

2018 Joseph A. Zaccagnino Patient Safety and Clinical Quality Conference Call for Abstracts Cover Sheet

Abstract Title: We Care, Lend an Ear

Primary Contact's LAST Name: Lennon

Primary Contact's FIRST Name: Peggy

Contact's Email: margaret.lennon@greenwichhospital.org

Contact's Phone Number: 203-863-3505

Organization: Greenwich Hospital

Project Team Members: ■

Stacey Green, BS, Director of Volunteer Services

Margaret Lennon, MSN, RN, NE-BC, Program Director Surgical Services

Mallory McFadden, Student Intern (Winthrop University) Volunteer

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2018 Joseph A. Zaccagnino Patient Safety and Clinical Quality Conference

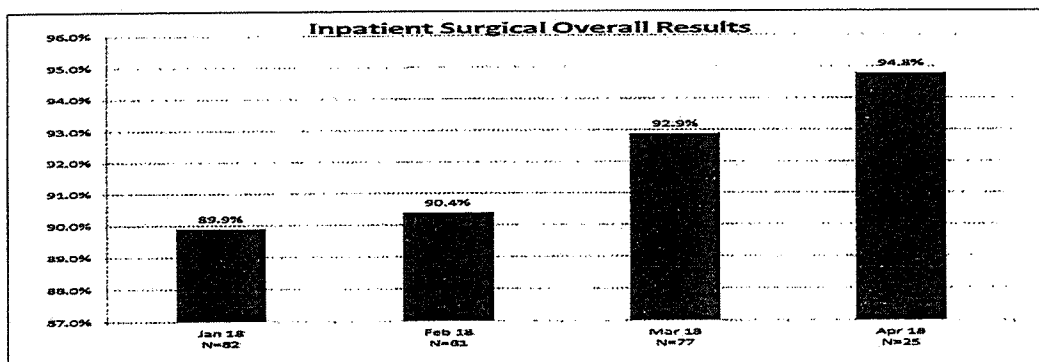
Abstract Submission Form

Title We Care, Lend an Ear

Objective :To increase patient satisfaction and provide comfort to patients on the inpatient surgical unit.

Methods: On January 25 2018 the Director of Surgery in collaboration with the Director of Volunteers, along with a student intern in the volunteer office created a pilot using specifically trained and chosen volunteers, who were educated on daily rounding. With the focus on connecting and allowing patients to verbalize and share how they are feeling about their current hospitalization (all while sitting down with the patient at their bedside). This allows for patients to share positives, as well as concerns they may have. The volunteer can spend as much time as the patient requires listening and providing comfort. Once the daily rounds are completed the volunteer checks in with the surgical director and provides feedback in real time allowing the hospital to address any concerns or needs the patient may express in a timely fashion. Sometimes the volunteer would provide a warm blanket, sometimes a cup of tea; most importantly she was able to lend an ear (all while sitting down with the patient at their bedside). We have continued the rounding practice to date, and have made enhancements to the project such as the creation of a rounding tool for the volunteer to complete on each patient that is visited.

Results: There has been a steady rise in the overall patient satisfaction since the start of this project. The overall patient satisfaction scores have improved in the last four months since the implementation of project interventions. Scores have steadily increased from 89.9% in January 2018 to 94.8% in April 2018.



Discussion: The additional attention that is being provided to patients increases their overall feeling of being cared for, as evidenced by the steady incline in the patients' overall satisfaction. At Greenwich Hospital our goal is to provide quality care and make every patient feel that they are the most important person. By using specially trained volunteers for this project, we have been able to enhance the patient experience without taxing the budget.

Implications for Yale New Haven Health System: This model can be used at any delivery network, keeping in mind that specifically trained volunteers are vital to the success. The volunteers must possess a warm personality, with strong listening skills.

Patient Experience: Greenwich Hospital prides itself on its ability to provide an excellent patient experience. We are always looking for ways to enhance the patient experience, and using a creative cost-effective model benefits the patient and the hospital.

Learning Objectives:

- 1.) Discuss the importance of a multidisciplinary approach when evaluating areas and services that can benefit from volunteers and their ability to improve the patient experience.
- 2.) “Rounding to Influence” using scripting techniques to touch on key drivers to improve patient satisfaction scores.
- 3.) Tools to educate and empower volunteers to assist with service recovery and to continually support the growth of the program.

Educate, Empower and Inspire is a theme that accurately describes a program that Greenwich Hospital is very proud of and would be excited to share. In December 2018, the Director of Volunteers and the Director of Surgery met to discuss the need for additional rounding on the Surgical Units. What started as a simple request grew into a program that has significantly impacted the surgical units and has expanded and improved our patient’s experience hospital wide.

High impact volunteers were selected to participate in the “We care, Lend an Ear” program. The new team was **educated** at an orientation to review the service excellence culture and to learn new techniques that would help to connect on a personal level with our patients. The next step was to implement a script and shadow with the Director of Surgery. Volunteers were directed to “pull up a chair” and spend time with each patient. Once comfortable, we **empowered** the volunteers to educate, advocate and take action. They trained new volunteers, directly contacted the nursing team to advocate for their patients and were empowered to go directly to either director to trouble shoot issues too large to resolve.

The success of the program **inspired** interest from other departments, gave volunteers a sense of fulfillment and increased patient satisfaction scores significantly. Once fully implemented, patient satisfaction scores improved, hospital wide, from the 95th percentile to the 99 percentile to date.

CERTIFICATE OF RECOGNITION

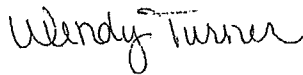
The Association for Health Care Volunteer Resource Professionals would like to certify that

Peggy Lennon, MSN, RN, NE-BC
co-presented the concurrent learning session:


Lend an Ear: Volunteers Positively Influencing the Patient Experience Culture

Conducted by the Association for Health Care Volunteer Resource Professionals (AHVRP)
of the American Hospital Association (AHA) during the 51st Annual Conference & Exposition,
September 13-16, 2019, Dallas, TX

With appreciation for this expertise and insight, AHVRP awards the following credits for the session and its preparation:
5.0 Contact Hours / .5 Continuing Education Units



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Lend an Ear: Volunteers positively influencing the patient experience culture.

Stacey Green, BS, CAVS Director of Volunteer Services

Peggy Lennon, MSN, RN, NE-BC, Program Director of Surgical Services

Greenwich Hospital

Yale New Haven Health System

Greenwich, Connecticut

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