Culture of Safety EP20EO

Provide the most recent eight consecutive quarters inpatient satisfaction data at the unit level collected to demonstrate outperformance of the mean, median or other measure of central tendency (benchmark provided by the vendor’s national database). Select four of the following nine categories and report data for each unit using these selected categories:

- Patient engagement or patient-centered care
- Patient education
- Care coordination
- Safety
- Service recovery
- Courtesy and respect
- Responsiveness
- Pain
- Careful listening

RECOMMENDATION: If available, use vendor-provided graphs for patient satisfaction. Graphs must meet Magnet specifications.

Date Presentation Requirements:

Provide the most recent weight quarters of data prior to document submission.

Categories
- Select four of nine categories
- Refer to vendor to align patient satisfaction questions with categories
- Four categories must be consistent across the inpatient settings.
- Within each category, the specific question may vary from unit to unit.

NOTE: Select only patient satisfaction questions that the vendor has assigned to categories. Establish the external vendor has collaborated with the Magnet Recognition Program® on alignment of questions to categories.

Level of Data
- Unit-or clinic-level data. If data are not available at the unit or clinic level, present at the next aggregated level if available from the vendor (e.g. clinic groups).
- Explain units or clinics within aggregated data
- Explain any units not included.

Benchmark statistic.
- Use of mean, median or other measure of central tendency provided by the vendor’s national database benchmark.

Comparison Group or Cohort
➢ Use of an appropriate comparison group may change between units or clinics.
➢ Comparison group label must be depicted on table and graph.

Graph presentation
➢ Each graph must include the category and the specific vendor-aligned question.

Unit Presentation
➢ A different mean or median may be used for each graph.
➢ Up to four units or clinics may be presented on one graph
➢ If the two or more units are displayed on one graph, all units must have the same comparison benchmark and cohort.

Example c: Pain

Table for Inpatient Satisfaction Categories

<table>
<thead>
<tr>
<th>Magnet Category</th>
<th>Courtesy and Respect</th>
<th>Patient Education</th>
<th>Pain</th>
<th>Responsiveness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatient VENDOR Survey Question</td>
<td>Inpt: During this hospital stay, how often did nurses treat you with courtesy and respect?</td>
<td>Inpt: During this hospital stay, how often did nurses <em>explain things</em> in a way you could understand?</td>
<td>Inpt: During this hospital stay, how often was your pain well controlled?</td>
<td>Inpt: During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?</td>
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<td>Rehab: How would you rate the nurse for your privacy?</td>
<td>Rehab: Would you rate the management of your pain by the rehab staff as?</td>
<td>NICU: Would you rate the management of your infant's pain by the hospital staff as?</td>
<td>Rehab: More specifically, how would you rate the nurses' Promptness in Responding to your Calls?</td>
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<td>4E: During this hospital stay, how often did your child's nurses treat you with courtesy and respect?</td>
<td>4E: During this hospital stay, how often did your child's nurses explain things in a way that was easy for your child to understand?</td>
<td>4E: During this hospital stay, how often was your child's pain well controlled?</td>
<td>4E: After pressing the call button, how often was help given as soon as you or your child wanted it?</td>
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</table>
Beginning Q4 2018: 2W CVIC and 2W T combined to form the new 2W Intermediate Care unit. 2W Intermediate Care did not exist prior to October 2018. Cary SCN and L&D, North SCN and L&D, and Raleigh L&D are not included in the vendor’s patient satisfaction survey because mothers of these units are surveyed and included in Women’s Pavilion & Birthplace (WP&BP) data. NICU does not have data for courtesy and respect because WakeMed does not include this question in this setting. Acute Neuro, 2E CVICU, CICU/CICUA, CICUB, Cary ICU, CTICU, MICU, NCCU-Neuro, STICU, PICU, 2W Stepdown, and 4W North are not included by the vendor because the “n” is too small. The vendor transitioned 4E Pediatric to Child CAHPS survey April 2018 (Q2 2018); therefore, there are two separate graphs for this unit. NICU 1Q 2019 has no data due to transitioning to Child CAHPS study.

(Evidence EP20EOc-3, Pain)
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Key:
- **NE** = No data, Unit not eligible to report data per PRC
- **ND** = No data- units combined to form a new unit.
- **NC** = No data- unit closed
- **NS** = No data, not submitted but unit eligible to report
- **NL** = No data, n too low
- **NI** = No data, SCN populations included in Women’s Pavilion & Birthplace surveys