



Op Ex Patient Experience Workgroup Report Out

Linh Dang, Dr C. Ezeokoli, Dr J. Whitten & James Driscoll

April 2024



COOK COUNTY
HEALTH

Stroger Op Ex Patient Experience A3

Workgroup Overall A3 Progress

2024 OpEx Stroger Patient Experience Workgroup A3

Workgroup A3 Owner: Dr. Ezeokoli & Dr. Whitten

This Year's Action Plan														
Goals	Specific Actions / Tactics	Deployment Leader	January - December 2024											
			J	F	M	A	M	J	J	A	S	O	N	D
Communication with Nurses Domain 2023 Performance: 69.3% top box 2024 Goal: 73% top box 2024 Stretch Goal: 77% top box	Consistent, purposeful nurse leader rounding	Mei Zhang	Yellow	Yellow	Yellow									
	Utilize the CI-CARE framework to convey courtesy, respect, listening, and attentiveness		Yellow	Yellow	Yellow									
Increase HCAHPS survey response rate 2023 Performance: 13.6% return rate 2024 Goal: 15% response rate 2024 Stretch Goal: 16% response rate	Survey administration processes	James Driscoll Andrea Ramel	Yellow	Yellow	Yellow									
	Demographic verification	TBD	Grey	Grey	Grey									
Implement OAS CAHPS survey Baseline: TBD Goal: TBD Stretch Goal: TBD	Update data file to meet CMS specifications	Business Intelligence	Green	Yellow	Yellow									
	Begin performance monitoring	Dr. Keen Daphne Mitchell	Grey	Yellow	Yellow									

Stroger Op Ex Patient Experience Subgroup A3

Subgroup – Nursing Communication Domain

2024 OpEx Stroger Patient Experience Nursing Communication Subgroup A3

Subgroup A3 Owner: Mei Zhang

This Year's Action Plan																
Goals	Specific Actions / Tactics	Deployment Leader	January - December 2024													
			J	F	M	A	M	J	J	A	S	O	N	D		
Develop and implement a consistent, purposeful nurse leader rounding program	Nurse leader cohorts for PI project on NLR	Andrea Ramel	Yellow	Yellow												
	Expand nurse leader rounding to include ODAs & evening CNSs	Mei Zhang	Yellow	Yellow	Green											
	Improve quality of iRounds	Mei Zhang Andrea Ramel	Yellow	Yellow												
Utilize the CI-CARE framework to convey courtesy, respect, listening, & attentiveness	Create & deploy PX playbook	Mei Zhang		Yellow	Yellow											
	Continue Commit to Sit initiative			Yellow	Yellow											
	Implement weekly CI-CARE audits			Yellow	Yellow											
PX data education	Provide education & training on patient experience data to PX champion group and charge nurses	Mei Zhang	Grey	Yellow	Yellow											
	Provide education & training on patient experience data at unit staff meetings		Grey	Yellow	Yellow											

Stroger Op Ex Patient Experience Subgroup A3

Subgroup – Survey Return Rate

2024 OpEx Stroger Patient Experience Survey Response Rate Subgroup A3

Subgroup A3 Owner: Andrea Ramel & James Driscoll

This Year's Action Plan														
Goals	Specific Actions / Tactics	Deployment Leader	January - December 2024											
			J	F	M	A	M	J	J	A	S	O	N	D
Improve survey administration processes	Partner with Business Intelligence team & Press Ganey to review current data file processes	Andrea Ramel James Driscoll	Yellow	Green	Grey	Grey	Grey	Grey	Grey	Grey	Grey	Grey	Grey	Grey
	Adjust / update data file processes based on review	Business Intelligence	Grey	Yellow	Yellow	Grey	Grey	Grey	Grey	Grey	Grey	Grey	Grey	Grey
	Standardize post discharge phone calls process to include reminder regarding survey completion	Mei Zhang	Grey	Yellow	Yellow	Grey	Grey	Grey	Grey	Grey	Grey	Grey	Grey	Grey

Stroger Op Ex Patient Experience Subgroup A3

Subgroup – OAS CAHPS Implementation

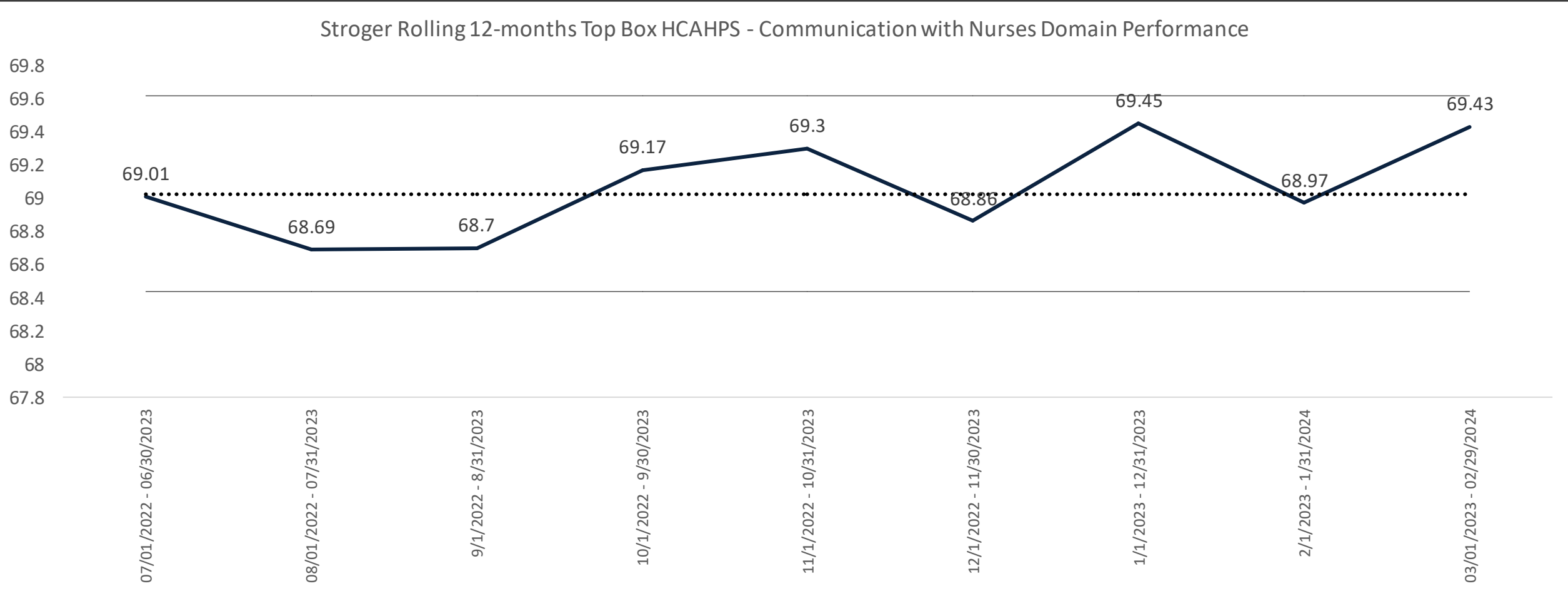
2024 OpEx Stroger Patient Experience OAS CAHPS Subgroup A3

This Year's Action Plan														
Goals	Specific Actions / Tactics	Deployment Leader	January - December 2024											
			J	F	M	A	M	J	J	A	S	O	N	D
Implement OAS CAHPS survey	Align data file with CMS specifications	Business Intelligence Andrea Ramel												
	Begin performance monitoring	Dr. Keen Daphne Mitchell												

Stroger Op Ex Patient Experience Performance Monitoring

Rolling 12-months HCAHPS Comm. w/ Nursing Domain – Top Box Score by Received Date

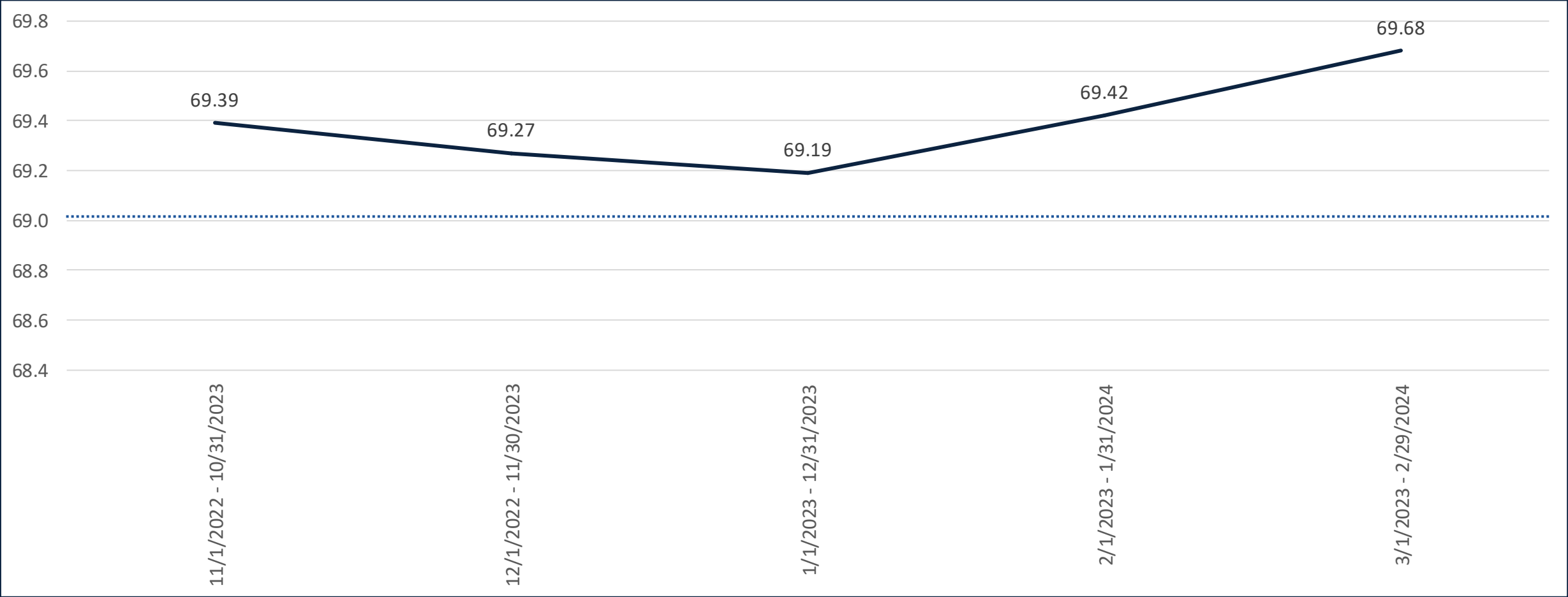
Baseline: 69.30% | Goal: 73.00% | Stretch Goal: 77.00%



Stroger Op Ex Patient Experience Performance Monitoring

Rolling 12-months HCAHPS Comm. w/ Nursing Domain – Top Box Score by Discharge Date

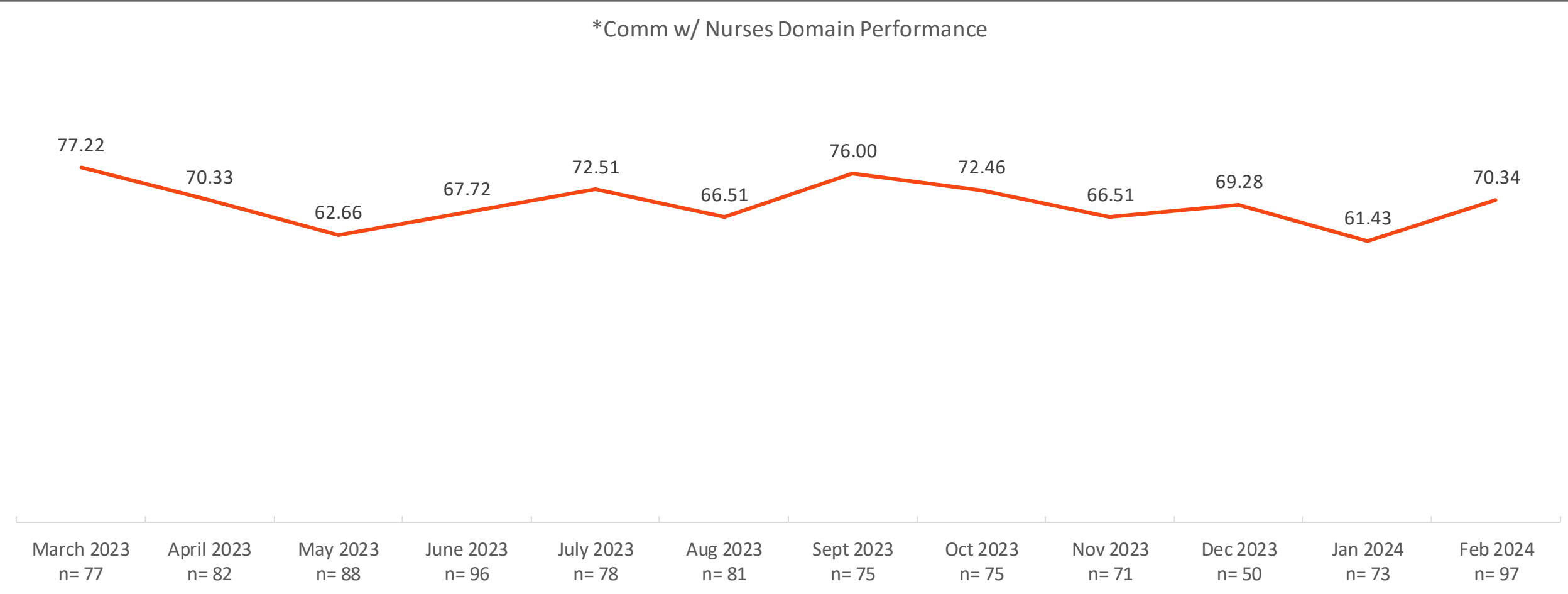
Baseline: 69.30% | Goal: 73.00% | Stretch Goal: 77.00%



Stroger Op Ex Patient Experience Performance Monitoring

Monthly HCAHPS Comm. w/ Nursing Domain – Top Box Score by Received Date

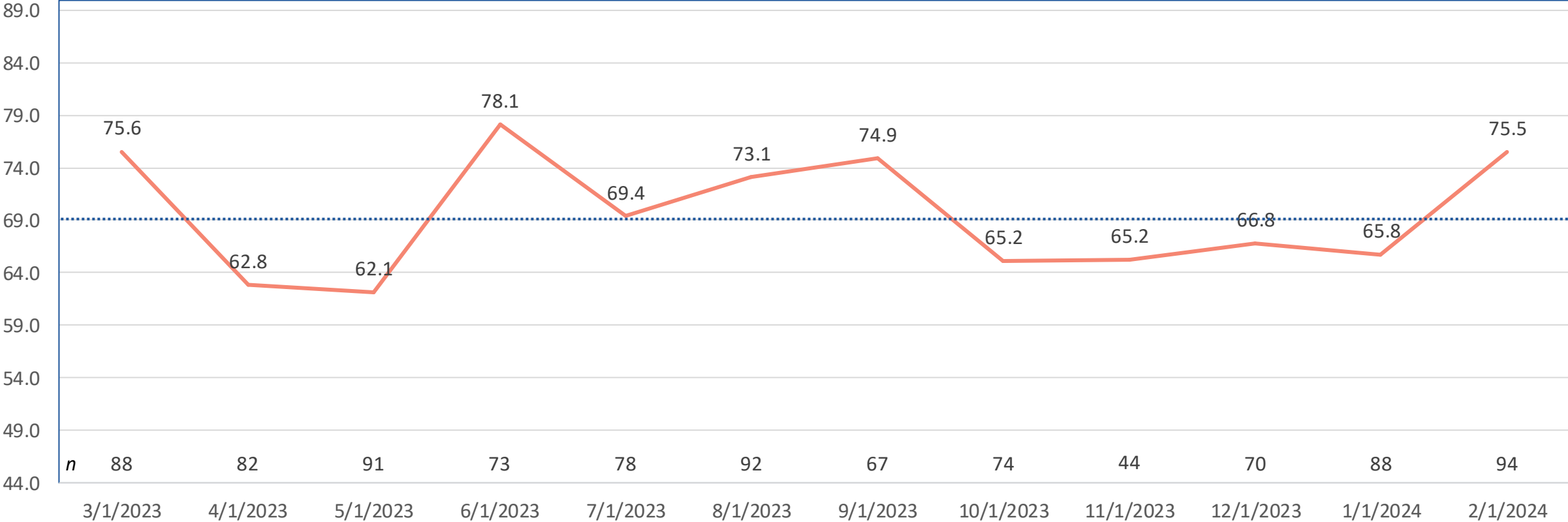
Baseline: 69.30% | Goal: 73.00% | Stretch Goal: 77.00%



Stroger Op Ex Patient Experience Performance Monitoring

Monthly HCAHPS Comm. w/ Nursing Domain – Top Box Score by Discharge Date

Baseline: 69.30% | Goal: 73.00% | Stretch Goal: 77.00%

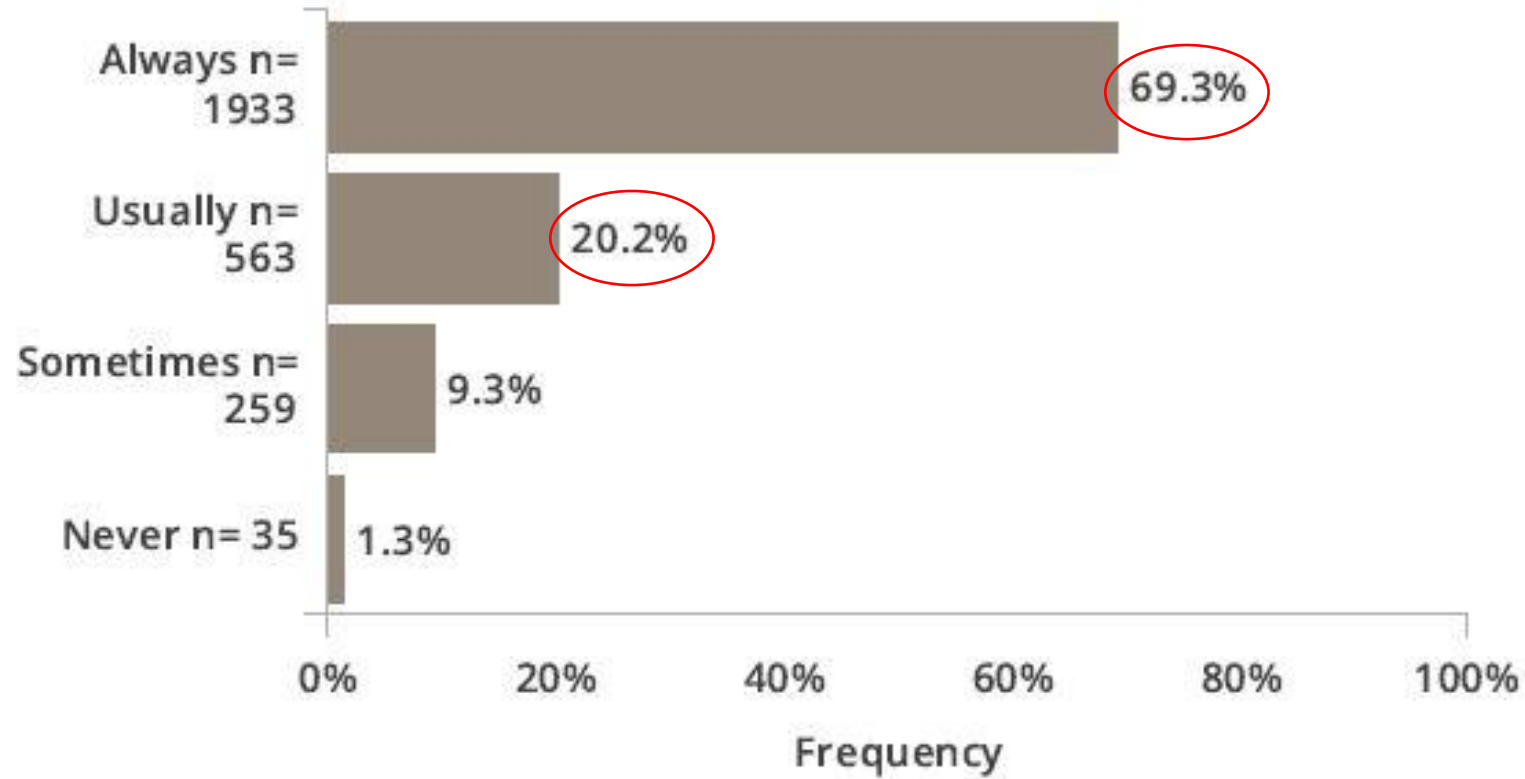


Stroger Op Ex Patient Experience Performance Monitoring

Distribution of Responses: Comm. w/ Nursing Domain – Top Box Score by Discharge Date

Baseline: 69.30% | Goal: 73.00% | Stretch Goal: 77.00%

Distribution of Responses ⓘ
Domain: Comm w/ Nurses

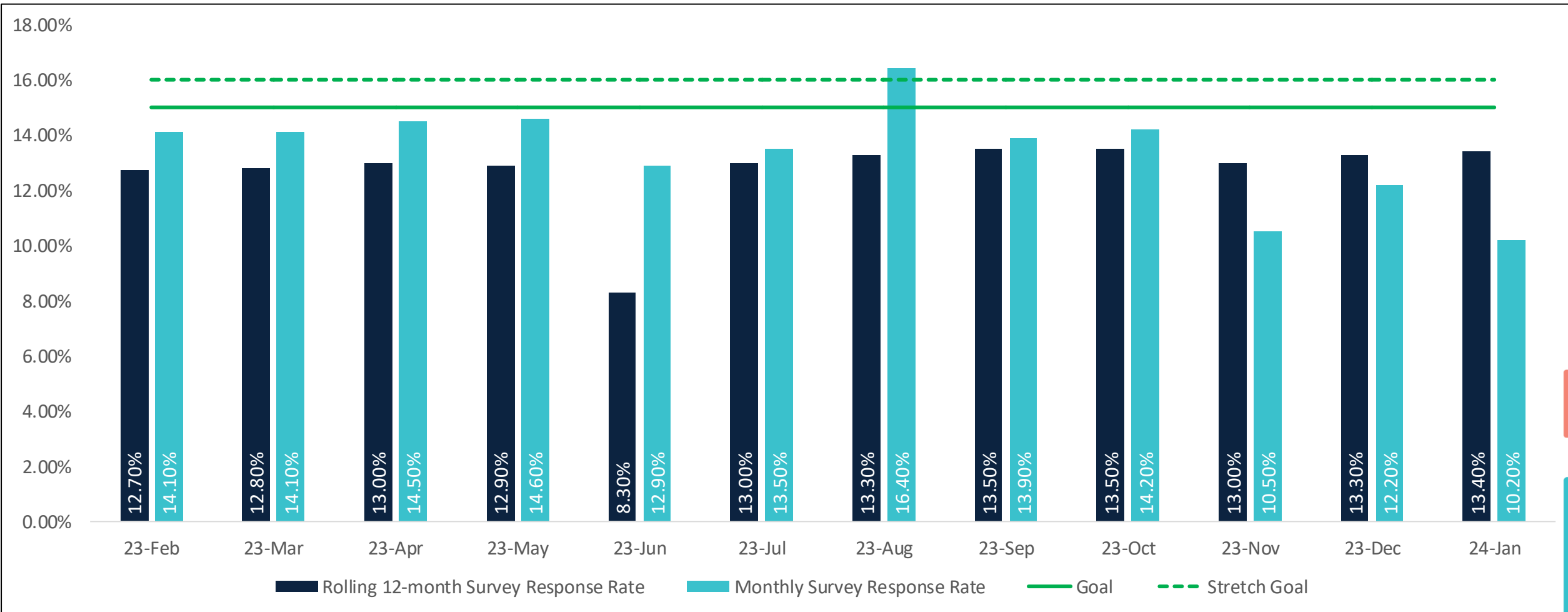


69.3 = Always
+ 20.2 = Usually
89.5 Top Box
(Potential)

Stroger Op Ex Patient Experience Performance Monitoring

Rolling 12-months & Monthly Survey Response Rate HCAHPS by Received Date

Baseline: 13.60% | Goal: 15.0% | Stretch: 16.0%





Op Ex Patient Experience Workgroup Report Out

Linh Dang, Michael Moonan, & Raphael Parayao

April 2024



COOK COUNTY
HEALTH

Provident Op Ex Patient Experience A3

Workgroup Overall A3 Progress

2024 OpEx Provident Patient Experience Workgroup A3

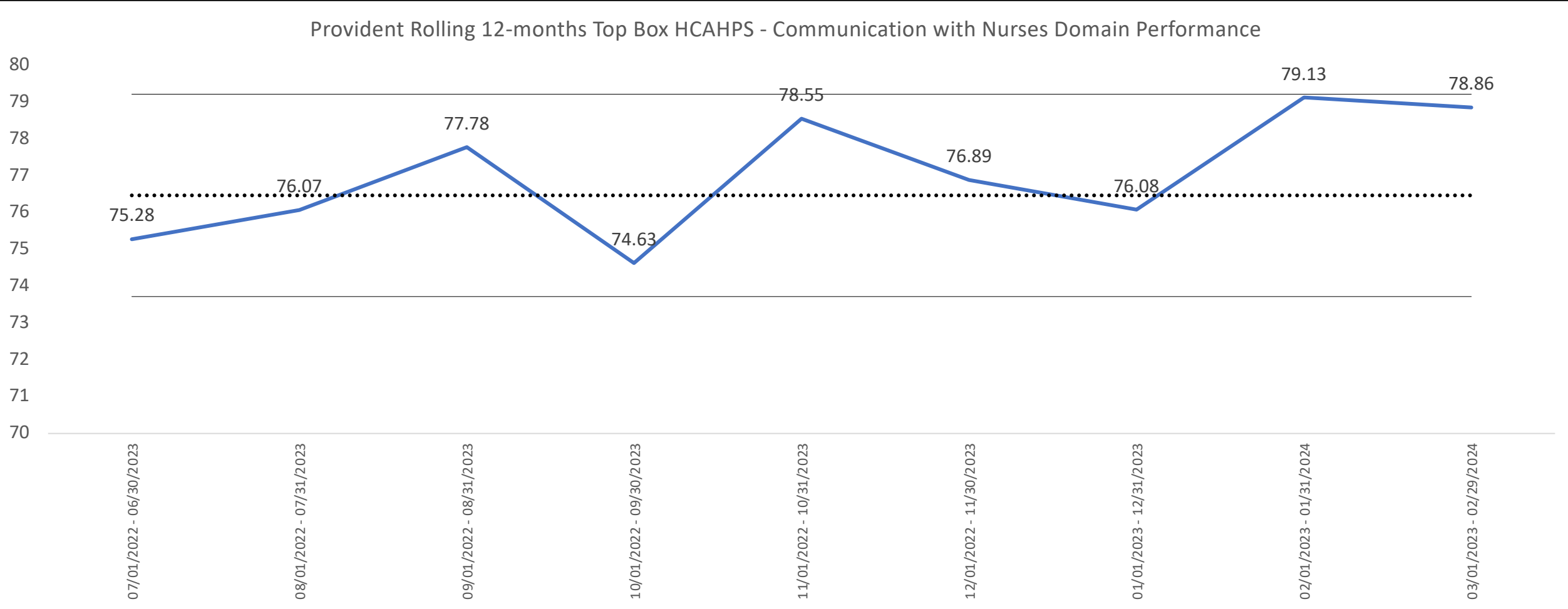
Workgroup A3 Owner: Mike Moonan & Raphael Parayao

This Year's Action Plan														
Goals	Specific Actions / Tactics	Deployment Leader	January - December 2024											
			J	F	M	A	M	J	J	A	S	O	N	D
Nursing Communication Domain Baseline: 74.63% top box Goal: 79.80% top box Stretch: 80.00% top box	Consistent, purposeful nurse leader rounding	Raphael Parayao												
	Utilize the CI-CARE framework to convey attentiveness													
Survey Return Rate Baseline: 11.8% top box Goal: 18% top box Stretch: 20% top box	Survey administration processes	Andrea Ramel James Driscoll												
	Demographic information verification	TBD												
Implement OAS CAHPS Survey	Data file specifications	Business Intelligence												
	Begin surveying & monitoring performance	Edith Arellano Dr. Hasan												

Provident Op Ex Patient Experience Performance Monitoring

Rolling 12-months HCAHPS Comm. w/ Nursing Domain – Top Box Score by Received Date

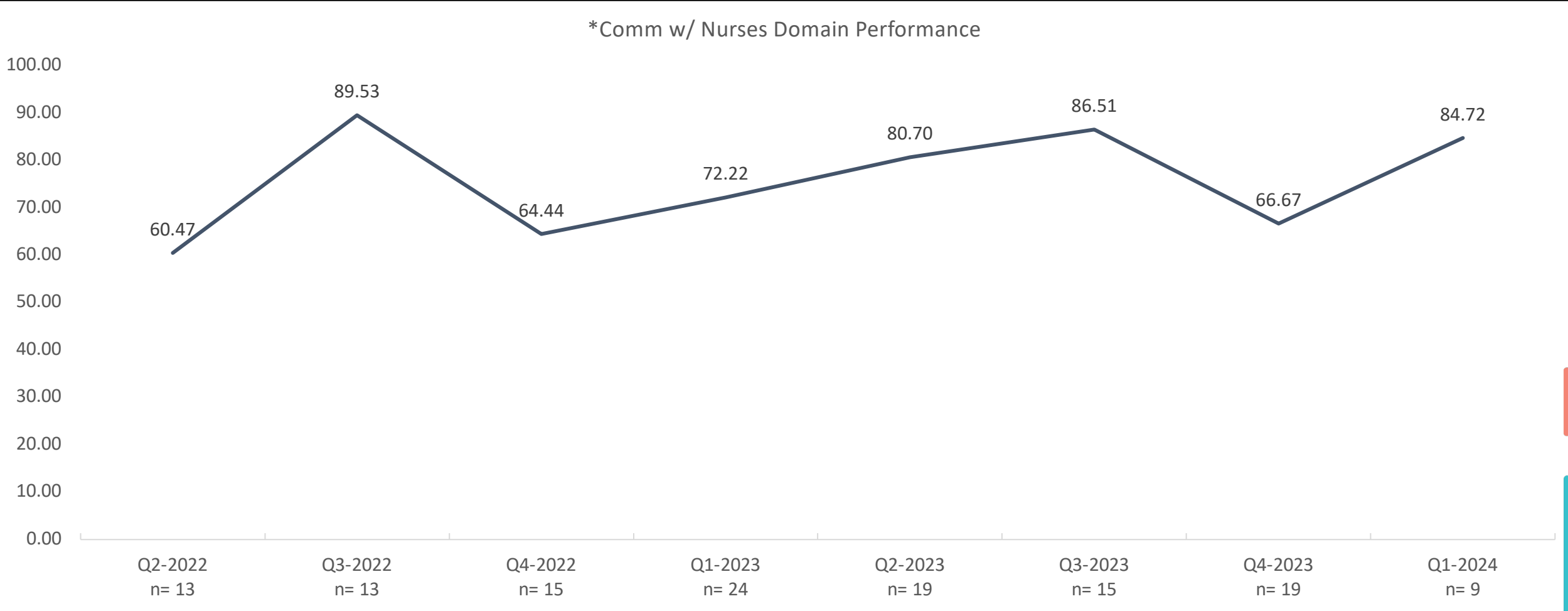
Baseline: 74.63% | Goal: 79.80% | Stretch: 80.00%



Provident Op Ex Patient Experience Performance Monitoring

Quarterly HCAHPS Comm. w/ Nursing Domain – Top Box Score by Received Date

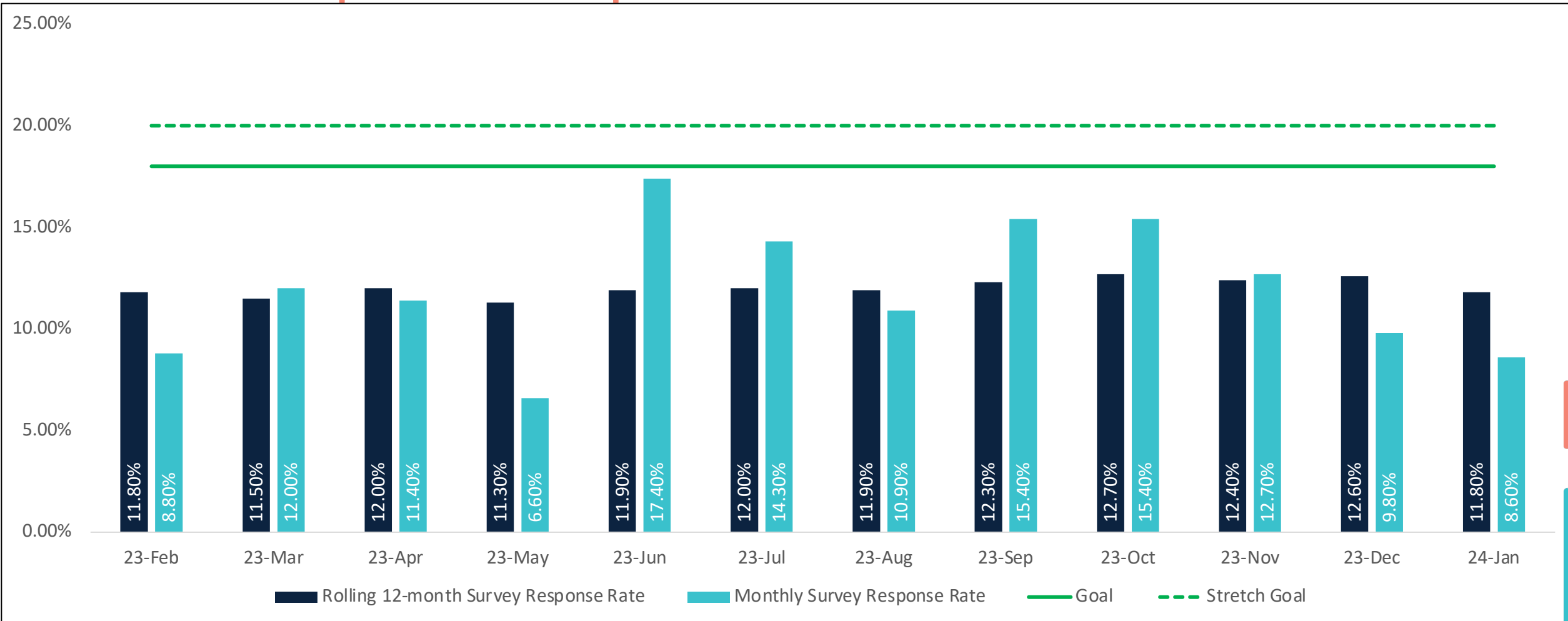
Baseline: 74.63% | Goal: 79.80% | Stretch: 80.00%



Provident Op Ex Patient Experience Performance Monitoring

Monthly & Rolling 12-months Survey Response Rate HCAHPS by Received Date

Baseline: 11.8% | Goal: 18.0% | Stretch: 20.0%





Op Ex Patient Experience Workgroup Report Out

James Driscoll, Linh Dang

April 2024



COOK COUNTY
HEALTH

ACHN Amb Services Op Ex Patient Experience A3

Workgroup Overall A3 Progress

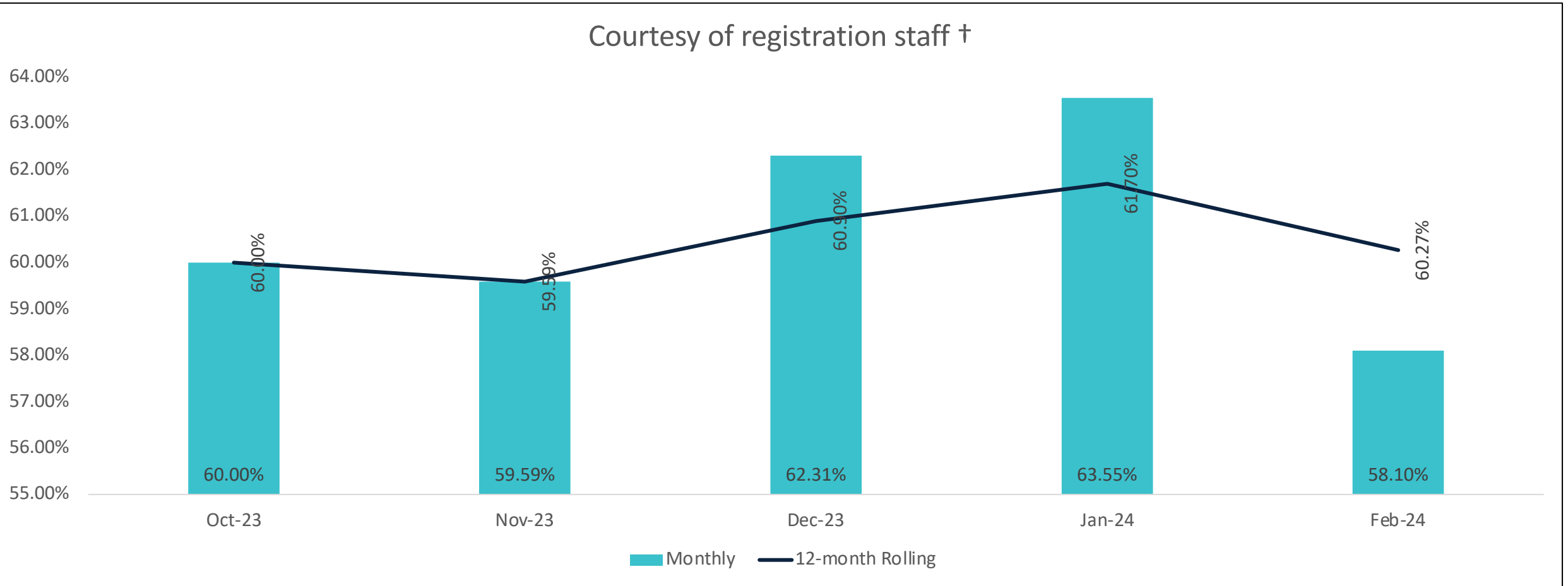
ACHN Patient Experience Workgroup A3

This Year's Action Plan														
Goals	Specific Actions / Tactics	Deployment Leader	January - December 2024											
			J	F	M	A	M	J	J	A	S	O	N	D
Courtesy of registration staff 2023 Performance: 60.0% 2024 Goal: 60.0% 2024 Stretch Goal: 65.0%	Purposeful rounding with recognition & coaching		■	■	■									
Concern of nurse / assistant for problem 2023 Performance: 58.8% 2024 Goal: 61.3% 2024 Stretch Goal: 63.6%	Purposeful rounding with recognition & coaching		■	■	■									
Care provider explanation of problem / condition 2023 Performance: 64.8% 2024 Goal: 66.8% 2024 Stretch Goal: 69.8%														

Amb Services Patient Experience Workgroup

12-month Rolling Top Box Courtesy of Registration Staff

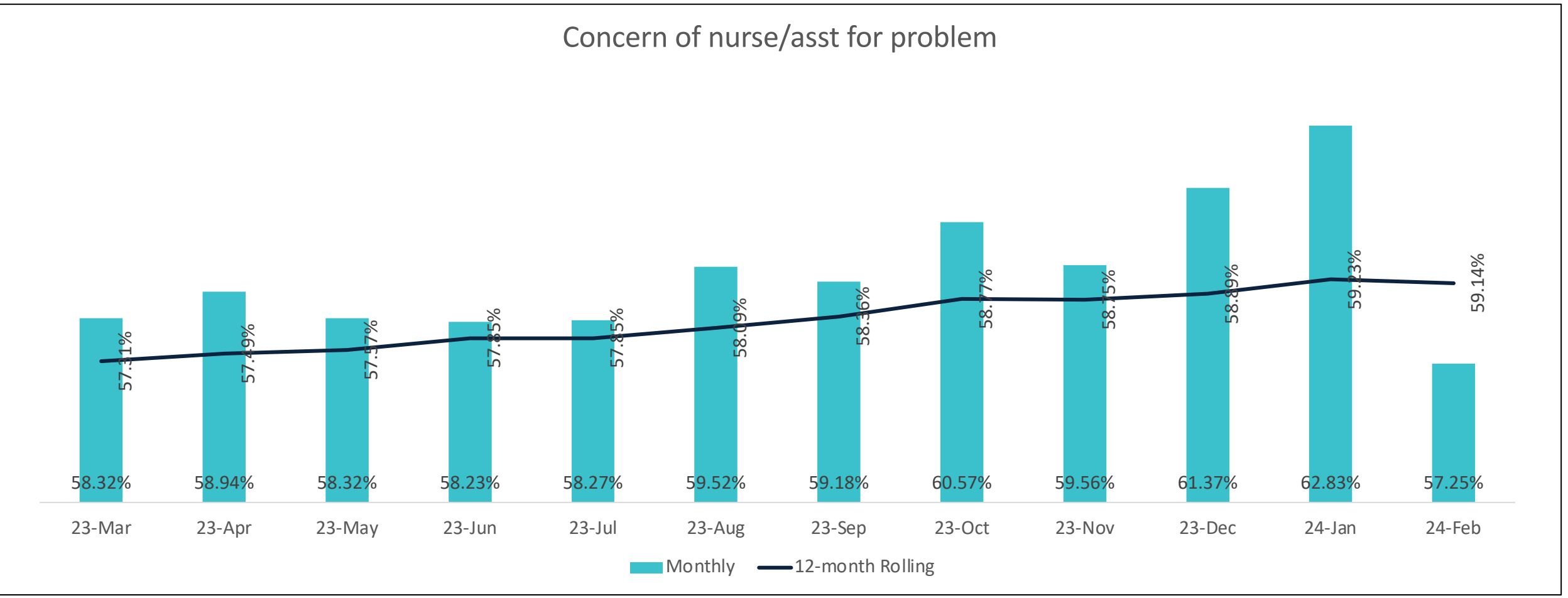
Baseline: *n/a* | Goal: 60.00% | Stretch: 65.00%



Amb Services Patient Experience Workgroup

12-month Rolling Top Box Nursing Concern

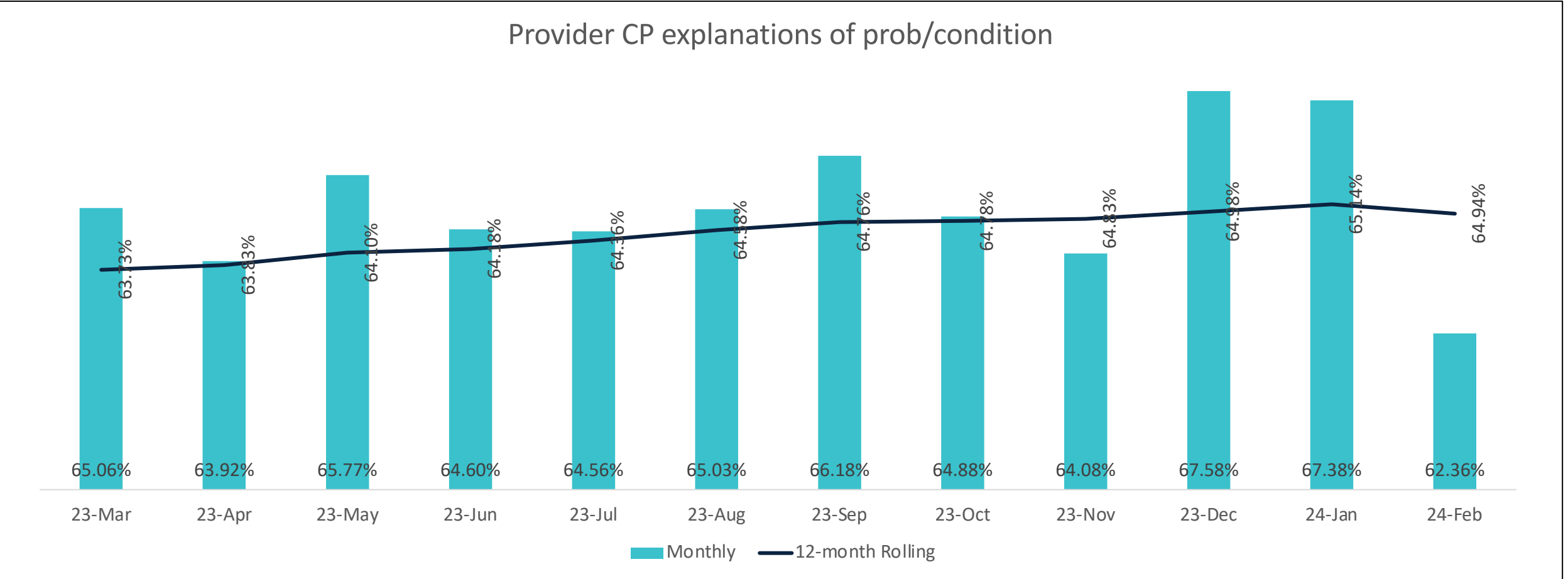
Baseline: 58.77% | Goal: 61.34% | Stretch: 63.56%



Amb Services Patient Experience Workgroup

12-month Rolling Top Box Provider Explanations of problem/condition

Baseline: 64.78% | Goal: 66.80% | Stretch: 69.84%



COOK COUNTY
HEALTH



Op Ex Throughput Workgroup Status Report Out

Dr. P Allegretti & Amy O'Malley

April 2024



COOK COUNTY
HEALTH

Provident Op Ex Throughput A3

Workgroup Overall A3 Progress

OpEx Provident Throughput Workgroup A3

Workgroup A3 Owners: Dr. Allegretti & Amy O'Malley

This Year's Action Plan														
Goals	Specific Actions / Tactics	Deployment Leader	January - December 2024											
			J	F	M	A	M	J	J	A	S	O	N	D
Decrease Emergency Department LWBS 2023 Performance: 5.5% 2024 Goal: 4.5% 2024 Stretch Goal: 4.0%	Implement provider out front	Dr. Allegretti	■	■	■									
	Implement pull-to-full	Amy O'Malley	■	■	■									

Provident Op Ex Throughput Subgroup A3

Subgroup Progress

2024 OpEx Provident Throughput Subgroup Workgroup A3

Subgroup A3 Owner: Dr. Allegretti & Amy O'Malley

This Year's Action Plan															
Goals	Specific Actions / Tactics	Deployment Leader	January - December 2024												
			J	F	M	A	M	J	J	A	S	O	N	D	
Expand provider out front to peak hours - Monday - Friday from 8:00am - 8:00pm	Add ED Rapid Medical Evaluation tab to tracking board & create instructions for users	Keelie Gaddis	█												
	Review discharge disposition definitions with Ward Clerks	Amy O'Malley		█											
	Automate receipt of daily, weekly, & monthly LWBS metrics from BI	Business Intelligence		█	█										
Implement pull-to-full	Partner with nursing to develop pull-to-full process	Dr. Allegretti Amy O'Malley	█	█	█										
	Provide education & training re: pull-to-full processes to charge nurses & nurses via department meetings & huddles	Amy O'Malley		█	█										
	Move ER tech out to triage to assist w/ vitals, EKGs, labs, & flow & equip w/ TigerConnect phone for ease of contact	Amy O'Malley			█										

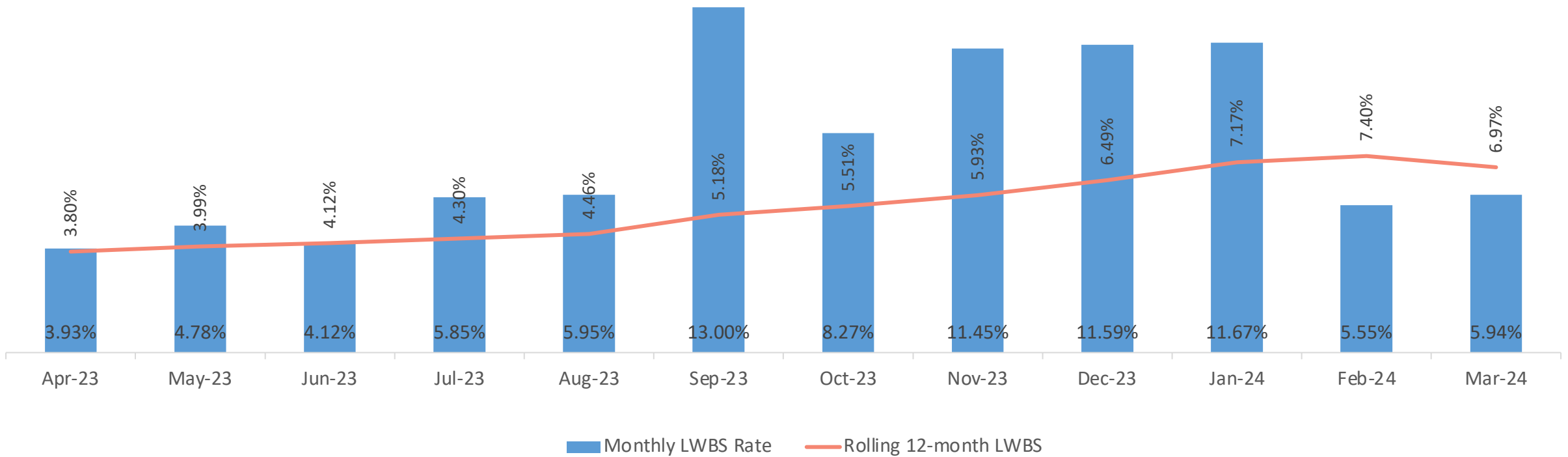
Provident Op Ex Throughput Workgroup

Rolling 12-month LWBS Rate

Baseline: 5.5% | Goal: 4.5% | Stretch: 4.0%

Provident Rolling 12-month LWBS Rate

Tactical deployment 2/14



Provident Op Ex Throughput Workgroup

Pre-Post

Baseline: 5.5% | Goal: 4.5% | Stretch: 4.0%

