Electronic Whiteboards: Enhancing the Patient Experience
Disclosures of Conflicts of Interest

- Kimberly Sargent, BSN, MSN, NE-BC disclosed a financial relationship with Speakers Bureau: Premier, Inc
- Andrew Hoffman has nothing to disclose.
Learning Objectives

- Discuss strategies, tools and metrics to support clinician/patient relationship building and how they affect HCAHPS scores.
- Identify the key factor of the electronic whiteboard to promote patient perception of clinician care, experience, and communication.
- Present tool to improve communication among patients, families and clinicians.
St. Luke’s Hospital Miners Campus

- Founded in 1910 by local miners
- Joined SLUHN in 2000
- 44 acute care beds (6 critical care)
- 48 geriatric/rehab/SNF
- Level IV Trauma Center
- Primary Stroke Center
- Chest Pain Center Accreditation
- All hospitalist model
- Telemedicine
Background and Significance

- The care of patients in the hospital setting can be stressful for patients, their families and the healthcare team.
- Communication is critical in ensuring that correct information exchange is taking place not only between providers, but also between patients, families and the healthcare team.
- SLM HCAHPS scores for FY 2015 for communication with nurses performed below the 50th percentile rank.
“New Consumer” of Healthcare

- The patient IS the informed consumer
- Patient experience/satisfaction
- Choice in healthcare
- Transparency in healthcare
Disruptive Innovation in Healthcare

- Technological Innovations
  - Mobile devices and smart phones
  - The internet
  - Texting amongst healthcare providers as a means of communication
  - Tele-health
  - Social Media
Literature Review

- Practice of Whiteboards
- Electronic Whiteboards
- Relevance of HCAHPS Scores
  - The Hospital Consumer Assessment of Healthcare Providers and Systems survey (HCAHPS) is the first national standardized publically reported survey of the patient’s perspectives of their hospitalization experiences. The survey was developed in partnership by the Agency for Health Research Quality (AHQR) and the Center for Medicare and Medicaid Services (CMS) and has been utilized by hospitals since 2006 to measure patient satisfaction.
  - Nurse and Physician Communication
    The whiteboard was a very helpful tool in transparency of communication between the healthcare team, patients, and their families.
Traditional Whiteboard
Electronic Whiteboard
Traditional VS Electronic
Methods and Study Design

- The St Luke’s University Health Network’s (SLUHN) Institutional Review Board (IRB) reviewed and approved this study.

Quasi-Experimental

- The principal researcher and team utilized retrospective data.
- Eight-months’ worth of HCAHPS scores from patients who were discharged home from SLM was reviewed retrospectively. Post implementation of the electronic whiteboards, the HCAHPS scores were again reviewed over an eight-month timeframe and a side-by-side comparison of the applicable HCAHPS scores in the study categories; communication with doctors and communication with nurses, were recorded.
HCAHPS Survey

Your Care From Nurses

1. During this hospital stay, how often did nurses treat you with courtesy and respect?
   - Never
   - Sometimes
   - Usually
   - Always

2. During this hospital stay, how often did nurses listen carefully to you?
   - Never
   - Sometimes
   - Usually

4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?
   - Never
   - Sometimes
   - Usually
   - Always
Data Collection

- Descriptive statistics will be used to analyze the retrospective response data.
- The data will utilize the Likert Scale along with the HCAHPS survey.
Sample Selection

- The HCAHPS survey was utilized as the tool for collecting each sample’s hospitalization experience after discharge.

- The only sample inclusion included HCAHPS surveys that were randomly sent to all patients discharged to home from SLM via US mail or e-survey.
## HCAHPS

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Data Analysis

St. Luke’s Hospital – Miners Campus
HCAHPS/Communication with Nurses (Top Box)

May – Dec 2015
Pre-implementation

# of occurrences

- 5 = 50%
- 2 = 75%
- 1 = 90%

May – Dec 2016
Post Implementation

# of occurrences

- 4 = 50%
- 3 = 75%
- 1 = 90%

Electronic Whiteboard intervention

Sample score

- May 15: 90
- Jun 15: 77.7
- Jul 15: 83.7
- Aug 15: 78.6
- Sep 15: 82.7
- Oct 15: 78.6
- Nov 15: 74.9
- Dec 15: 72.7
Data Analysis

St. Luke’s Hospital – Miners Campus
HCAHPS/Communication with Doctors (Top Box)

May – Dec 2015
Pre-Implementation

May – Dec 2016
Post Implementation

Electronic Whiteboard Intervention

# of occurrences

5 3 0

5 5 3

Sample Score

May June July August September October November December

May June July August September October November December

JCL JCL JCL JCL JCL JCL JCL JCL JCL

95.6% 85.9% 85.9% 85.9% 85.9% 85.9% 85.9% 85.9% 85.9%
Conclusion

- By establishing a roadmap for the implementation of electronic whiteboards, the process can be replicated in other inpatient hospital settings.
- Future research will be required to determine the effectiveness of the electronic whiteboards at other SLUHN campuses. The expectation is that electronic whiteboards, along with improved HCAHPS results, will prove to be a springboard for other SLUHN campuses to use electronic whiteboards.
- It is the mission of health care providers, as individuals and as institutions, to assure quality of communications among patients, their families, and the healthcare team.
Questions
Contact Information

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References


