

## SIGNIFICANCE

- The importance of the patient, nurse, and care team to engage in behaviors to support responsiveness translate into increased financial benefits.
- Evidence supports the correlation between the vulnerable hospitalized adult patient and their overall satisfaction with their patient experience (Brooks, 2016).
- Project site (65.1%), state (68%), and national (69%) benchmarks for responsiveness have not been met at for the prior two fiscal years.
- Evidence supports benchmarks of four minutes or less as a target for call bell response time (Tzeng et al., 2012).

## PURPOSE

The purpose of this quality improvement project was to determine if patient perceptions of staff responsiveness as measured by the HCAHPS survey are impacted by the implementation of an advanced call bell system and competency-based hourly rounding training of Registered Nurses (RNs) and Unlicensed Assistive Personnel (UAP).

## METHODOLOGY

The multi-component project was implemented over a 12 week period with defined pre- and post- comparison phases beginning December 3, 2018:

- Hourly Rounding Competency Validation:
  - Required attendance at a population-specific simulation to validate behavioral competencies
- Installation of an advanced call bell system:
  - Tiered installation of staff locator badges and education for use and standards

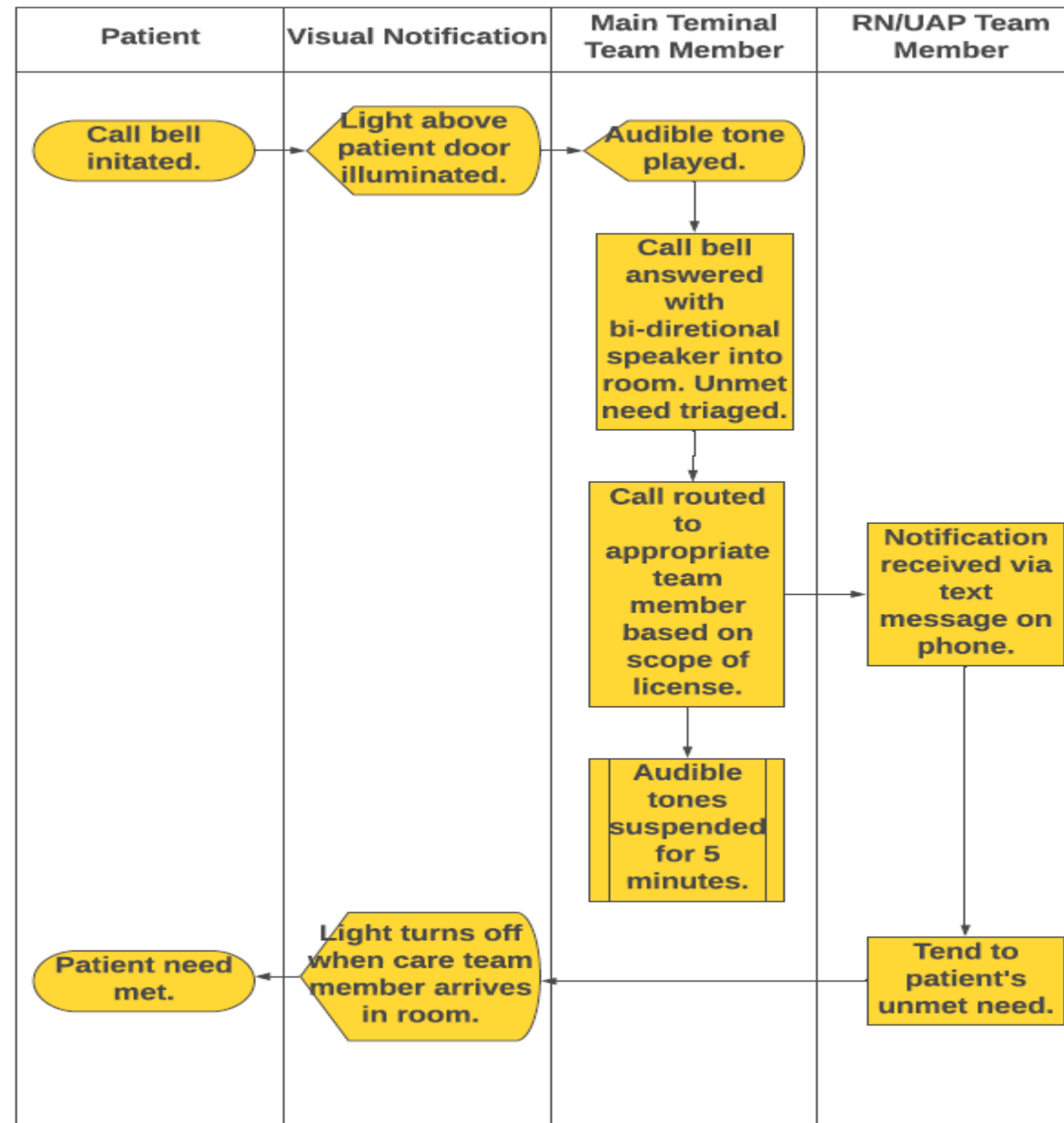


Figure 1. Overview of R5 Nurse Call System flow from a patient initiated, non-emergency call.

## FINDINGS

### Focus Unit HCAHPS Responsiveness Scores

	Surgical Oncology				Medical			
	Overall	Q4	Q10	Q11	Overall	Q4	Q10	Q11
Pre	59.3%	58.0%	53.7%	60.6%	51.2%	50.0%	62.5%	52.4%
Post	67.2%	61.2%	57.4%	73.2%	66.7%	63.1%	59.5%	55.8%

Note. Overall = overall top box score for the HCAHPS responsiveness domain; Q4 = During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it; Q10 = During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or using the bedpan; Q11 = How often did you get help in getting to the bathroom or using a bedpan as soon as you wanted. Questions adapted from "HCAHPS Survey" by Hospital Consumer Assessment of Healthcare Providers and Systems, 2018a. Retrieved from [http://www.hcahponline.org/globalassets/hcahps/survey-instruments/mail/july-1-2018-and-forward-discharges/2018\\_survey-instruments\\_english\\_mail.pdf](http://www.hcahponline.org/globalassets/hcahps/survey-instruments/mail/july-1-2018-and-forward-discharges/2018_survey-instruments_english_mail.pdf)

### Focus Unit Response Time by Implementation Period

Unit	Pre- Implementation Period				Post- Implementation Period			
	n	M	SD	Range	n	M	SD	Range
Surg-Onc	971	6:51	7:41	28:22	1,126	5:41	6:32	17:21
Medical	613	5:44	6:32	26:50	1,084	5:39	6:27	30:43

Note. n = number of calls; M = mean response time of calls in minutes and seconds; SD = standard deviation of response time in minutes and seconds.; Pre-Implementation period= December 3, 2018 at 00:00 hours, and ending on January 6, 2019 at 23:59 hours; Post-implementation period= January 21, 2019 at 00:00 hours and ended on February 24, 2019 at 23:59 hours.

## DISCUSSION

- Increased satisfaction scores in the responsiveness domain on the HCAHPS survey.
- Positive gains were made in patient experience ratings through an improvement of the HCAHPS domain of responsiveness of hospital staff.
- Continued opportunities for evolution to meet state and national benchmarks for performance.
- Informal outcomes have placed future work in the area of responsiveness in the forefront of opportunities for improvement with ownership on the frontline staff.
- On-going market demands from value-based payment models will require translatable, evidence-based work to improve patient care outcomes.

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### References

- Brooks, J. A. (2016). Understanding hospital value-based purchasing. *American Journal of Nursing*, 116(5), 63-66. doi: 10.1097/01.NAJ.0000482974.56328
- Tzeng, H. M., Ronis, D. L., & Yin, C. Y. (2012). Relationship of actual response time to call lights and patient satisfaction at 4 U. S. hospitals. *Journal of Nursing Care Quality*, 27(2), 1-8.