

“What Matter’s to You?”

Building Relationships to Improve the Patient Experience Metrics & Employee Engagement

Background

Our Patient Experience Metrics and Employee Engagement data indicated a need for improvement and became an organizational priority. Enhancing our ability to form genuine relationships with our patients, families and team members allows us to gain trust, ease anxiety and improve outcomes. This is the philosophy of the worldwide “What Matter’s to You” initiative, which was introduced by the Institute for Healthcare Improvement in 2012.

Project Aim

The objective of Montefiore Nyack’s “What Matter’s To You” initiative is to demonstrate an improvement in HCAHPS and Press Ganey scores, specifically those questions related to relationship building

Project Design & Strategy

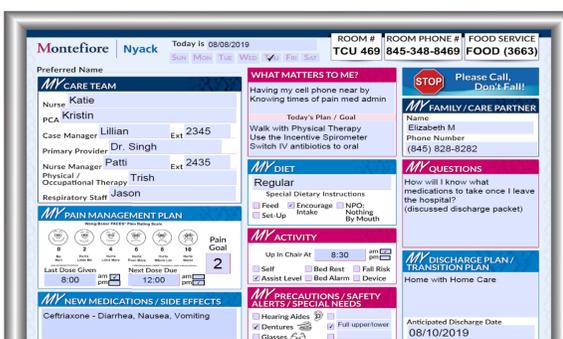
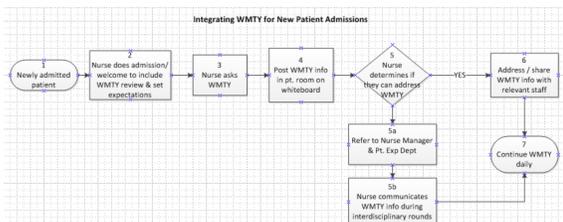
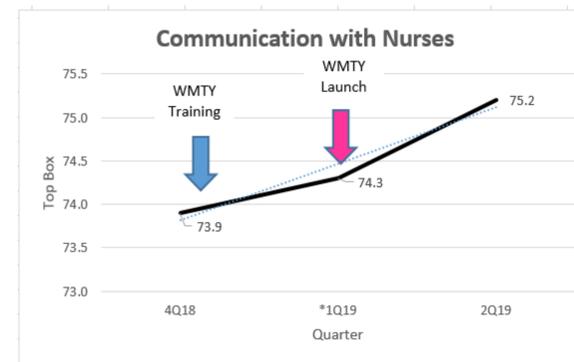
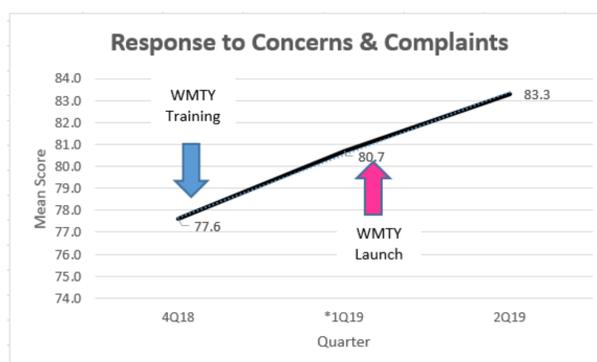
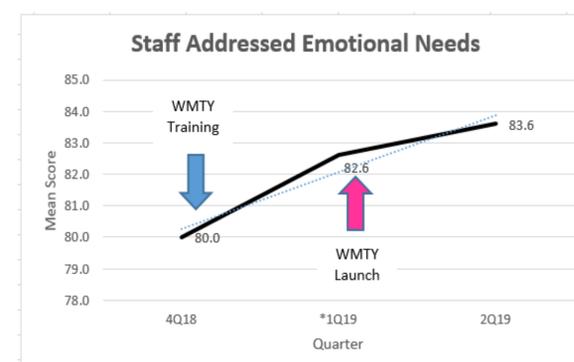
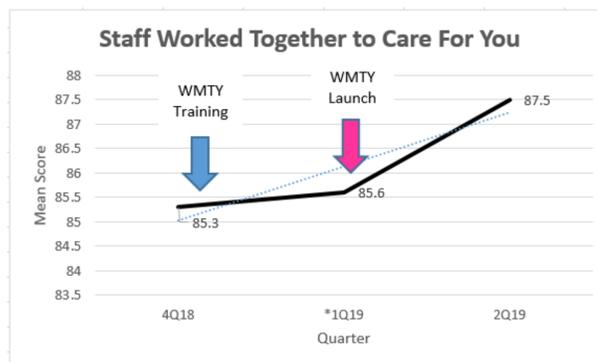
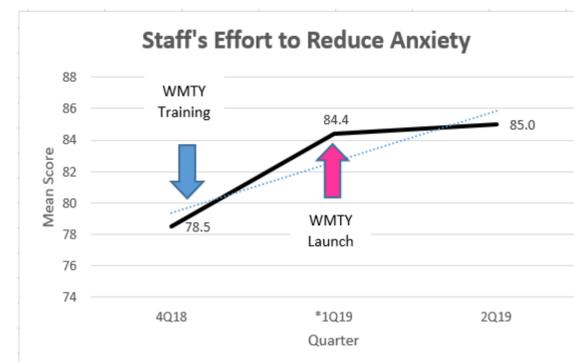
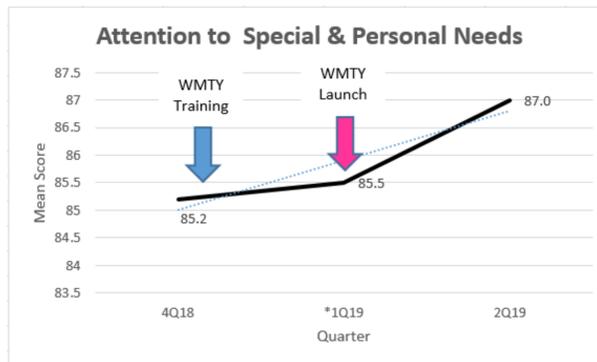
We introduced the “What Matter’s to You” initiative to Montefiore Nyack’s organization in the Fall of 2018 by creating awareness and desire to change.

We started off 2019 by providing education on an individual unit basis through the use of PowerPoint, video and role playing.

Incorporation of the “What Matter’s to You” initiative into our daily practice included bedside handover, multidisciplinary rounds, leader rounding and in-room patient whiteboards.

Data Collection included patient survey results, patient comments, direct observations and Nurse Leader and Patient Experience Rounding.

Outcomes



Conclusions

Montefiore Nyack demonstrated an improvement in HCAHPS and Press Ganey key indicators. Positive feedback and unique stories were received from patient’s, families, and team members. Our results demonstrated that the development of relationships, trust and a reduction in anxiety improves that patient’s experience. Utilization of the “What Matter’s to You” initiative with team members has enriched relationships with the Senior Leadership Team. This has enhanced trust and transparency throughout the organization.

National “What Matter’s To You” Day Celebration at Montefiore Nyack

On June 6, 2019 Montefiore Nyack hosted its first ever “What Matter’s to You Day”. In an effort to continue to bring awareness, celebrate our success and build relationships with our staff, the Senior Leadership Team met with over 600 employees throughout the day over breakfast and ice cream to find out what mattered to them. A stoplight report was created highlighting the actions we took based on the feedback we heard from our staff. The WMTY Celebration was very well received!



Next Steps

Education and implementation throughout Montefiore Nyack’s organization will continue to the Emergency Department, Outpatient Services and Ancillary Support Staff. Reinforcement throughout the Inpatient & Ambulatory Surgery service lines will continue.

National WMTY Day Celebrations will continue on an annual basis at Montefiore Nyack where we focus on continuing to build trusting personal relationships with our team members.