

# Henry Ford West Bloomfield Hospital

Beyond the Boundaries



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*Together, We Can*

# Objectives

- Introduce you to our hospital and share our journey
- Compare and contrast our experience with that of traditional hospitals
- Discuss some of our unique concepts related to “patient experience”
- Share challenges we have met along the way

# Who We Are and What We Do

## Mission:

To improve people's lives through excellence in the science and art of health care and healing.

## Vision:

Transforming lives and communities through health and wellness,  
*one person at a time.*

## Values:

Each Patient First

Respect for People

High Performance

Learning and Continuous Improvement

A Social Conscience



*Together, We Can*

# Four Filters

- Quality & Safety
- Compassionate Care
- Memorable Experiences
- Efficiency & Innovation

# Quality & Safety

- Foundation in education and research
- Evidence-based care
- No-Harm Campaign
- Coalitions and Collaboratives
- Malcolm Baldrige Award



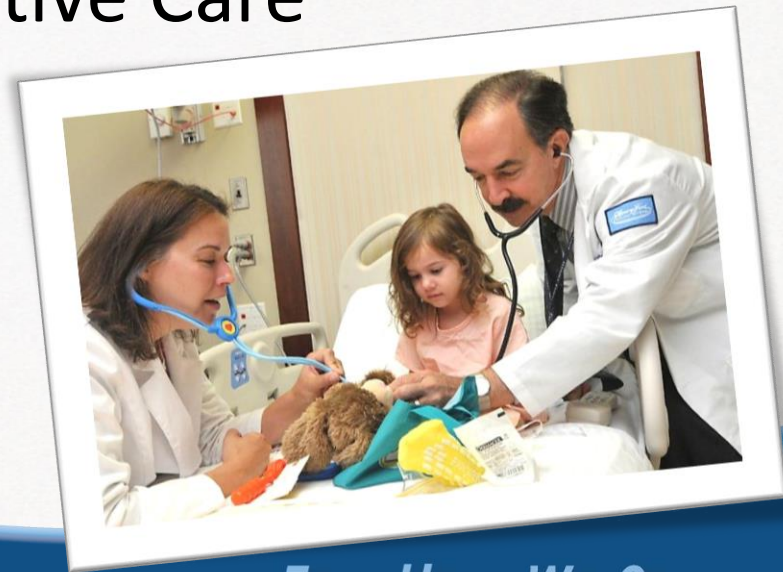
# INNOVATIONS IN QUALITY AND SAFETY

- Multidisciplinary Rounds
- Collaborative Plans of Care
- Safety rounds
- R.E.A.L Rounding
- Performance Huddles
- Debriefings
- 100 Day Workouts



# Compassionate Care

- Selective Recruiting and Hiring
- Onboarding/Employee Engagement
- Team Member Standards of Excellence
- Staff Engagement
- Supportive Therapies/Palliative Care
- Emphasize Empathy
- Include Families



# Culture of Caring

## Get to know one personal thing about the patient.

- Build relationship by listening and getting to know the patient
- Respect patient/customer diversity and individuality
- Share backstory with the entire care team (including PT/OT, transport)
- Acquire cultural awareness
- Discover the patient's fears and worries

## Show empathy and ask yourself "What if this was me or my family?"

- Before each patient encounter, be prepared to be present with them by using STOP to re-center yourself (Stop, Take a breath, Observe your thoughts/feelings/emotions, Proceed)
- Team/Staff has a backstory too, get to know each other and work as a team

## Send patients and families off with the sense that all their needs were taken care of.

- Ensure that all of the patient and family questions/concerns were addressed
- Make sure the patient/family has the right connections to transition care



## Establish a consistent orientation process. Ask the patient what they are worried about.

- Set the stage and tone for the visit when the patient arrives
- Manage expectations around suffering/pain from initial assessment to discharge

## Verbally communicate updates and keep patient/family informed of delays.

- Regularly provide verbal/written updates (i.e., goal for the day, care team, pain medication). Where available, use the whiteboard as a form of communication

## Create a menu of alternatives to offer patients who may be suffering.

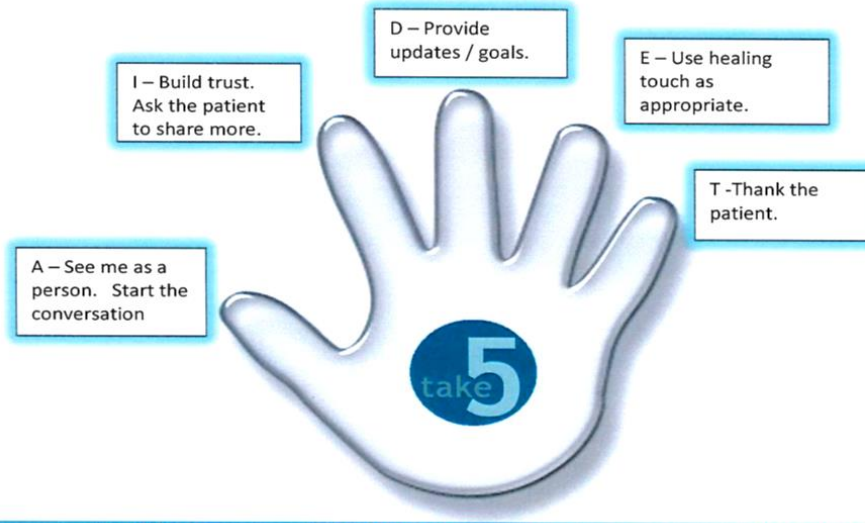
- Brainstorm various options to help alleviate suffering such as personal hygiene, RICE (Rest, Ice, Compress, Elevate), distractions (i.e., TV, music), personal/comfort items, massage, close doors, turn off lights, sleep masks, calming scents, etc.
- Find appropriate moments for personal healing touch (i.e., holding hand)

**Suffering: the physical pain, disability or loss that may accompany illness or treatment, as well as the fear, anxiety, confusion and frustration surrounding the patient experience. - Adapted from Press Ganey**



# Take 5:

Take 3-5 minutes to sit with each patient and get to know them



Sample conversation starters	Build Trust	Provide Updates	Healing Touch	Thank the Patient
<ul style="list-style-type: none"> <li>Tell me something about you that I would not see in your chart</li> <li>Where did you grow up? What was it like there?</li> <li>Do you have any concerns or worries about your hospital stay, treatment, diagnosis, etc.</li> <li>Tell me about your family</li> <li>What is your usual routine at home?</li> <li>Do you work? If so, what do you do and where?</li> <li>Is there anything special I should know about taking care of you?</li> </ul>	<ul style="list-style-type: none"> <li>Tell me more about that</li> <li>That is so interesting! Tell me more.</li> <li>I'll make sure to let the other nurses know about that</li> <li>Use active listening</li> </ul>	<ul style="list-style-type: none"> <li>Ask the patient/family: What do you know about your plan of care? What questions do you have? Do you feel prepared to go home?</li> </ul>	<ul style="list-style-type: none"> <li>Be culturally sensitive and use healing touch: Touch the patient's arm or hold their hand.</li> </ul>	<ul style="list-style-type: none"> <li>Thank the patient for their time and inform them about when you will return.</li> <li>Tell the patient you enjoyed getting to know them.</li> </ul>

Share pertinent pieces of patient information both verbally and in EPIC. Utilize the Plan of Care: Individualization/Mutuality to document findings. Review previous documented items in the Plan of Care or in the Overview page from the Patient Summary.

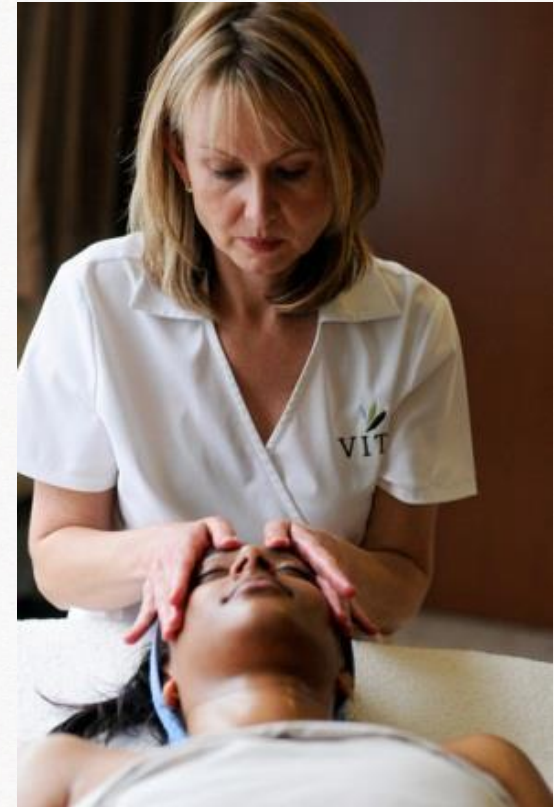
# Compassion In Action



Henry, our Pet Therapy dog



The Valade Interfaith Sanctuary



Vita Wellness Center

# The Patient is the Center of our World



Together, We Can

# Employee Engagement

- Collaboration
- Unit and Hospital Governance
- Communication
- Town Hall meetings
- Safety Champion Program
- Quality Expo
- Wellness Programs



# Recognize and Reward

We find many ways to celebrate our team members



# Memorable Experiences

- First impressions – Main Street
- Healing environment
- A Day in the Life of a Patient
- Family Centered Care
- Pet therapy
- Healing Arts
- Spa and integrative medicine
- Natural/healthy meals with eye appeal
- Memorials/Support Groups



# Make it an Inviting Place to Visit



LiveWell Shoppe on Main Street



Proudly serving Starbucks

# A Place of Their Own



Rooms that incorporate  
Principles of Feng Shui

Comfortable Space for Family





# Efficiency and Innovation

- Greenhouse/Community Center
- Cooking Demonstration Kitchen
- Community Wellness Publications
- Advanced Care Planning
- Integrated Electronic Medical Record
- Farmer's Market
- Community Wellness Programs
- L.E.A.N Methodologies

# Innovate Everyday



Innovation Unit: Where every new idea begins

# Community Involvement

- Keeping our communities healthy
- Partner around great causes
- Healing Arts
- Spa and Alternative Therapies
- Community Care Services
- Community Partnerships



# Innovative Community Programs



School Nutrition Programs



Hank and Clara our mobile medial clinics

# Build a Community Center for Well Being

- Inviting environment that doesn't feel like a hospital
- Become a “go-to” destination in the community



# Unique Challenges

- Keeping patients and families at center of decision-making
- Building and reinforcing culture of caring as a primary focus
- Managing care for those who have not lived healthy lifestyles
- Staying energized to find new innovative ways of doing things
- Keeping staff engaged
- Continuing to attract market share
- Maintaining financial sustainability
- Improving processes to efficiently manage increased volume

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