

Endoscopy Services

Samaritan Hospital | St. Mary's Hospital

From Physician's Office to Endoscopy Suite ... Bridging the Gap

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BACKGROUND

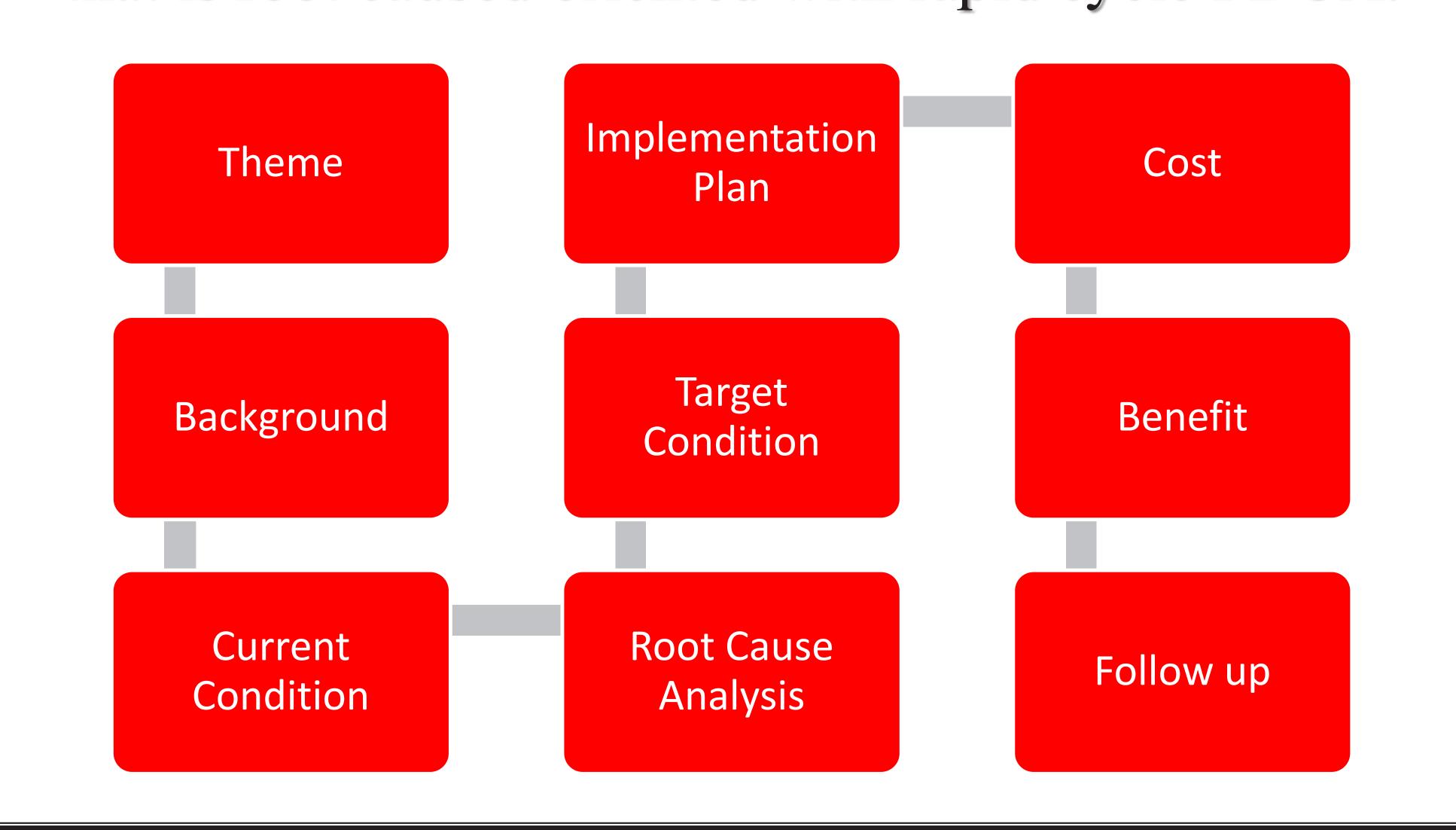
- Our Patient/Family Centered Care Experience project identified the patient's lack of preparation for their endoscopy test.
- The goal of the A3 project was to enhance the patient's knowledge of the preparation necessary for the continuum of the endoscopy experience.

PURPOSE

- To develop an educational pamphlet that would be a resource for the patients.
- The pamphlet would contain information to educate and prepare patient for their endoscopy experience.

METHODOLOGY

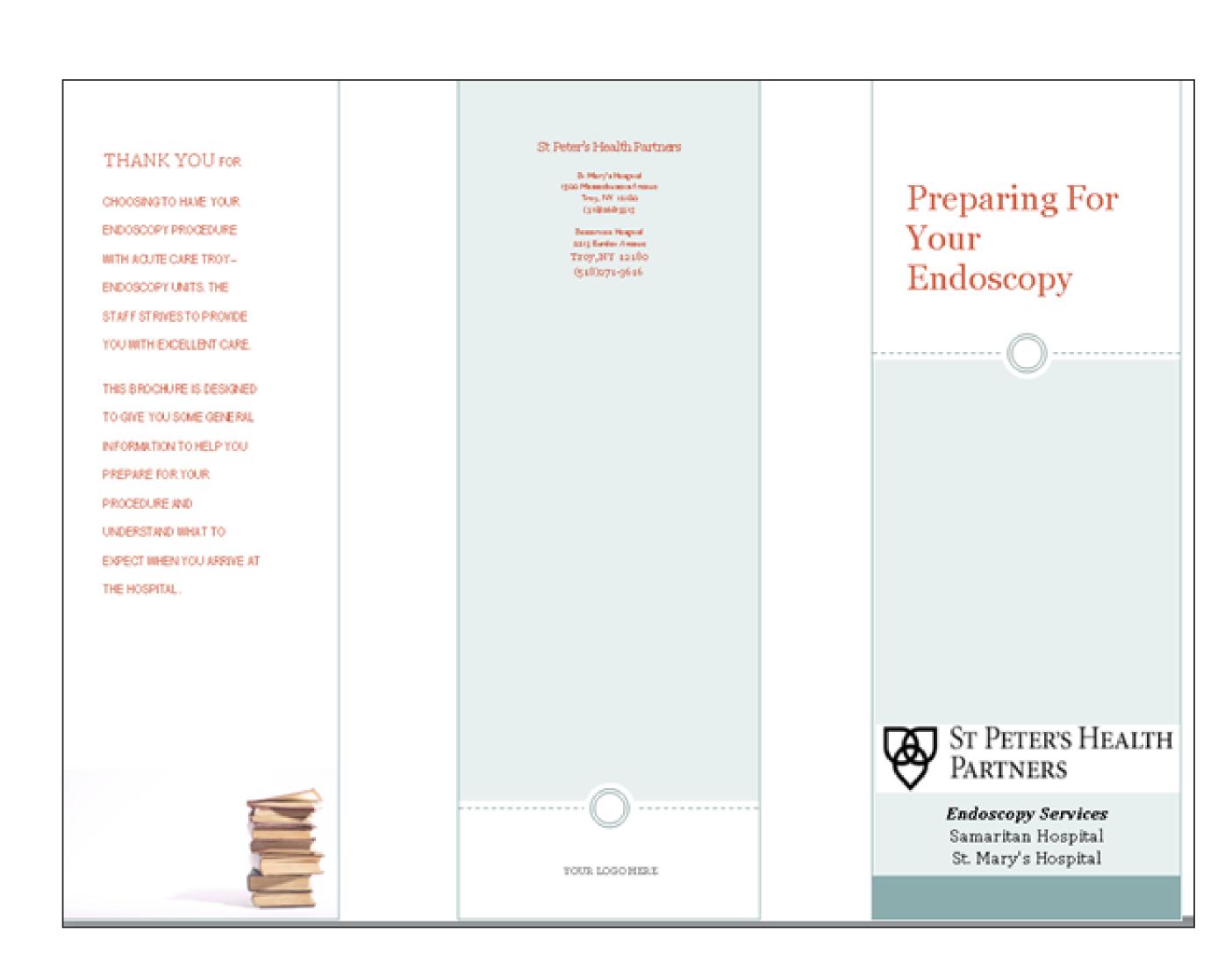
- We used the A3 methodology with the PDCA cycle to complete this project.
- This methodology is a performance improvement tool that is root caused oriented with rapid cycle PDCA.



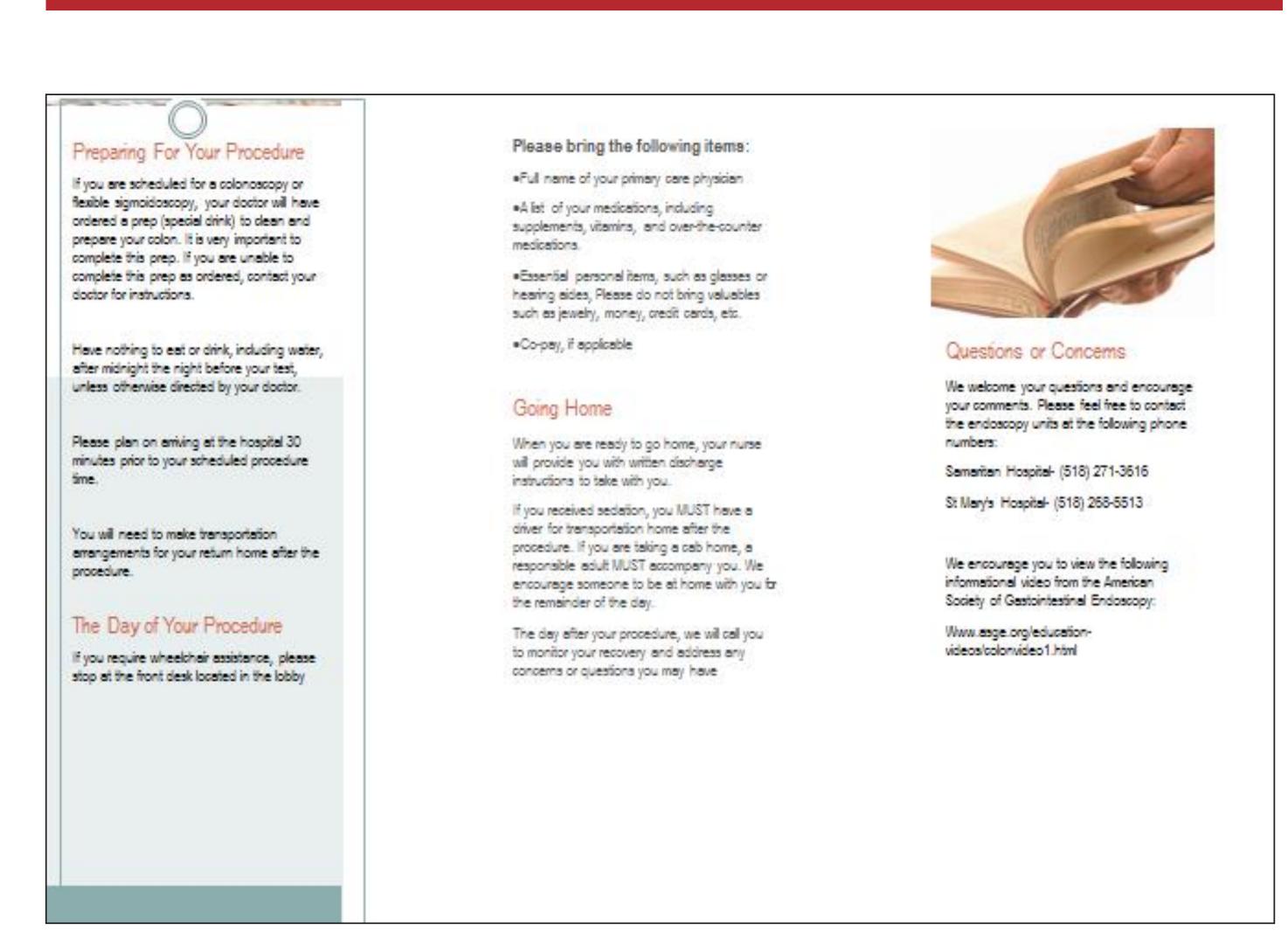
IMPLEMENTATION PLAN

- March 2016. Pamphlets were distributed to physician offices. Team members made contact with office management.
- May 2016 An informal audit was done at the time of admission to see if pamphlets were being given to patients in the office at the time of their procedure scheduling. We found that the pamphlets were not being given to patients.
- June 2016 Team members reconnected with the physician offices to encourage more compliance with pamphlet distribution.
- October 2016 Our unit merged with another endoscopy unit within St. Peter's Health Partners.
- February 2017 We just completed a new pamphlet to include our sister unit. Our providers perform procedures at both sites.

Pamphlet Side 1



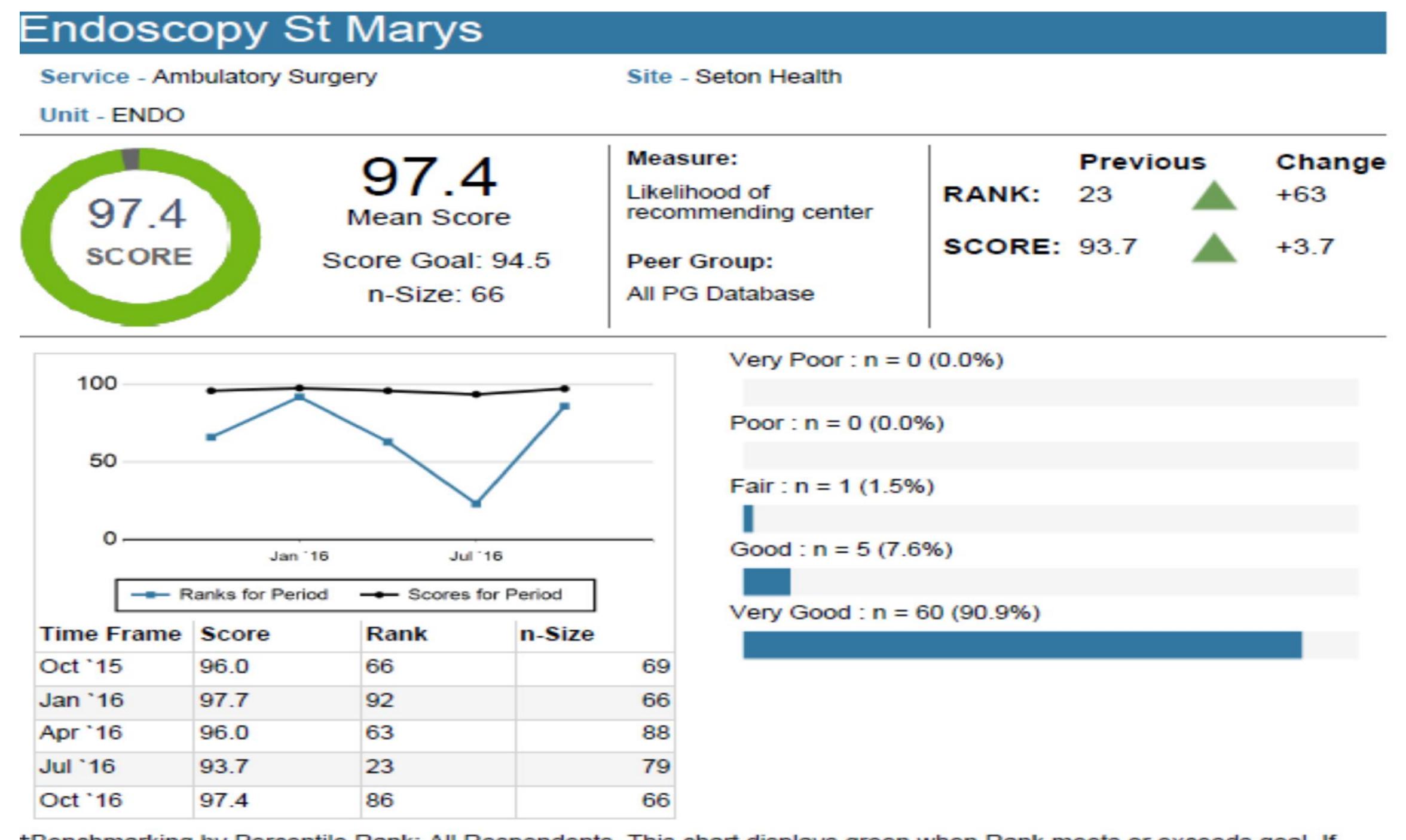
Pamphlet Side 2



FOLLOW UP

- A pamphlet was developed by the unit quality team with input from senior leadership and physicians. The practice managers and scheduling personnel met with team members to review and discuss how the pamphlets would be distributed to patients.
- We received positive feedback from the patients that were given pamphlets.
- An area identified for improvement was the need for collaboration with the office staff.
- We envision a successful outcome to our project as 100% compliance with distribution of our educational pamphlet at the time the procedure is scheduled.
- As mentioned during the implementation phase, our unit combined with another endoscopy unit as part of the St. Peter's Health Partners merger. Now instructions for both endoscopy suites are the same, so our new pamphlet is universal at all participating GI provider offices. This should facilitate ease of use for office staff., helping us reach our compliance goal as well as enhance the patient experience at both locations.

Patient Satisfaction Scores



†Benchmarking by Percentile Rank: All Respondents. This chart displays green when Rank meets or exceeds goal. If Rank is within 20% under goal, the chart shows yellow. If metrics are more than 20% below goal, the chart is red.