

WHAT'S HAPPENING

A newsletter for the Maine Medical Center family

Patient Experience: On a Path to 'Always'

When MMC launched an effort to improve the patient experience several years ago, the organization opted to aim high with our goal of patients being able to answer "Always" on patient experience surveys. With the books closed on Fiscal Year 2013, our approach is working.

The random survey of discharged adult inpatients was developed by the Centers for Medicare and Medicaid Services (CMS) as part of their Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) initiative. CMS uses these surveys to determine part of the hospital's reimbursement rates, and we use them to better our patient experience.

Compared with Fiscal Year 2012, in 2013 we made significant improvements in our Quietness and Cleanliness scores, Pain Management and Responsiveness scores, and five other patient experience scores.

The primary reason we've been so successful? Our employees!

"Every employee plays an important part in this process," says Amy Morse, Vice President, Women's



and Children's Service Line. "Whether you work in Nutrition Services or on a surgical team, there's a way each of us can positively impact patient care."

A Patient Experience Team, made up of a multidisciplinary group of MMC employees and physicians, uses the HCAHPS survey results to identify areas for improvement and celebrate success.

This disciplined approach has resulted in a number of enhanced processes, including:

- **Hourly Rounding with Purpose:**

Communication is increased by letting patients know when staff will be returning, and workload (and therefore staff stress) is reduced because patient's needs are addressed while staff is in the room.

- **Silent Hospitals Help Healing (SHHH):** Initially kicked off in 2011, a workgroup is developing ways to help sustain the progress that's been made with quietness in the hospital.

While our scores jumped

significantly in FY13, we still have work to do to reach our ultimate goal of getting to "Always." Working under the guidance of the 2014 Annual Implementation Plan, which lists Patient Experience as a strategic priority, MMC is creating a comprehensive multi-year strategy to improve the overall patient and family experience.

"This is a great opportunity to celebrate what we are doing right and to focus on those areas we need to work on to improve the patient experience," says Jeff Gregory, Program

Continued on back

MARCH ANNIVERSARIES



Patricia Peters
45 Years

45 Years

Patricia Peters,
Nutrition Services

35 Years

Cinde Tilton, Critical Care
Mary Weinstein, NICU

25 Years

Kristeen Arntz,
Nutrition Services
Karen Goyet, Radiology
Denise McNeil,
Pulmonary Medicine

20 Years

Tanya Cook, IS
Tina Ramsay, Outpatient



Mary Weinstein
35 Years

15 Years

Robert Barber, Distribution
Marshall Bartlett, Facilities
Wendi Bourgoin, Billing
Mary Caryl, Turning Point
Mark Cassidy, IS
Deborah Commune-Joy,
Pharmacy
Robert Cormier, IS
Susanne Delisle, OR
Faith Glantz, HIM
Anne-Marie Gray, CICU
Melissa Marquis, R5
Maria Merriam, Radiology
Claire Miner, Anesthesia &
Pain Management
Stephen Williams,
Distribution



Claire Miner
15 Years

10 Years

Robert Dunning, GPV
Roberta Gagne, Pharmacy
Gerri Gauthier, Nursing
Jami Hill-Graffam, R1
London Leland,
Digestive Disease
Marina Longstreth, FBC
Tayeb Maataoui, GPV
Melanie Molnar, FBC
Nicholas Nappi,
Distribution
Thao Nguyen, R1
Richard Osteen, P6
Lise Parks, Billing
Paula Ross, ED
Steven Stout, Psychiatry
Felicia Wallace, P6
Gloria Weiss, SCU

5 Years

Jillian Boston, SCU
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Nancy Burnham, EVS
Sarah Catalano, SSC
Denis Chamberlain, PACU
Brady Chappell,
Engineering
Donald Cole, OR
Diana Coonradt, R1



Stephen Stout
10 Years

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PACU

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David Genest, EVS
Wendy Hewitt,

Simulation Center
Samantha Lachance, OR

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Julie McDonald, PACU
Christina Merrill, ED

Natalia Migunov, R6
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Snowden, R2

Amy O'Donnell, Nursing

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Tammy Parent, R3

Ryan Pearson, FBC

Kristine Perrault, GPV

Christina Pettis, Admitting

Samantha Quattrucci, R7

Emily Slack, R2

Scott Smith, ED

Christine St Amand, R4

David Stokes, EVS

Cuauhtemoc Villanueva,
EVS

Bryan Watt, IS

Sadie Werner, R6

Nikita Yudanov, EVS

"Patient Experience" from front

Manager, Center for Performance Improvement.

For example, in an effort to improve communications with patients and families, nursing is rolling out Bedside Shift Report-

ing this year. This gives the patient and family an opportunity to meet the nurse taking over, ask questions, and share important information.

"I look forward to seeing what we'll accomplish together in 2014," says Morse.



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