


Saint Elizabeth
Well beyond health care



Creating an Innovative Approach to Optimize Customer Service through use of current technology

Authors: Erin Ferguson, RN, BSCN, CVAA (c), CCHN (c) & Nicole Walton, RN, IIWCC, CVAA (c), CCHN (c)


Saint Elizabeth
Well beyond health care

Innovation

I realize there are opportunities to accelerate integration, gain efficiencies and optimize resources simply by shifting our focus, while keeping an eye on the bigger prize of person-centered care.

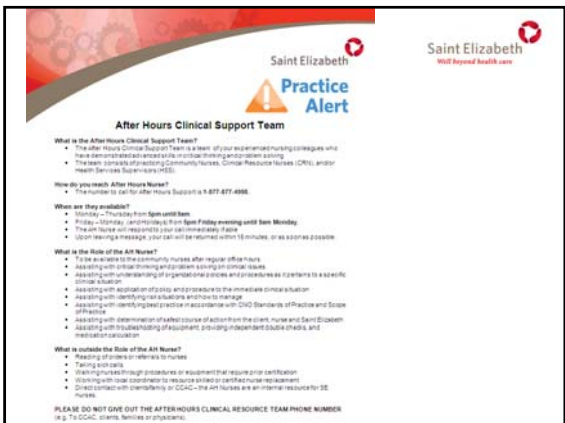
SHIRLEE SHARKEY


Saint Elizabeth
Well beyond health care

About Saint Elizabeth



- Century of experience
- 5,000 staff
- > 5 million visits annually
- Providing service delivery, consulting, research and philanthropy
- In-depth knowledge of care that can safely be supported in a community setting



Saint Elizabeth
Well beyond health care

Practice Alert

After Hours Clinical Support Team

What is the After Hours Clinical Support Team?

- The After Hours Clinical Support Team is a team of your experienced nursing colleagues who have demonstrated advanced skills in critical thinking and problem solving.
- Team members consist of Registered Nurses, Clinical Resource Nurses (CRNs), and/or Health Services Supervisors (HSS).

How do you reach After Hours Nurses?

- The number to call for after hours support is 877-877-4388.

When are they available?

- Monday - Thursday from 8pm until 6am.
- Friday - Saturday, and Monday, 8 PM on Open Friday evening until 6am Monday.
- Team members will respond to your call immediately.
- Upon leaving a message, your call will be returned within 15 minutes, or as soon as possible.

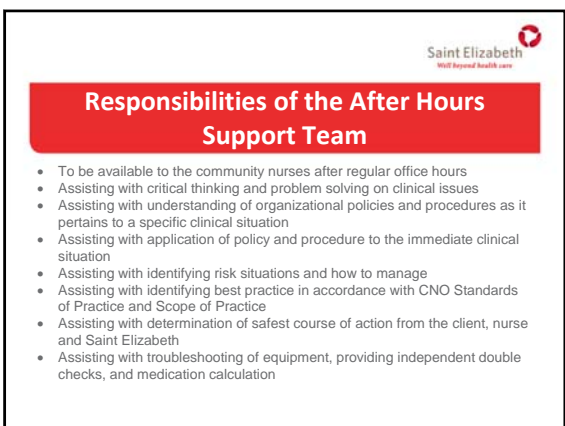
What is the Role of the Aft Nurse?

- To be available to the community nurses after regular office hours.
- Assisting with critical thinking and problem solving on clinical issues.
- Assisting with understanding of organizational policies and procedures as it pertains to a specific clinical situation.
- Assisting with application of policy and procedure to the immediate clinical situation.
- Assisting with identifying risk situations and how to manage.
- Assisting with identifying best practice in accordance with CNO Standards of Practice and Scope of Practice.
- Assisting with determination of safest course of action from the client, nurse and Saint Elizabeth.
- Assisting with troubleshooting of equipment, providing independent double checks, and medication calculation.

What is outside the Role of the Aft Nurse?

- Answering of codes or referrals to nurses.
- Taking vital signs.
- Operating through procedures or equipment that require prior certification.
- Working with task coordinator to request skilled or certified nurse replacement.
- Doing compliance with competency or CQAC - the call nurses are an internal resource for DE nurses.

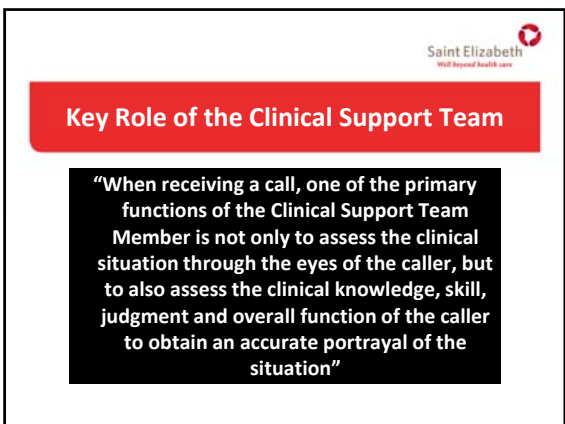
PLEASE DO NOT GIVE OUT THE AFTERHOURS CLINICAL RESOURCE TEAM PHONE NUMBER
2 - To CQAC, clients, families or providers.



Saint Elizabeth
Well beyond health care

Responsibilities of the After Hours Support Team

- To be available to the community nurses after regular office hours
- Assisting with critical thinking and problem solving on clinical issues
- Assisting with understanding of organizational policies and procedures as it pertains to a specific clinical situation
- Assisting with application of policy and procedure to the immediate clinical situation
- Assisting with identifying risk situations and how to manage
- Assisting with identifying best practice in accordance with CNO Standards of Practice and Scope of Practice
- Assisting with determination of safest course of action from the client, nurse and Saint Elizabeth
- Assisting with troubleshooting of equipment, providing independent double checks, and medication calculation



Saint Elizabeth
Well beyond health care

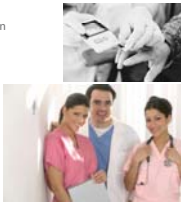
Key Role of the Clinical Support Team

“When receiving a call, one of the primary functions of the Clinical Support Team Member is not only to assess the clinical situation through the eyes of the caller, but to also assess the clinical knowledge, skill, judgment and overall function of the caller to obtain an accurate portrayal of the situation”

Saint Elizabeth
Well Beyond Health Care

Who are our Customers?

- Customer Service is vital to an organization's success
- Customer base
 - The Client in home by way of service and organization
 - The Caller
 - The Advanced Practice Group
 - The Clinical Resource Nurses Group
 - Supervisors
 - The Regional Directors
 - The Organization



Saint Elizabeth
Well Beyond Health Care

Barriers to Customer Satisfaction

- Timing
- AH Nurses are on call – not sitting at a desk
- Limitations of resource access
- Inability to track incoming and outgoing calls
- Paper Logs
- Misconceptions of service
- Level of understanding
- Regional differences
- Customer expectations
- Changes to team members



Saint Elizabeth
Well Beyond Health Care

First Step – Review Current Process

- Orientation of new team members
- Available resources
- Staff impressions
- Logs



Saint Elizabeth
Well Beyond Health Care

What was identified?


- Orientation
- Available resources
- Staff impressions - barriers communicated by front line, supervisory, and Clinical Support Team Members
- Logs
- Supervisory customers had misconceptions based on call volumes



Saint Elizabeth
Well Beyond Health Care

Next Steps - Orientation

- Previously completed by any Clinical After Hours Support team member based on next scheduled rotation
- New team members were then responsible for identifying learning needs
- Basic checklist
- 3" 3-ring binder (filled to the brim) mailed to team member
- Led to increase in confusion, frustration, feelings of being overwhelmed and under prepared

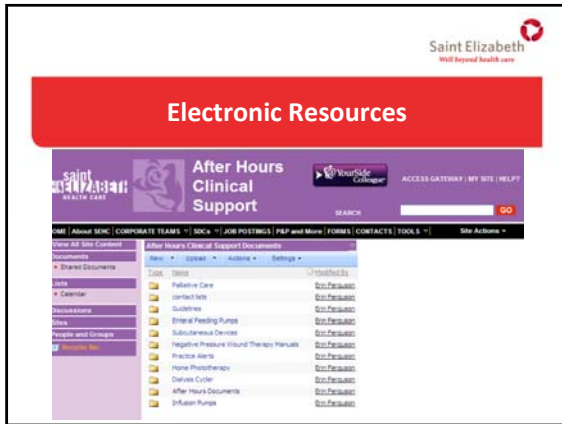


Saint Elizabeth
Well Beyond Health Care

Next Steps - Resources

- With orientation resources reviewed
- 3" 3 ring binder mailed out to new member
 - filled with potential resource needs
 - Huge, heavy
 - Inconvenient to carry and store
 - Did not contain all information needed
 - Often outdated, difficult to ensure all staff had new information









Saint Elizabeth
Well Beyond Health Care

Logs - Challenges


- Previously paper based with multiple pages to complete
- Submitted to Corporate within 1 week post completion of rotation
- Manually scanned
- Data manually collated when needed
- Difficult to track
- Difficult to ascertain completion rate based on calls



Saint Elizabeth
Well Beyond Health Care

Electronic Logs

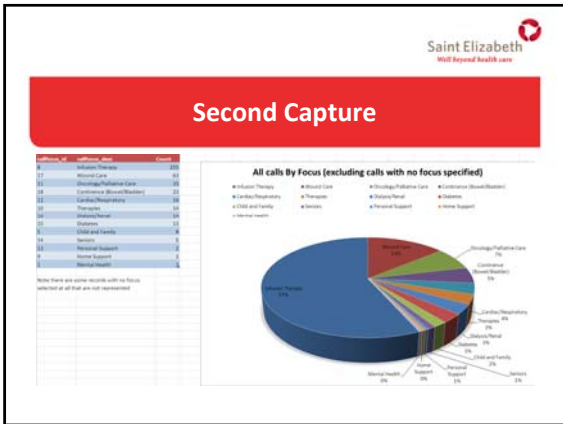
<https://webapps.saintelizabeth.com/>



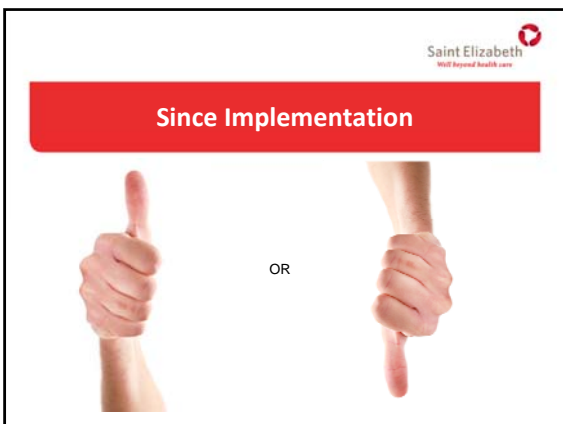
Saint Elizabeth
Well Beyond Health Care

First Data Capture

Call Number	Call Date	Call Time	Call Location	Call Type	Call Status	Call Reason	Call Duration	Call Notes
101	2012/05/06	09:00	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	15:00	...
102	2012/05/06	09:15	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	10:00	...
103	2012/05/06	09:30	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	12:00	...
104	2012/05/06	09:45	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	15:00	...
105	2012/05/06	10:00	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	10:00	...
106	2012/05/06	10:15	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	15:00	...
107	2012/05/06	10:30	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	10:00	...
108	2012/05/06	10:45	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	15:00	...
109	2012/05/06	11:00	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	10:00	...
110	2012/05/06	11:15	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	15:00	...
111	2012/05/06	11:30	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	10:00	...
112	2012/05/06	11:45	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	15:00	...
113	2012/05/06	12:00	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	10:00	...
114	2012/05/06	12:15	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	15:00	...
115	2012/05/06	12:30	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	10:00	...
116	2012/05/06	12:45	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	15:00	...
117	2012/05/06	13:00	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	10:00	...
118	2012/05/06	13:15	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	15:00	...
119	2012/05/06	13:30	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	10:00	...
120	2012/05/06	13:45	St. Elizabeth's Hospital	Outpatient	Completed	General Practice	15:00	...







Saint Elizabeth
Well Beyond Health Care

Thank You!

Here is a simple but powerful rule: always give people more than what they expect to get.

NELSON BOSWELL

We are what we repeatedly do. Excellence, therefore, is not an act but a habit.

ARISTOTLE

Saint Elizabeth
Well Beyond Health Care

Questions?

