



## **PACE Exchange Scenario Two: A Measure of Quality**

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The majority of hospitals conduct 'patient experience' surveys. You, in your leadership role, have been tasked with trending the results and sharing these with your teams. Some results are very positive however, a few common themes that emerge include:

1. Frontline staff not communicating effectively
2. Frontline staff not addressing concerns of the patient and family
3. Wait times are noted to be unacceptable despite being average in the province

**You are tasked with creating an action plan to the address these concerns.**

<b>1. Discuss the case in your group and identify the issue. Communication and wait times.</b>		
<b>2. If we could improve the situation, what specifically would you like to improve? Improve survey results, specifically that families feel their concerns are being addressed, and that wait times are acceptable.</b>		
<b>3. How would we enact this improvement? (identify three key actions and consider what you will do, when, who will be engaged and how?)</b>		
<b>3a) Action 1: What you will do? Implement family rounding; include questions about what are their concerns, how can we help address concerns, etc.</b>		
<b>When?</b>  Start in 2 weeks	<b>Who will you engage?</b>  Frontline staff, families, leadership,	<b>How?</b> Focus groups with families (review survey and if focus is accurate), meetings with staff to express why this is imperative for our practice.
<b>3b) Action 2: What you will do? Post wait times at the front desk, so patients and families have information about expected wait times. Include the wait times of our peer centers.</b>		
<b>When?</b>  Start in one month	<b>Who will you engage?</b>  Frontline staff, families, leadership,	<b>How?</b> Meet to develop template. Focus group to review content and make sure it is correct to meet the needs of families and patients.



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<b>3c) Action 3: What you will do?</b> <b>Implement an SBAR process for staff-staff communication surrounding patient care.</b>		
<b>When?</b>  <b>6 month</b>	<b>Who will you engage?</b>  <b>Frontline staff, families, physicians, leadership</b>	<b>How?</b> <b>Evaluate our current practices/communication.</b> <b>Develop change tool</b> <b>Collaboration across disciplines to standardize.</b> <b>Family feedback throughout change process (is change being seen?)</b>
<b>4. How will we measure success?</b> <b>Survey results re: communication, satisfaction of wait times. Family feedback.</b>		

**Thank you for lending your voice to the PACE Forum!**