

## ***White Board Initiative***

*Team Building, Customer Service Training, Building a Culture of Respect, Promotion of Effective Communication between Patients, Staff and Management*

We help our healthcare clients develop and implement white boards that link to strategic goals, patient satisfaction expectations and P4P. We collaborate with hospital leadership, 1199, nurse and physician management and staff to develop processes and train staff to improve inter-departmental communications and teamwork, manage patient expectations, and deliver patient-friendly services and care that result in improved patient outcomes.

## **Business Challenge**

A major New York City hospital and acute care facility needed to improve patient satisfaction. The staff needed assistance in improving their interpersonal and communication skills. The project needed to be explained thoroughly and linked to patient satisfaction and Pay for Performance (P4P), instead of being viewed as an added burden.

## **How We Help Our Clients**

*Assessment:* Facilitated a dialogue between labor and nurse managers to discuss the advantages of white boards to improve patient care and satisfaction.

*Planning:* An integrated labor/management team solution was developed involving hospital leadership, 1199, nurse and physician management, and staff. Established staff- patient communication standards and scripts. Collaborated with management to develop a White Board dashboard as a weekly measurement tool for nurse managers to evaluate metrics of success. Established and implemented a weekly progress report update with the CEO to evaluate performance metrics and opportunities for development.

*Implementing and Aligning:* Trained 392 staff throughout 17 units on staff-patient communication standards and scripts. This included weekly reports to Labor/Management to highlight progress, list deficiencies and provide recommendations to ensure effective training and accountability.

*Developing Leadership* Coached unit nurse managers on effective implementation of white boards for long terms sustainable results. Engaged the Chief Medical Officer to conduct meetings with department chairs and internal physician groups to improve patient rounding and communication.

## **Client Testimonials/Results Achieved**

White Board utilization increased from 4 units to all 17 units; staff ability to articulate the link of white boards to hospital strategy and patient satisfaction increased from 25% to 90%; 100% of units have white boards installed; full compliance of white board process increased from 19% to 84% including full involvement by physicians.