

Employee Engagement and Increasing Patient Satisfaction in the Pediatric Outpatient Setting



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EMPLOYEE ENGAGEMENT AND INCREASING PATIENT SATISFACTION IN THE PEDIATRIC OUTPATIENT SETTING

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INTRODUCTION

The pediatric outpatient setting can be a stressful experience for everyone involved and patient satisfaction stems greatly from the nurses' and other healthcare providers' ability to communicate with the patient and their family. AIDET is a communication framework for healthcare professionals to communicate with patients and each other in a way that decreases patient anxiety, increases patient compliance, and improves clinical outcomes. The acronym AIDET stands for five communication behaviors: Acknowledge, Introduce, Duration, Explanation, and Thank You. The perioperative period can be a traumatic experience for both children and their parents. AIDET, when coupled with the Commit to Sit initiative can alleviate these stresses for everyone involved.

SPECIFIC AIM STATEMENT

PICOT QUESTION:

Does implementation of AIDET and Commit to Sit increase NRC patient satisfaction scores compared to not implementing AIDET and Commit to Sit within a pediatric outpatient setting over the course of a year?

PROJECT OVERVIEW



METHODOLOGY

Teaching staff in the outpatient setting on how to utilize AIDET and Commit to Sit. Collect staff data using surveys. Reinforce teaching through posters and future teaching.

- Teaching
- Staff Surveys
- Comparison of Patient Surveys
- Reinforcement

RESULTS AND ANALYSIS

Results comparison between pre-survey and post-survey data after education on AIDET and Commit to Sit.

- Pre-survey (n=9), post-survey (n=11)

PRE-SURVEY DATA:

Do you agree that you have the tools to provide the best experience for patients within the UCSF Walnut Creek location?



How familiar are you with AIDET (Acknowledge, Introduce, Duration, Explanation, Thank you)?



POST-SURVEY DATA:

How familiar are you with AIDET after the presentation?



How do you rate your understanding of Commit to Sit after the presentation?



PROPOSED INTERVENTION

IMPLEMENTATION OF AIDET AND COMMIT TO SIT:

- Improves patients' satisfaction and perception of care
- Builds customer loyalty
- Ensures consistent delivery of service and respect
- Reduce patient and family anxiety
- Increases patient compliance
- Improves clinical outcomes
- Increases time spent with the client
- Increases client understanding regarding tests, procedures, and outcomes.
- Improves experiences for nurses

CONCLUSION

Clinical procedures and a new environment can be an overwhelming experience for children and their families. The patients' experience impacts clinical outcomes, compliance, perception of care, and overall patient satisfaction. Utilizing findings from extensive literature reviews on evidence-based practices, AIDET and Commit to Sit were introduced to the staff members at the ambulatory pediatric surgical center in order to increase employee engagement and patient satisfaction scores. Immediate evaluation of the education provided has indicated an overall positive response from the employees. The majority of the team was in favor of integrating the new communication tools into their practice.

FUTURE RECOMMENDATIONS

Time restrictions of the project made it difficult to determine how effective each communication tool was for patients. It is essential to follow up on this in order to determine further areas of improvement and if there is a need for retesting to optimize the effectiveness of the new additions in the patient communication process. Sustaining these changes within the microsystem will require all staff members to buy into the interventions. As such, continual projects to boost employee morale may be useful in integrating further changes to improve patient satisfaction.

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PICOT and Proposed Intervention

PICOT: Does implementation of AIDET and Commit to Sit increase NRC patient satisfaction scores compared to not implementing AIDET and Commit to Sit within a pediatric outpatient setting over the course of a year?

Proposed Intervention: Implemented AIDET and Commit to Sit communication initiatives.

Future Recommendations:

- Follow up on NRC data
- Simulations on AIDET and Commit to Sit
- Annual and new hire training