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# Evidence to Measure and Implement Patient Satisfaction in FBC Patients

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# Evidence to Measure and Implement Patient Satisfaction in FBC Patients.



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## Purpose Statement

The purpose of this project is to increase Family Birthing Center patient Press Ganey satisfaction scores by focusing on communication with nurses, implementing communication guidelines and nurse accountability for compliance.

## Synthesis of Evidence

- Good communication not only consists of words, how words are said, and non-verbals, but also how well we listen.
- One “bad” experience can be more influential than many “good” experiences.
- Satisfaction is directly correlated to expectations; expectations that are exceeded lead to more satisfied patients.
- Women aged 15-44 tend to be the hardest to satisfy. Satisfaction increases with age.
- Happy staff=happy patients.

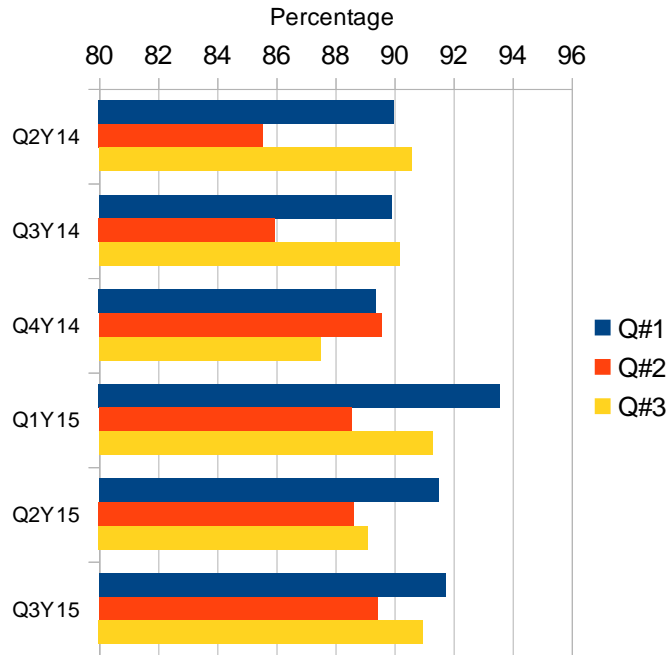
## Team Members

Dr Stacia Anderson, Amy Bemboom RNC-OB, Sarah Bryce RN, Karalee Burditt RNC-OB, Melissa Erickson RNC-MNN, Danielle Hartfiel LPN, Melissa Lahn RNC-OB, Kathy Nichols HUC, Jeanie Olson RNC-OB, Holly Simon RN, Kathy Stromberg PCA, Meredith Wells RNC-OB

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## Pre/Post Measures

Three Press Ganey questions were chosen to focus on: (1) friendliness/courtesy of nurses; (2) how well the nurses kept you informed; and (3) nurses' sensitivity and responsiveness to pain you may have experienced in the hospital. Satisfaction scores are reviewed quarterly with Quarter 2 FY 2014 used as the pre-measurement.



Press Ganey Results

## EBP Practice Change

The team meets every other month to work on patient and staff satisfaction. Within the Family Birthing Center, “thank you” cards are being signed by staff for patients/families, a suggestion box was placed in the FBC break room, staff events are taking place to help promote staff engagement, and an FBC mission statement was developed. Additionally, the team developed the SCH FBC Patient Communication Guidelines and the Family Birthing Center Team Guidelines. These guidelines are reviewed yearly at performance appraisals. Throughout the facility, hourly rounding, bedside shift reporting, care boards, and leadership rounding have been implemented to enhance the patient experience.

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