

# UConn Health - Nursing Town Hall

## October 25, 2021

Caryl Ryan, Chief Nursing Officer



# Agenda

- Remarks from your Chief Nursing Officer (*Annual report & Competencies*)
- Current State/Census
- Regulatory Updates (*The Joint Commission Accreditation and Nov. 2<sup>nd</sup> Virtual Stroke Reaccreditation Survey*)
- Shared Governance Update
  - Clinical Excellence – *Kara Parker & Tom Curtain*
  - Professional Practice – *Andrea Yuliano & Dawn Carroll*
- NDNQI Progress Report
- Patient Experience Collaboration & Unit Based Scorecard Review – *Tamara Cardoso*
- Employee Engagement Survey 2021
- Staffing & Recruitment
- Round Table Conversation/Questions

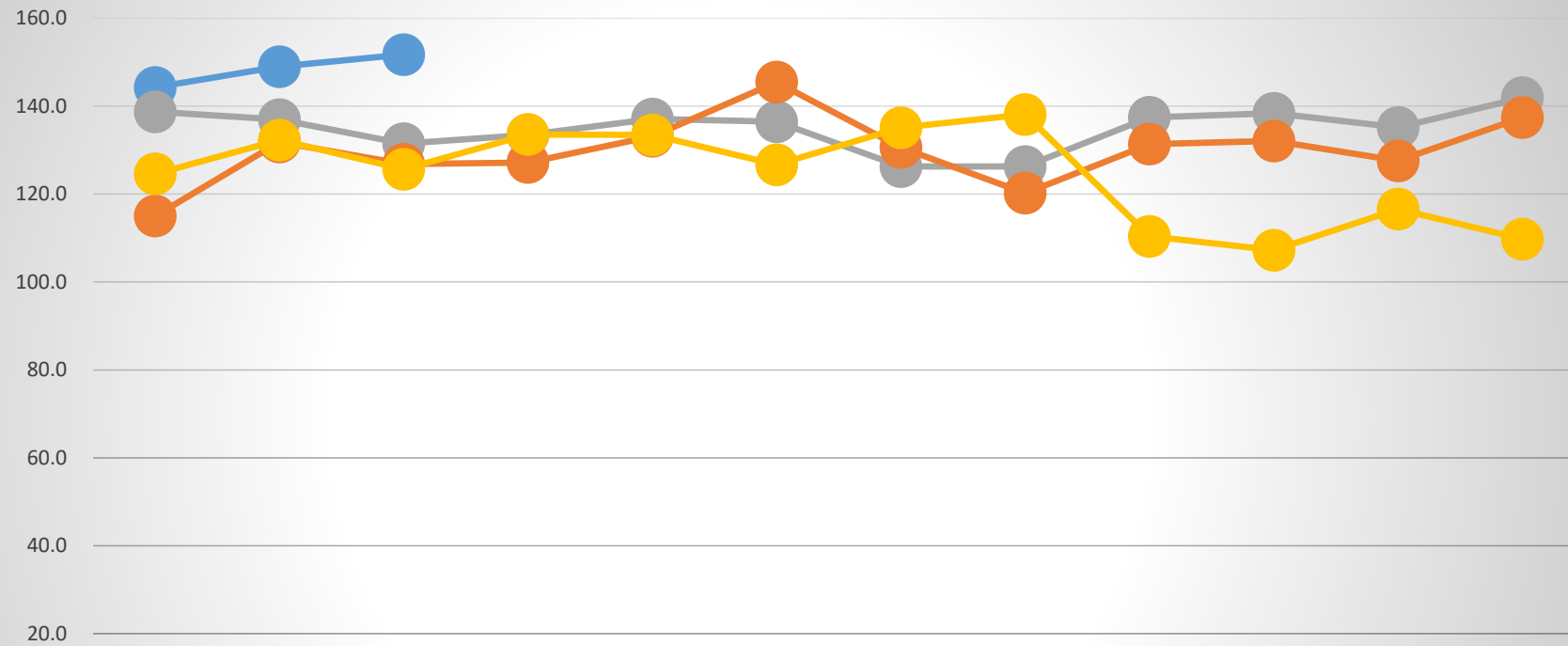
Please send E-questions to Tara Rousseau through the WebEx chat function!

Kindly keep telephone and computer lines **MUTED** at all times.

**Welcome from your  
Chief Nursing Officer**

# **Current State & Censes Data**

## ADC Including Obs/OExt

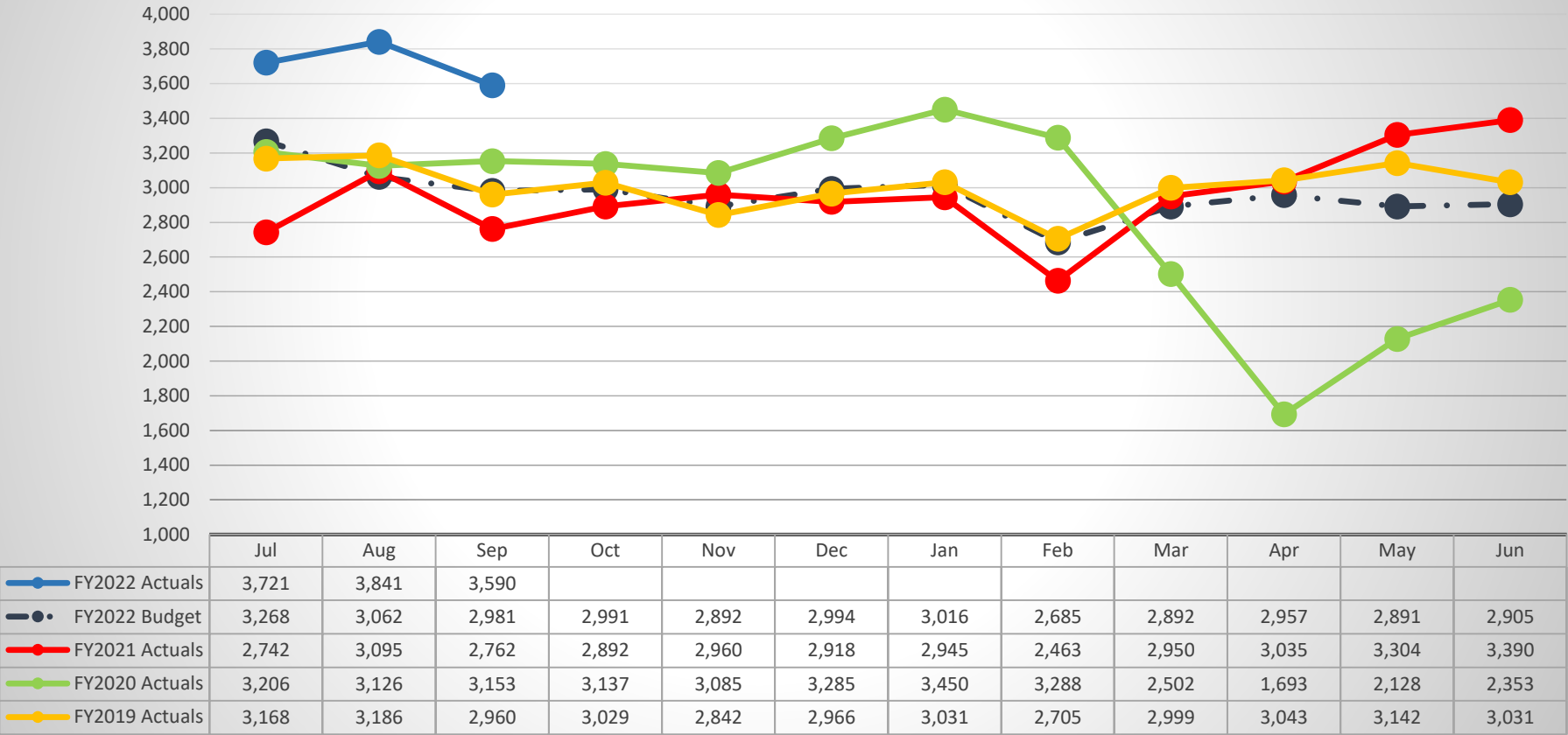


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2022 Actual	144.3	149.0	151.7									
2022 Budget	138.7	136.9	131.5	133.5	137.1	136.4	126.3	126.3	137.4	138.4	135.2	141.9
2021 Actual	115.0	131.9	126.8	127.2	133.1	145.5	130.6	120.2	131.4	132.1	127.5	137.4
2020 Actual	124.6	132.3	125.6	133.5	133.4	126.7	135.1	138.1	110.4	107.2	116.6	109.8

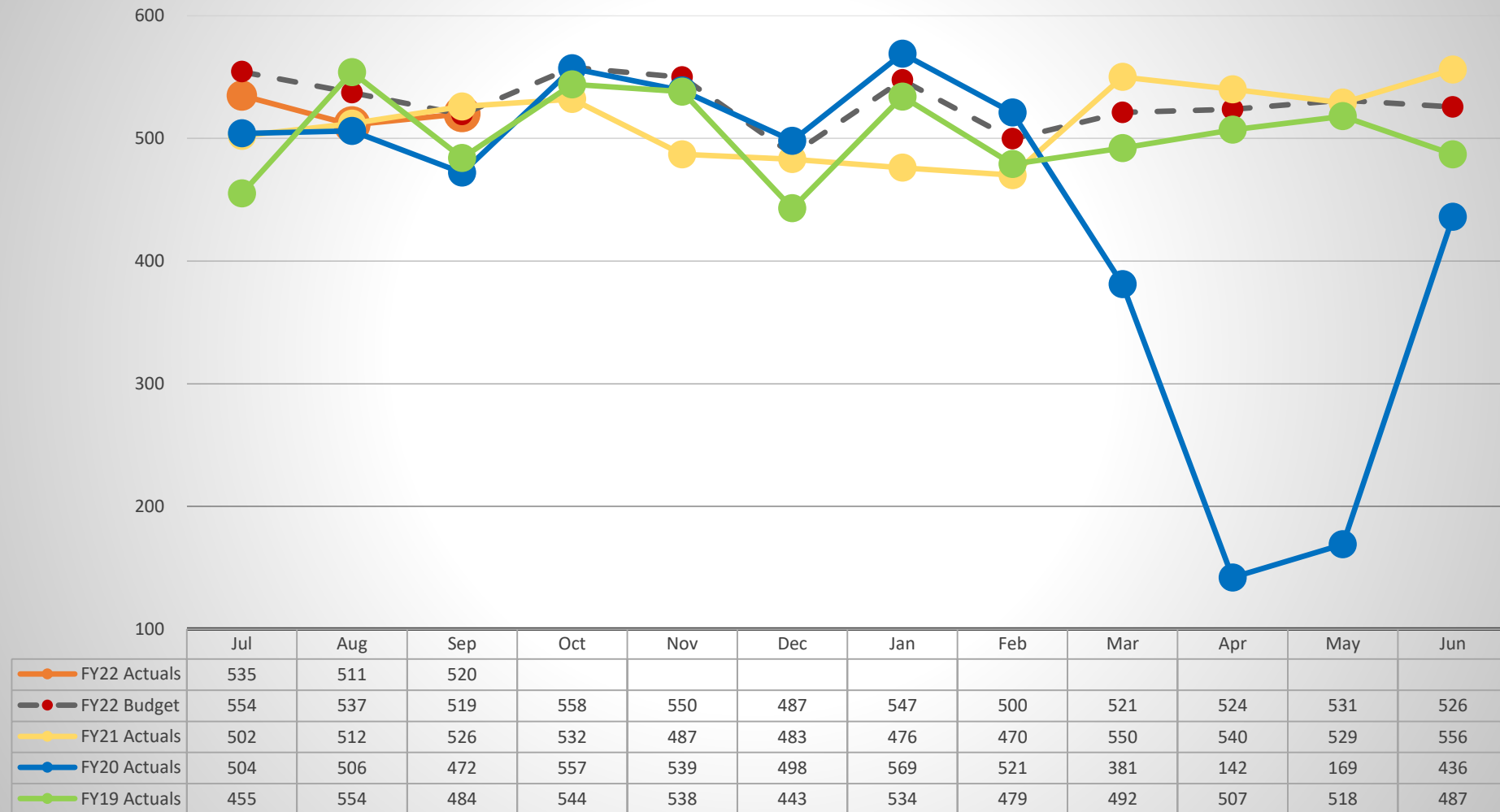
—●— 2022 Actual   
 —●— 2022 Budget   
 —●— 2021 Actual   
 —●— 2020 Actual

# UConn Health - John Dempsey Hospital

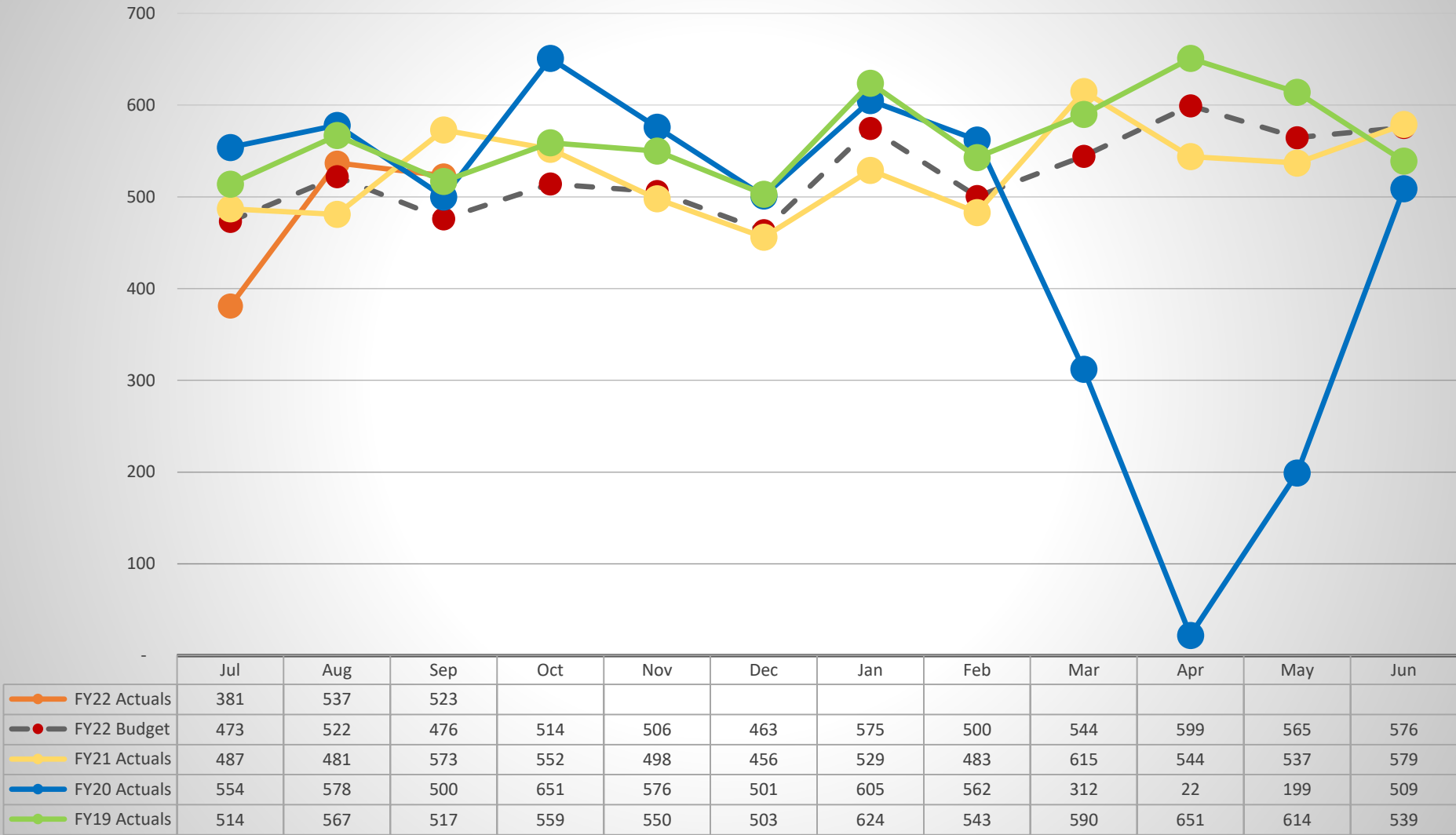
## Emergency Room Visits



## JDH - Main OR

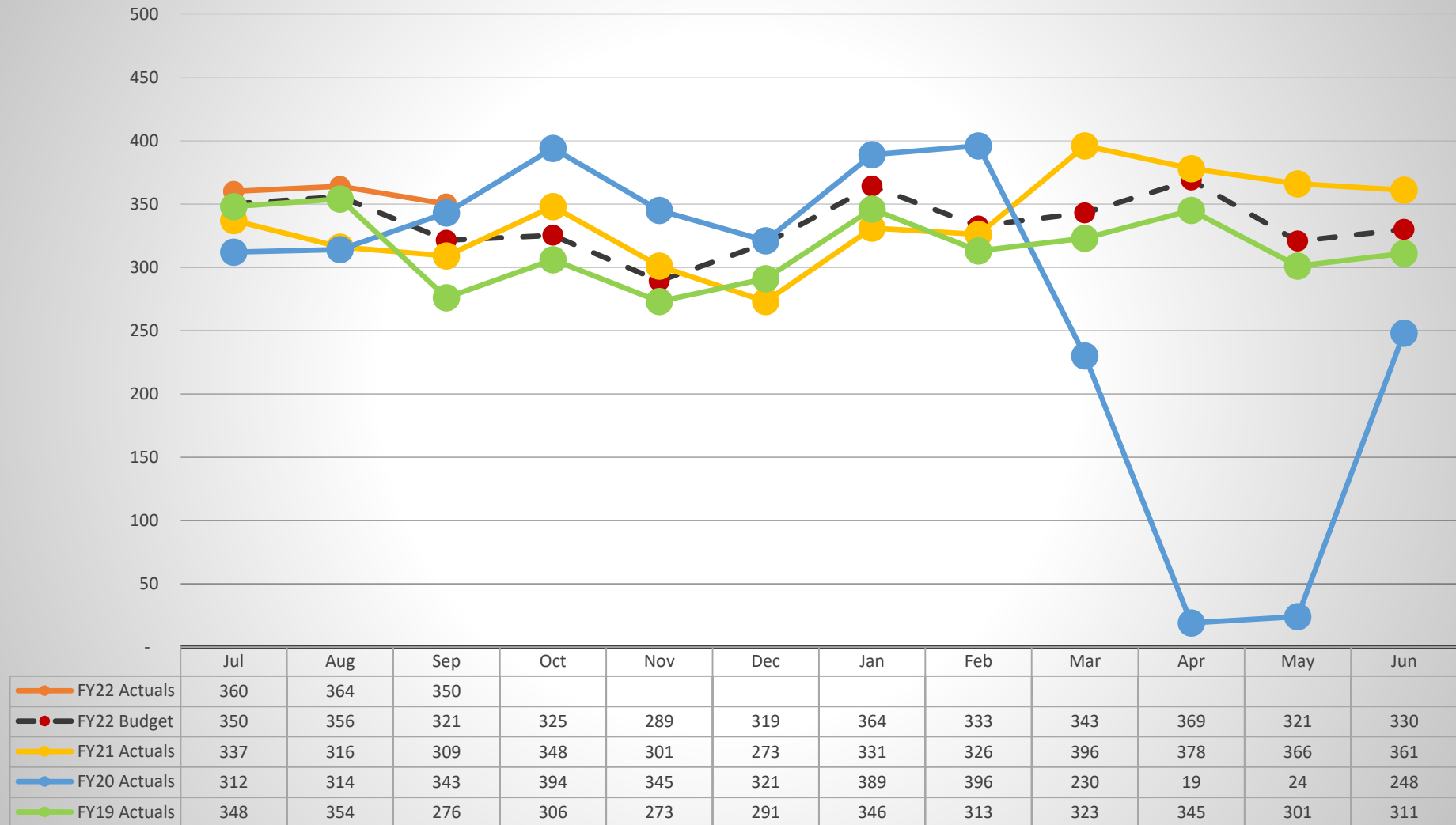


UHSC OR



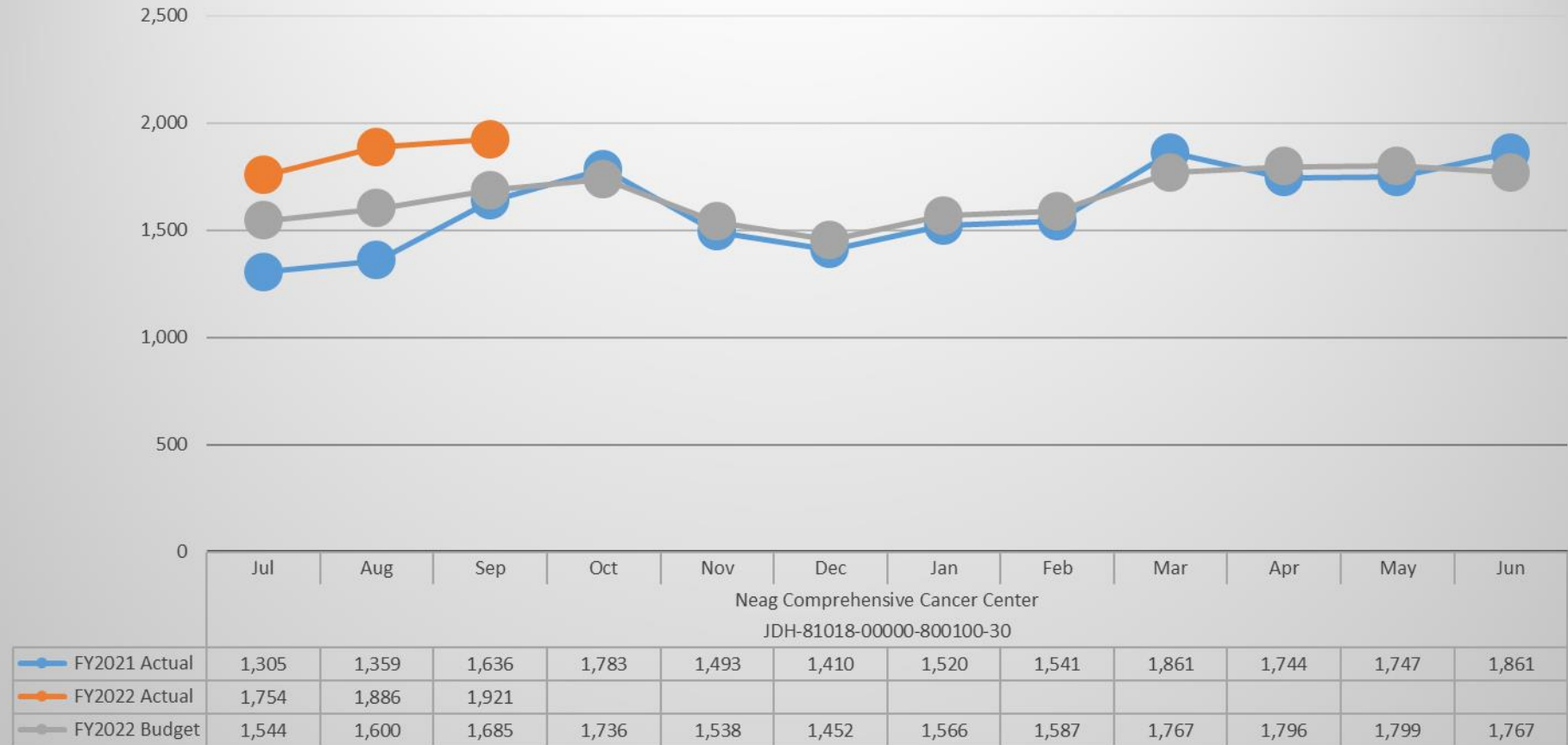


# GI Endoscopy



FY2021 Actual   FY2022 Actual   FY2022 Budget

## Cancer Center Visits

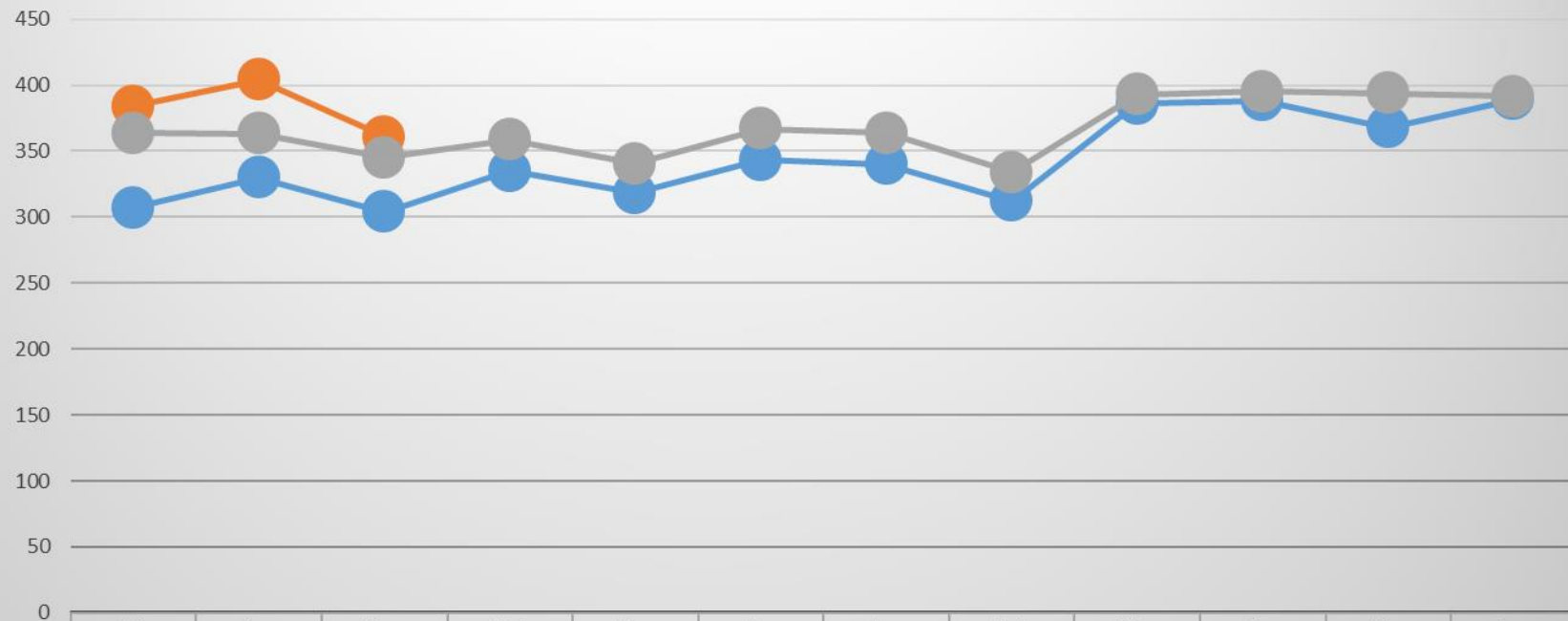


Department - Code   Department - Description   Service Date - Month

+ -

FY2021 Actual   FY2022 Actual   FY2022 Budget

## AACU Visits



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Adult Ambulatory Care Unit												
JDH-81032-00000-800123-30												
FY2021 Actual	307	330	304	335	318	343	340	312	386	388	368	389
FY2022 Actual	384	404	361									
FY2022 Budget	363	363	345	358	340	367	364	334	393	395	394	391

Department - Code   Department - Description   Service Date - Month

+ -

# Shared Governance Update

- **Clinical Excellence Board** – *Tom Curtain & Kara Parker a/k/a Prete)*  
Meetings held the first(1<sup>st</sup>) Thursday of every month at 7:30am in-person and virtually via WebEx
- **Professional Practice Board** – *Andrea Yuliano & Dawn Carroll*  
Meetings held the second(2<sup>nd</sup>) Thursday of every month at 7:30am in-person and virtually via WebEx
- **Unit Chairs Board** – *Chairs to be announced*  
Meetings to be held the third (3<sup>rd</sup>) Thursday of every month at 7:30am in-person and virtually via WebEx

**APRN Board** – *Paula McCauley, – retiring Dec2021*

**PA Board** – *to be established*

UConn Health  
John Dempsey Hospital  
NDNQI Progress Report

Total All JDH Reporting Units  
Q3 2019 – Q2 2021

# All JDH Reporting Units

## Total Patient Falls Per 1,000 Patient Days

NDNQI Q3 2019 – Q2 2021



8/8 Quarters

**Number of quarters unit  
OUT-PERFORMED  
the comparison peer group mean  
(academic medical centers)**



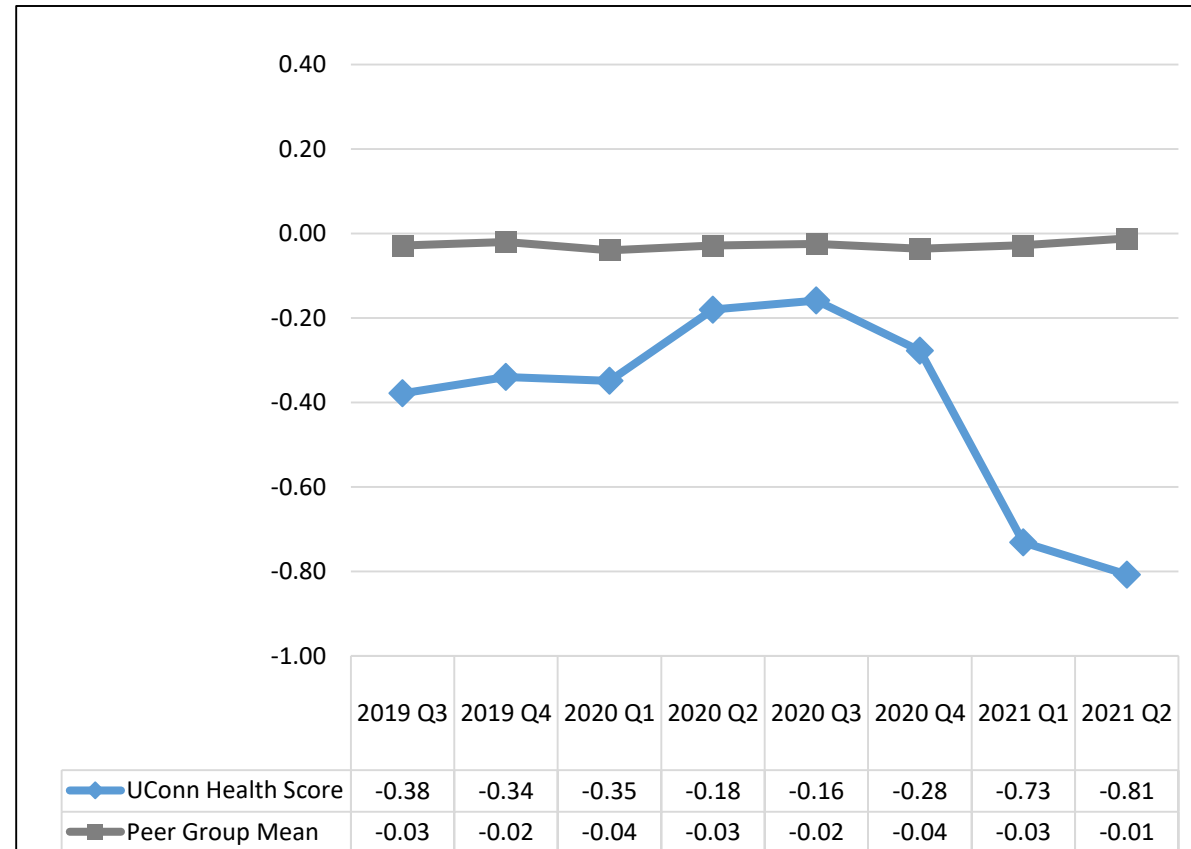
**5 to 8 quarters**



**4 of 8 quarters**



**0 to 3 quarters**



# All JDH Reporting Units

## Injury Falls Per 1,000 Patient Days

NDNQI Q3 2019 – Q2 2021



6/8 Quarters

**Number of quarters unit  
OUT-PERFORMED  
the comparison peer group mean  
(academic medical centers)**



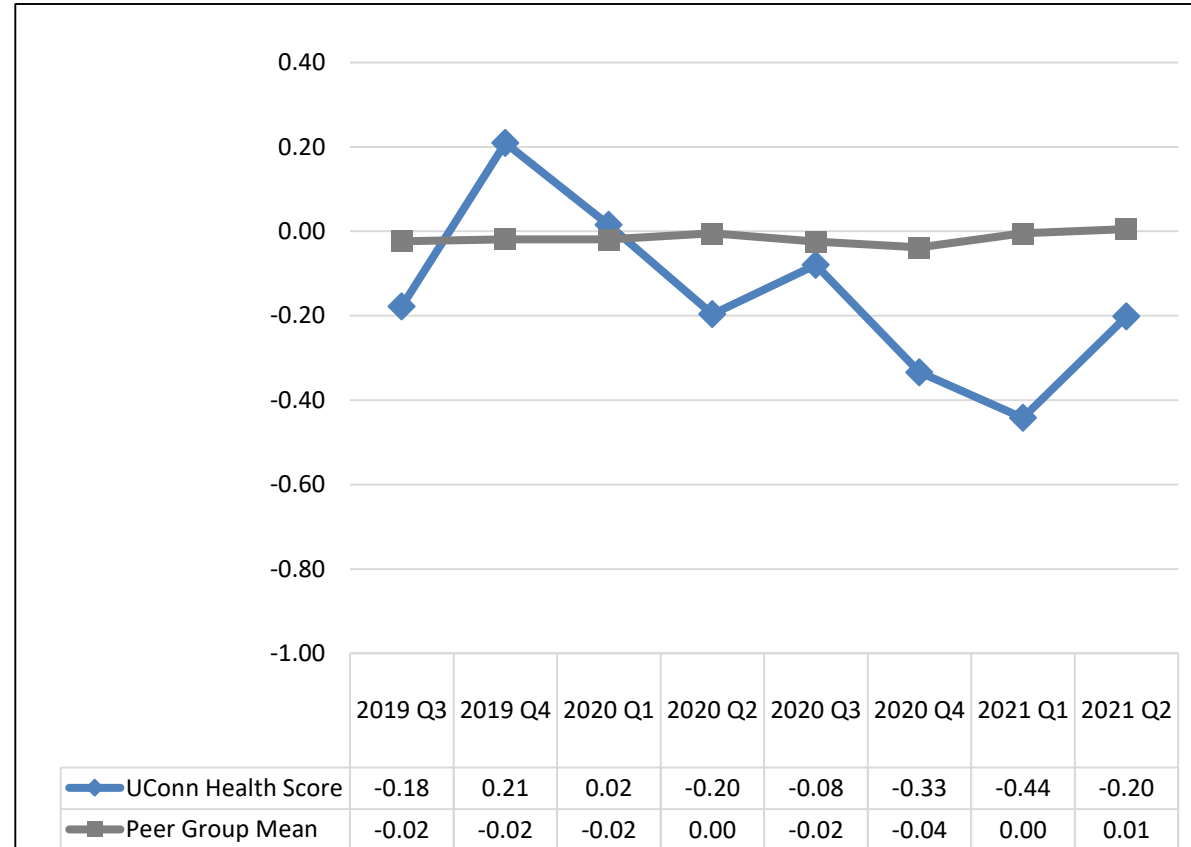
**5 to 8 quarters**



**4 of 8 quarters**



**0 to 3 quarters**



# All JDH Reporting Units

## Percent of Patients w/ Hospital Acquired Pressure Injuries Stage 2+

NDNQI Q3 2019 – Q2 2021



7/7 Quarters\*

**Number of quarters unit  
OUT-PERFORMED**  
the comparison peer group mean  
(academic medical centers)



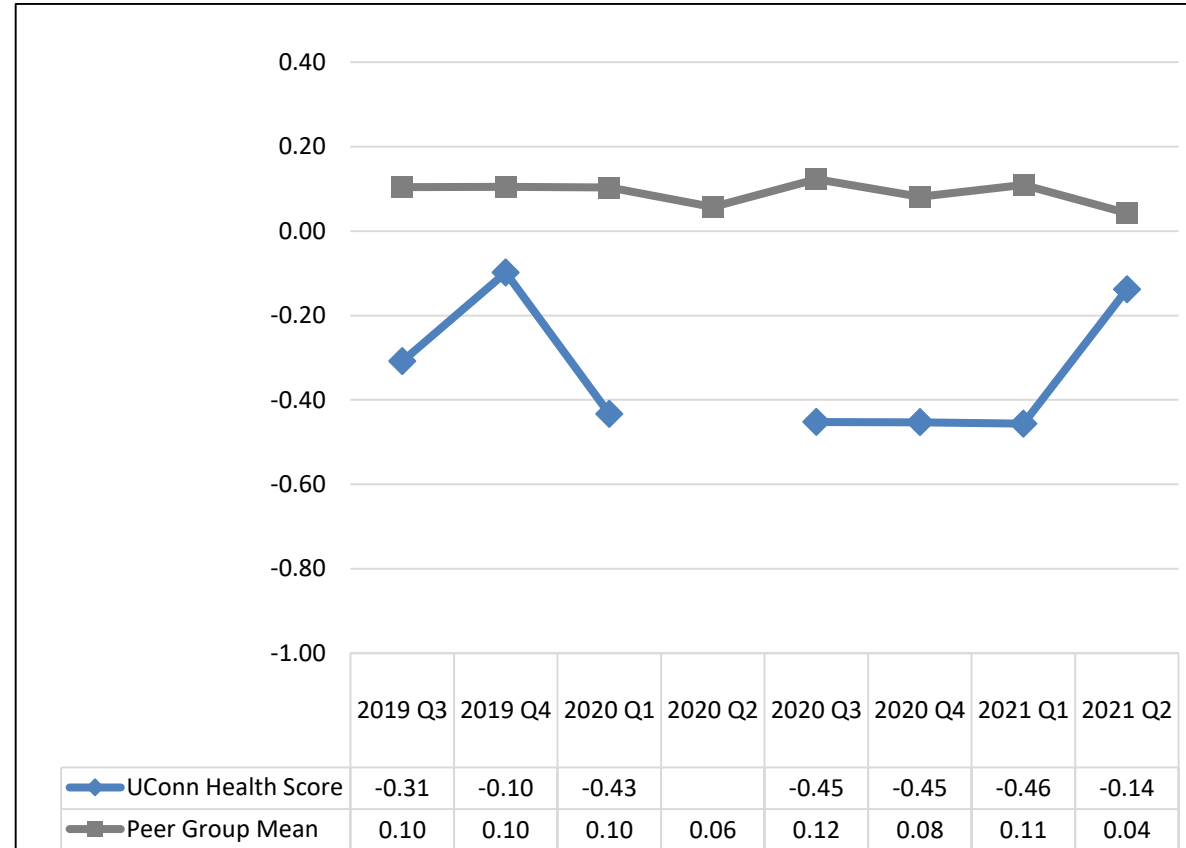
**4 to 7 quarters**



**3 quarters**



**0 to 2 quarters**



\*No Data for quarter Q2 2020



# All JDH Reporting Units

## Central Line Associated Blood Stream Infections per 1000 Central Line Days

NDNQI Q3 2019 – Q2 2021



6/7 Quarters\*

**Number of quarters unit  
OUT-PERFORMED**  
the comparison peer group mean  
(academic medical centers)



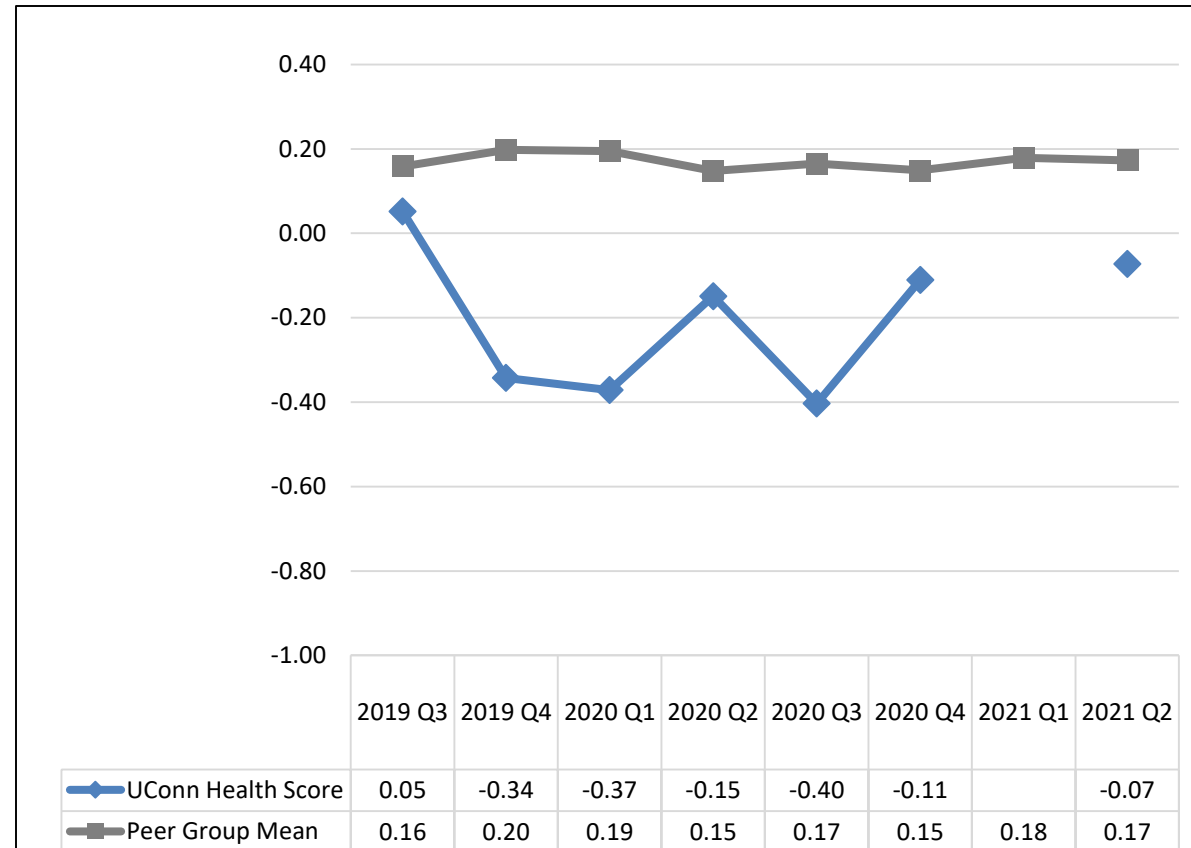
**4 to 7 quarters**



**3 quarters**



**0 to 2 quarters**



\*No Data for quarter Q1 2021

# All JDH Reporting Units

## Catheter Associated Urinary Tract Infections per 1000 Catheter Days

NDNQI Q3 2019 – Q2 2021



5/7 Quarters\*

**Number of quarters unit  
OUT-PERFORMED**  
the comparison peer group mean  
(academic medical centers)



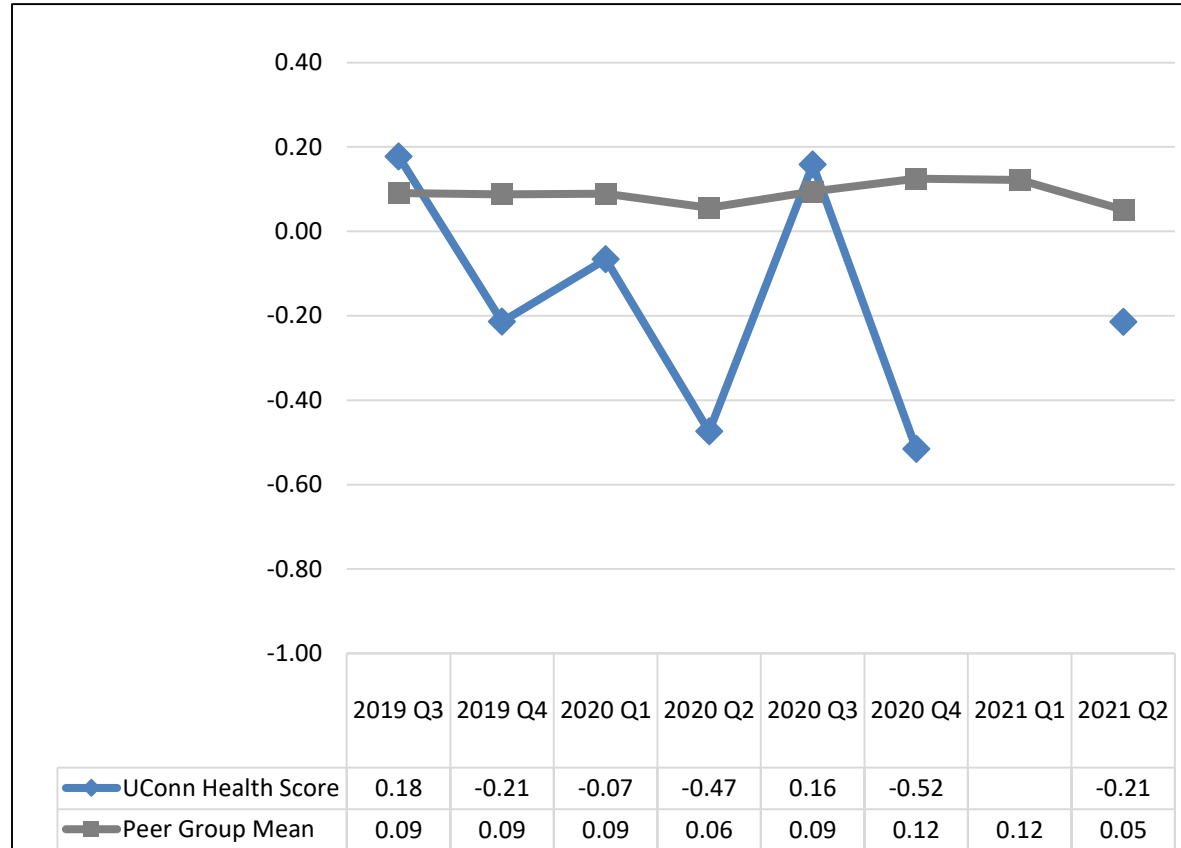
**4 to 7 quarters**



**3 quarters**



**0 to 2 quarters**



\*No Data for quarter Q1 2021

# **Patient Experience Collaboration & Unit Based Scorecard**



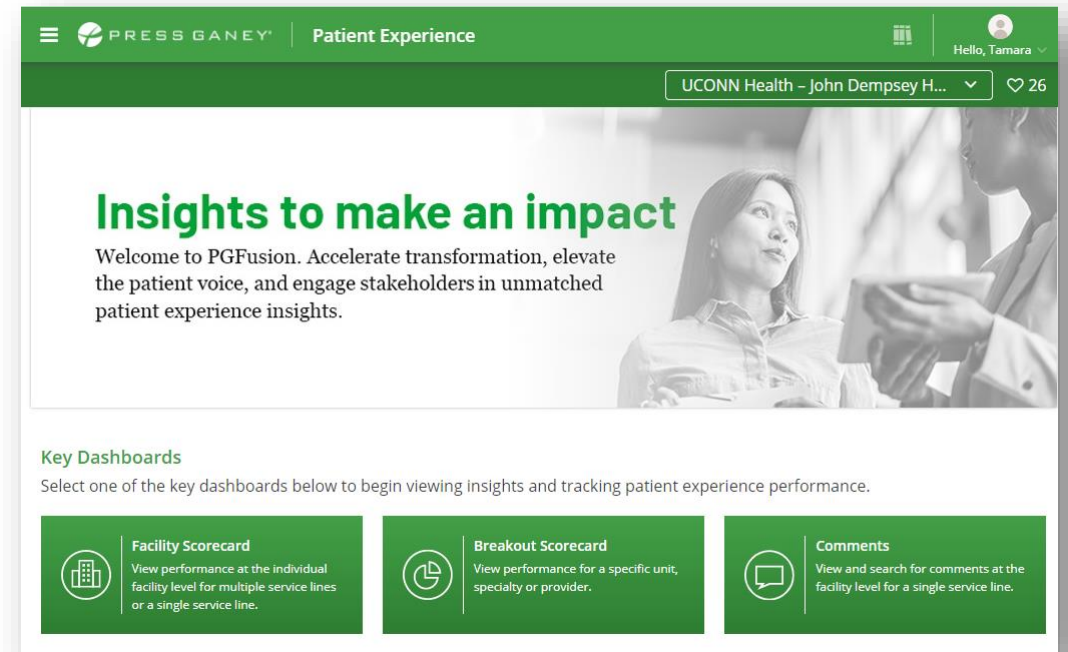
Patient Experience

Your Data Partners

Office of Patient Experience

# Press Ganey

- Third Party Vendor contracted to administer all of our CAHPS surveys
- **PGFusion** – Press Ganey's integrated digital reporting platform with easy to understand visuals and dashboards



# UConn Health Patient Surveys

*Measuring the Patient's Perspective*



Medical Practice (CGCAHPS)



Medical Practice Telemedicine



Outpatient Services (Radiology, Lab, Rehab)



Outpatient Oncology Services



Outpatient Ambulatory Surgery



Emergency Department



Inpatient (HCAHPS)



JUST LAUNCHED

**SURVEY INSTRUCTIONS:** You should only fill out this survey if you were the patient during the hospital stay named in the cover letter. Do not fill out this survey if you were not the patient. Answer all the questions by completely filling in the circle to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

☐ Yes

☒ No → **If No, Go to Question 1**

Please answer the questions in this survey about your stay at **UConn John Dempsey Hospital**. Do not include any other hospital stays in your answers.

## YOUR CARE FROM NURSES

1. During this hospital stay, how often did nurses treat you with courtesy and respect?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

2. During this hospital stay, how often did nurses listen carefully to you?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

3. During this hospital stay, how often did nurses explain things in a way you could understand?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always  
☐ I never pressed the call button

## YOUR CARE FROM DOCTORS

5. During this hospital stay, how often did doctors treat you with courtesy and respect?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

6. During this hospital stay, how often did doctors listen carefully to you?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

7. During this hospital stay, how often did doctors explain things in a way you could understand?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

## THE HOSPITAL ENVIRONMENT

8. During this hospital stay, how often were your room and bathroom kept clean?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

9. During this hospital stay, how often was the area around your room quiet at night?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

## YOUR EXPERIENCES IN THIS HOSPITAL

10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?

- ☐ Yes  
☐ No → **If No, Go to Question 12**

# HCAHPS Survey Overview

- Communication with Nurses
- Responsiveness of Hospital Staff
- Communication with Doctors
- Cleanliness of Hospital Environment
- Quietness of Hospital Environment
- Communication about Medication
- Discharge Information
- Overall Hospital Rating
- Recommend the hospital
- Care Transitions

# HCAHPS Improvement Collaborative



## What We Will Measure

The HCAHPS survey measures **how often** patients perceived that an aspect of care was performed (never, sometimes, usually, always)

Hospitals are rated on the percentage of patients that choose the **“TOP BOX”** – or **most positive** – response.

## Two Questions

- During this hospital stay, how often did the nurses treat you with courtesy and respect?
- During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

HCAHPS Dashboards

HCAHPS Patient  
Comments Reports

Nurse Manager  
Rounding

Morning huddles

Introduce Patient  
Experience

Standard Behaviors

HCAHPS  
awareness/education



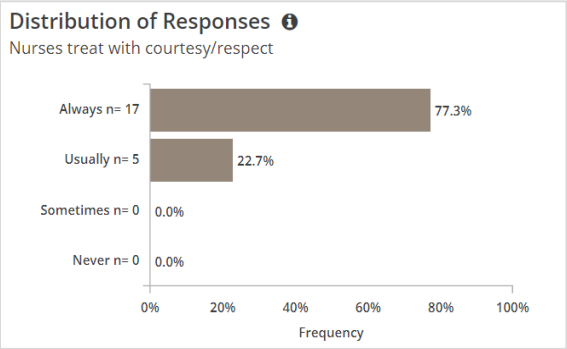
Patient Experience | HCAHPS Improvement Dashboard

Communication with Nurses | Nurses Treat With Courtesy and Respect  
HCAHPS | Peer group All Press Ganey | October 18, 2021



Comm w/ Nurses

CAHPS: During this hospital stay, how often did nurses treat you with courtesy and respect?



Nurses treat with courtesy/respect

77.27%  
Top Box Score

Score Goal: 50.00%  
Previous: 85.71% ▼  
n = 22

7th  
Percentile Rank

Previous: 45th ▼

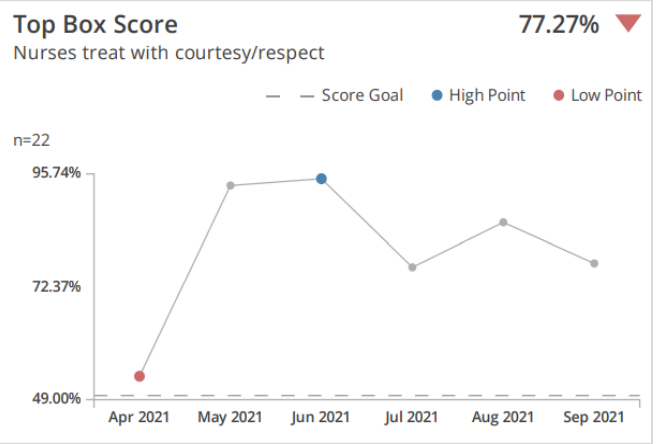
■ At or Above Goal ■ <5 Points Below Goal ■ >5 Points Below Goal □ No Goal

SEPTEMBER 2021

		Top Box Score		Goal: 50.00%							
Survey Items	SECTION/DOMAIN	Survey Type	n	Current (Sep 2021)	Previous (Aug 2021)	Change	Percentile Rank	Score Trendline		Details	
Nurses treat with courtesy/respect	COMM W/ NURSES	CAHPS	22	77.27%	85.71%	-8.44%	7				

† Custom Question ^ Focus Question

■ At or Above Goal ■ <5 Points Below Goal ■ >5 Points Below Goal □ No Goal



Survey Section and Item Comparison ⓘ

SORT BY: Default SELECT: Standard and Custom

Peer Group: All PG Database  
CAHPS Item Level N=2465 | Benchmark by: All Respondents

Survey Section and Item	n	Top Box Score	Percentile Rank	
Domain: Comm w/ Nurses	23	75.03%	24	
Nurses treat with courtesy/respect	22	77.27%	7	
Nurses listen carefully to you	23	73.91%	35	
Nurses expl in way you understand	23	73.91%	44	

Time Period	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
n	13	15	19	17	14	22
Top Box Score	53.85%	93.33%	94.74%	76.47%	85.71%	77.27%
Percentile Rank	1	92	95	5	45	7

Changing patient perceptions

## Patient Experience | HCAHPS Improvement Dashboard

Response from Staff | Call Button Help  
HCAHPS | Peer group All Press Ganey | October 18, 2021

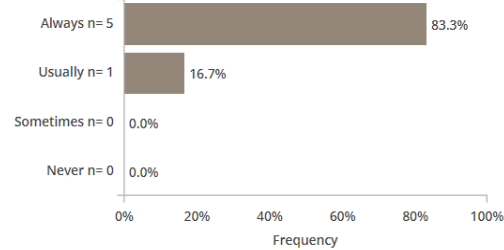


### Comm w/ Nurses

CAHPS: During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

### Distribution of Responses ⓘ

Call button help soon as wanted it



### Call button help soon as wanted it

83.33%

Top Box Score

Score Goal: 50.00%

Previous: 46.15% ▲

n = 6

98th

Percentile Rank

Previous: 4th ▲

■ At or Above Goal ■ <5 Points Below Goal ■ >5 Points Below Goal □ No Goal

SEPTEMBER 2021

Survey Items		SECTION/DOMAIN	Survey Type	n	Top Box Score	Goal: 50.00%	Current (Sep 2021)	Previous (Aug 2021)	Change	Percentile Rank	Score Trendline	Details
RESPONSE OF HOSP STAFF												
Call button help soon as wanted it		CAHPS		6	83.33%	46.15%	37.18%	98				
† Custom Question ^ Focus Question												
■ At or Above Goal ■ <5 Points Below Goal ■ >5 Points Below Goal □ No Goal												

### Survey Section and Item Comparison ⓘ

SORT BY: Default  
SELECT: Standard and Custom

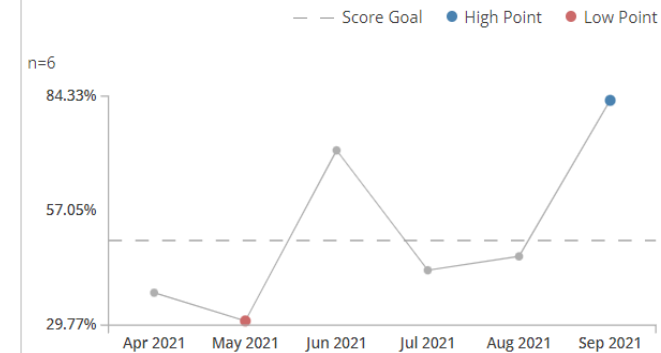
Peer Group: All PG Database  
CAHPS Item Level N=2425 | Benchmark by: All Respondents

Survey Section and Item	n	Top Box Score	Percentile Rank	
Domain: Response of Hosp Staff	7	91.67%	99	
Call button help soon as wanted it	6	83.33%	98	
Help toileting soon as you wanted	5	100.00%	99	

### Top Box Score

83.33% ▲

Call button help soon as wanted it



Time Period	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
n	16	13	7	21	13	6
Top Box Score	37.50%	30.77%	71.43%	42.86%	46.15%	83.33%
Percentile Rank	1	1	81	2	4	98

Dashboard Name: My Focus Item | Call button help soon as wanted it | System Name: UCONN Health - John Dempsey Hospital - System | System ID: 247 | Facility Name: UCONN Health - John Dempsey Hospital | Facility ID: 247 | Service Line: Inpatient | Breakout Type: Unit | Breakout Name: MEDICINE | Metric: Top Box Score | Date Type: Received Date | Time Frame: Last Month | Peer Group: All PG Database | Score Goal: 50.00% | CMS Reportable Responses: Not Applied | Skip Logic: Applied | Current Benchmarking Period: 07/01/2021 - 09/30/2021 | Fiscal Start Month: 01 | Download Date & Time: Oct 18, 2021 12:40 pm EDT

Changing patient perceptions

# HCAHPS – Nursing Domain Survey Questions

*UConn Health Top Box Performance across all inpatient units (Q3 2021)*

## Nurses listen carefully to you

### Nurses treat with courtesy/respect

During this hospital stay, how often did nurses treat you with courtesy and respect?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ **Always**

**TOP BOX**

**85.2%**

During this hospital stay, how often did nurses listen carefully to you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ **Always**

**TOP BOX**

**71.2%**

### Nurses explain in way you understand

During this hospital stay, how often did nurses explain things in a way you could understand?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ **Always**

**TOP BOX**

**74.7%**

# Looking Ahead

SHIFT TO A *PERSON-CENTERED* CULTURE TO DRIVE IMPROVEMENTS IN PATIENT PERCEPTIONS OF CARE



Understand the data and reports



Share patient feedback and survey data



Track trends and embrace transparency



Identify priorities



Celebrate wins and investigate variation



Set goals



Take action on your data

# **Employee Engagement Survey 2021**

# Employee Engagement Survey 2021

## November 1<sup>st</sup> - 22<sup>nd</sup>

- 19 Additional Questions for RNs
- Participation is Voluntary
- Responses are Anonymous
- Why Participate?
  - We are committed to addressing the needs of our staff
  - Your responses will sustain a work environment that will continue provide support, resources and opportunities for all of our nursing and advanced practice staff.

# Question Categories of Nursing Excellence

- **Adequacy of Resources and Staffing**
- **Autonomy**
- **Fundamentals of Quality Nursing Care**
- **Inter-professional Relationship**
- **Leadership Access and Responsiveness**
- **Professional Development**
- **Teamwork and Collaboration**

# Question Categories of Nursing Excellence

- **Adequacy of Resources and Staffing**
  - PPE
  - New equipment –hover jack
  - Travelers, new grad RNs
  - Nurse staffing grids
- **Autonomy**
  - Shared Governance Boards and Unit councils
- **Fundamentals of Quality Nursing Care**
  - Safety huddles
  - Safety Starts With Me
  - Safety Intelligence
  - Unit Quality Boards NDNQI
- **Inter-professional Relationships**
  - Interdisciplinary huddle
  - Workplace Violence Committee



# Question Categories of Nursing Excellence

- **Leadership Access and Responsiveness**
  - Town Halls
  - Leadership Rounding
  - Unit Staff Meetings
- **Professional Development**
  - Annual competencies
  - SABA education
  - Grand Rounds/Journal Club
  - Support for professional certification and career advancement
- **Teamwork and Collaboration – Liaison Committees**
  - Falls
  - Med Safety
  - Code Strong
  - Infection Prevention
  - Peer Support Group
  - Safety Champions
  - Resuscitation Review

# Why Participate?

- We are committed to addressing the needs of our staff
- Your responses will determine areas where we made progress and areas that may need further effort and focus.



# Staffing and Recruitment

## UPCOMING EVENTS

- In-patient Nursing Career Fair - October 28, 2021 - Rotunda
- Outpatient Nursing Career Fair – Winter 2021
- UConn SoN New Grad Recruitment Event - November 9, 2021 - Virtual
- NSIP Nursing Student Internship Accelerated Program - (10 students) - January 2022
- OR Capstone - (4-6 students) - Spring 2022

**More to come**

# Who is your 2022 Nightingale Nominee(s)?

**It's never too early to start thinking about your 2022 Nightingale Nominee(s)!**

- Start compiling the required information noted below for your nomination narrative.
- Speak to others who might like to contribute to the nomination narrative.

**Every nomination is anonymously reviewed and rated on this specific criteria.**

1. Made a significant impact on patient care and/or the nursing profession;
2. Gone "beyond the call" in a clearly illustrated scenario;
3. Demonstrated excellence above what is normally expected;
4. Shown commitment to the community served in a way that is significantly above the norm;
5. Achieved a life-long legacy in a particular arena.

**UConn Health is granted 6 winners per year!**

**Nominations will be accepted: February 1 - March 1, 2022**  
**Stay tuned for additional reminders and more information.**



# Thank you!



Please send E-questions to Tara Rousseau through the WebEx chat function!  
Kindly keep telephone and computer lines muted at all times.