



*Engaging Hearts: How Caregivers
Build Meaningful Relationships with
Patients & Families*

Moderator: Lolma Olson, President
Sage Consulting

Panelists:

Kathy Davis, Sr. VP, CNO
Presbyterian Healthcare System

Mary Henrikson, CEO
Sharp Mary Birch Hospital for Women

Gail McGuill, CNO, Urban South Region
Intermountain Healthcare

2:45pm – 4:00pm

Monday, November 17

&

11:00am – 12:15pm

Wednesday, November 19

Panel Moderator
Lolma Olson, President
Sage Consulting



Engaging Hearts: How Caregivers Build Meaningful Relationships with Patients and Families
Wednesday, November 19, 2008

Panelists

Kathy Davis, VP and CNO
Presbyterian Healthcare Services
Mary Henrikson, CEO
Sharp Mary Birch Hospital for Women
Gail McGill, Regional CNO
Intermountain Healthcare
Michele Schaefer, COO
St. John's Hospital, Mercy System

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Introductions of Panelists

Kathy Davis, VP and CNO
Presbyterian Healthcare Services
of Hospitals: 7 Beds: 1050 Staff: 9500

Mary Henrikson, CEO
Sharp Mary Birch Hospital for Women
San Diego, CA
Beds: 169 Staff: 908

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Introductions of Panelists

**Gail McGuill, Regional CNO
Intermountain Healthcare
Utah and Idaho**

**Intermountain Healthcare: Hospitals: 20 Beds: 2570
USR: Hospitals: 3 Beds: 527 Staff: 4236**

**Michele Schaefer, COO
St. John's Hospital (Mercy System)
Springfield, MO
Beds: 866 Staff: 6266**



**First Touch is a structured, sustainable
program that increases patient and
staff satisfaction and improves patient
safety**

**Taking the best of who we are and
connecting with the best in the people
we serve**

- **To address the initial personal contact caregivers have with patients and their families before they start clinical or task-oriented activities**
- **A structure that brings consistency to all interactions with patients and families and helps caregivers establish a trusting rapport which reduces patient/family anxiety and fear**
- **Caregivers follow a process of brief First Touch visits that maximize the time they spend with patients throughout their shift or interaction/s**

First Touch® Concepts The Foundation of the Work

- **Practicing Presence**
- **Understanding the importance of non-clinical Touch**
- **Suspending Judgments and Assumptions**

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First Touch® Keys to Success

- **Leadership Mentors assigned to units and rounding**
- **Directors and Managers involved and supporting all efforts**
- **Graduated implementation**
- **Sustainability Strategies that engage everyone for the long haul—a marathon not a sprint**

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First Touch® Keys to Success

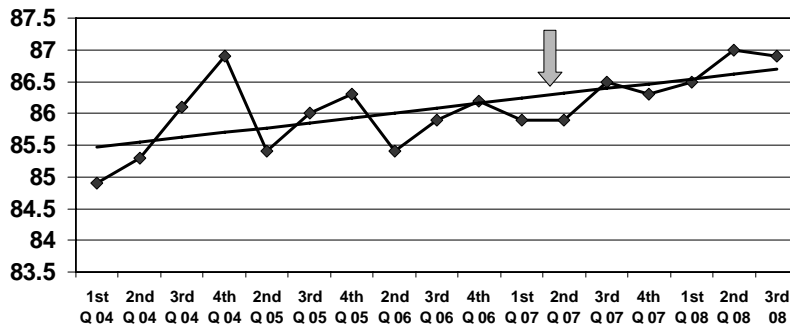
- **Staff nurses and allied healthcare co-workers drive First Touch by:**
 - Learning and practicing the concepts
 - Teaching First Touch to their nursing, ancillary and support colleagues
 - Serving as mentors

This peer education and mentoring ensures acceptance and sustainability

Implementing and Sustaining First Touch®

- **Steering Team selects four or more units to roll out First Touch**
- **Unit/Department Leaders select Champions according to a criteria**
- **First Touch rolls out every three months in a new set of units/departments until the entire organization has implemented and is sustaining the work**

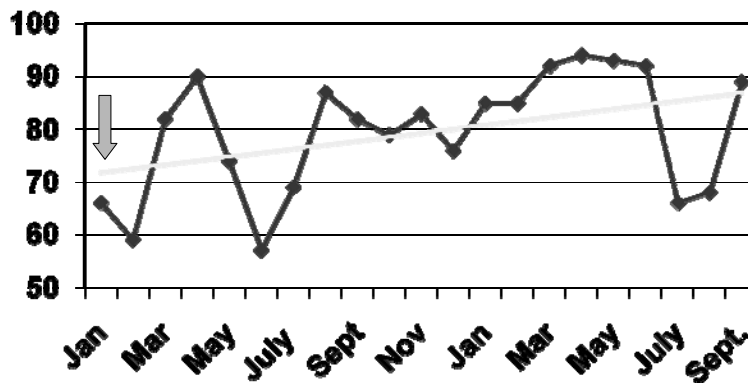
**Sharp Mary Birch Hospital for Women
Press Ganey Overall Mean Score '04-'08**



◆ Overall — Linear (Overall)



**Sharp Mary Birch MIS -First Touch Progress
Overall Percentile Score
Jan 2007 - Sept 2008 Discharge Date**



HCAHPS
Intermountain Healthcare—Urban South Region
Nursing Questions 2008 to date

American Fork Hospital	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
NURSE COMMUNICATION									
How often did nurses treat you with courtesy and respect?	88	89	87	88	85	87	86	87	89
How often did nurses listen carefully to you?	81	84	79	80	77	79	75	77	79
How often did nurses explain things in a way you could understand?	84	85	85	84	82	81	83	84	83
Nursing - Domain Score	84	86	84	84	81	82	81	83	84

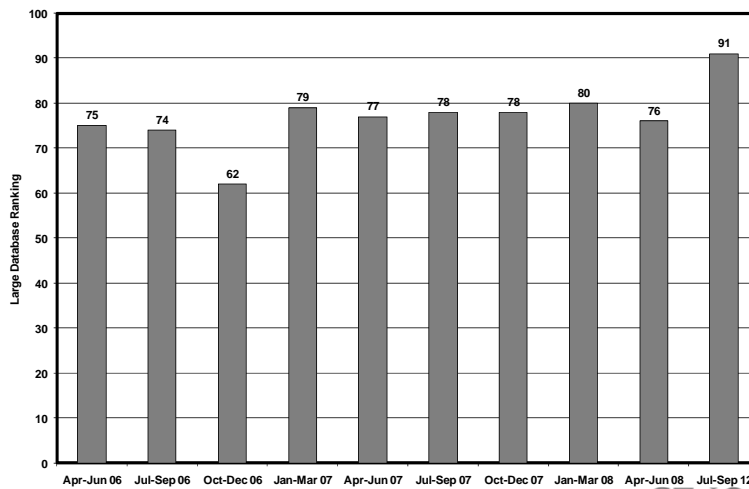
HCAHPS
Intermountain Healthcare—Urban South Region
Nursing Questions 2008 to date

Orem Community Hospital	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
NURSE COMMUNICATION									
How often did nurses treat you with courtesy and respect?	93	95	90	85	88	89	93	96	88
How often did nurses listen carefully to you?	78	81	77	80	79	86	88	91	85
How often did nurses explain things in a way you could understand?	90	91	87	82	84	88	91	94	88
Nursing - Domain Score	87	89	85	83	84	88	91	94	87

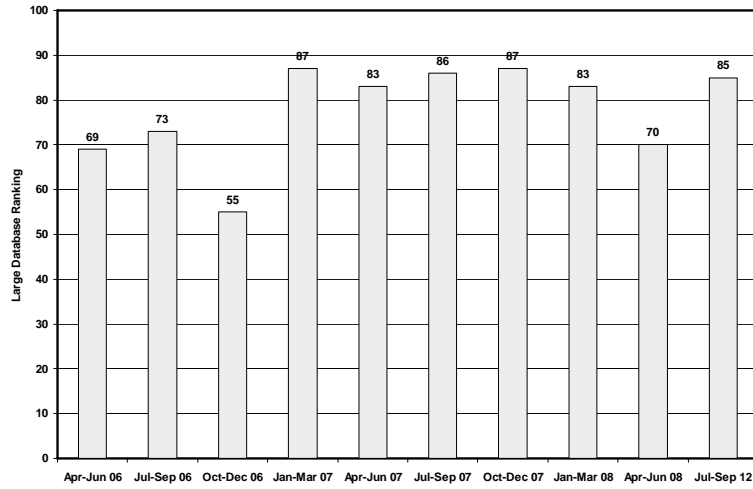
HCAHPS
Intermountain Healthcare—Urban South Region
Nursing Questions 2008 to date

Utah Valley Regional Medical Center	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
NURSE COMMUNICATION									
How often did nurses treat you with courtesy and respect?	85	83	83	84	86	85	87	88	88
How often did nurses listen carefully to you?	74	75	75	77	79	79	79	77	77
How often did nurses explain things in a way you could understand?	79	76	77	80	80	80	80	79	78
Nursing - Domain Score	79	78	78	80	82	82	82	82	81

Overall Ranking

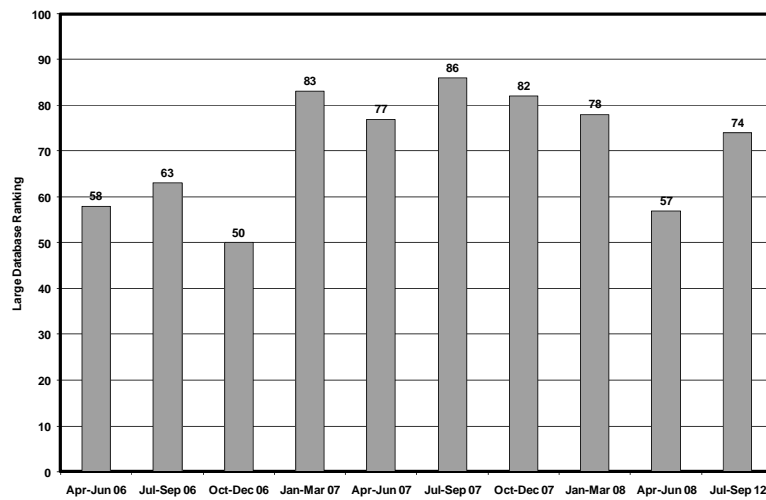


Nursing Overall



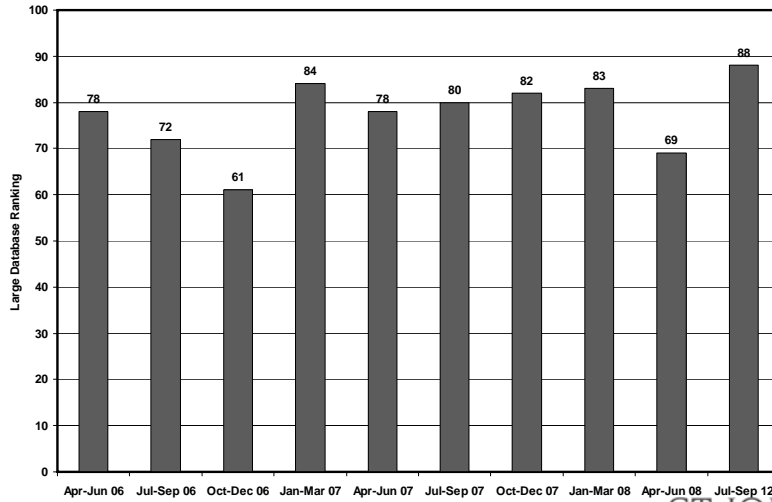
ST. JOHN'S
POWERFUL MEDICINE

Promptness Response to Call



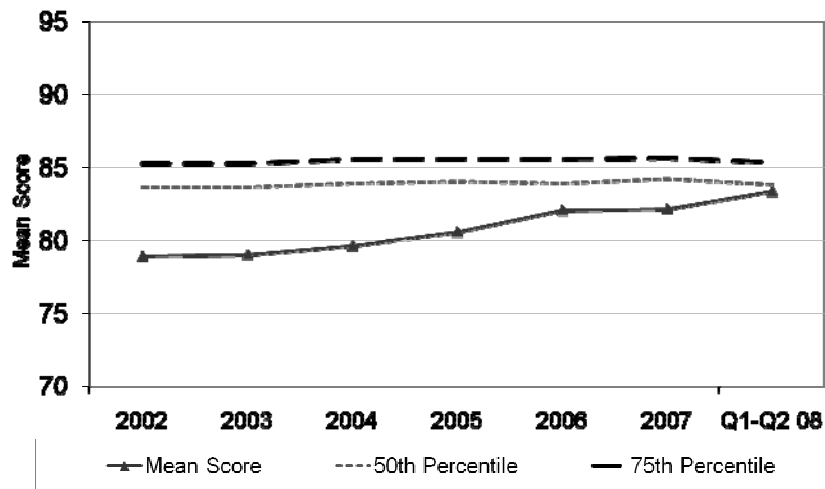
ST. JOHN'S
POWERFUL MEDICINE

Personal Issues Overall

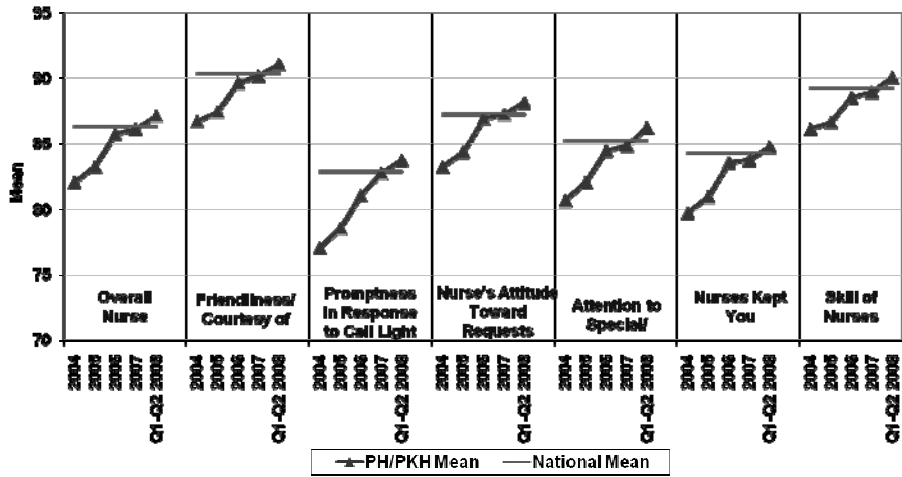


ST. JOHN'S
POWERFUL MEDICINE

Presbyterian Hospital Patient Satisfaction Survey-Inpatient Overall Hospital Rating (Customer Service Process)



PH/PKH Inpatient Survey
Nurse Section



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Questions and Answers

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