality of Care
• 91.4 percentile

79%
• Overall Quality of Nursing Care
• 100 percentile

82.3%
• Therapist’s Quality of Care
• 100 percentile
What if?