

Patient Advocate Program

Jacqueline Carlucci | *Alden Estates-Courts of Huntley*

Customer Service Project



Background

Alden Estates-Courts of Huntley, located in Huntley, IL, is a two-building campus with Estates (110 beds) being our short-term rehabilitation building and Courts (60 beds) being our memory care building. To enhance the admissions process, specifically in our Estates building, a patient advocate program was created. The focus is to cater to the resident's wants and needs, ensuring they are having a positive and pleasant first impression of the facility.

Goals

- Increase resident and family satisfaction with the admissions process.
- Ensure the resident has everything they want/need that the facility can provide.
- Increase room satisfaction with the addition of a welcome bag for each admission. These will have ChapStick, hand lotion, a pen, a notepad, and a handwritten welcome note.

Methodology

Plan

- Notice a trend in post-admission complaints and dissatisfaction.
- Talk with Regional Marketing Liaison to see what programs other Alden facilities have in place to help with admission satisfaction.
- Meet with my preceptor about any ideas she might have to help reduce new admissions' anxiety and make them feel welcome.

Do

- Create worksheets for the IDT to complete for their assigned residents
- Announce to IDT what their assigned rooms are going to be. Reminding them at morning meeting every day to check their mailbox for any new admissions IDT worksheets they must complete.

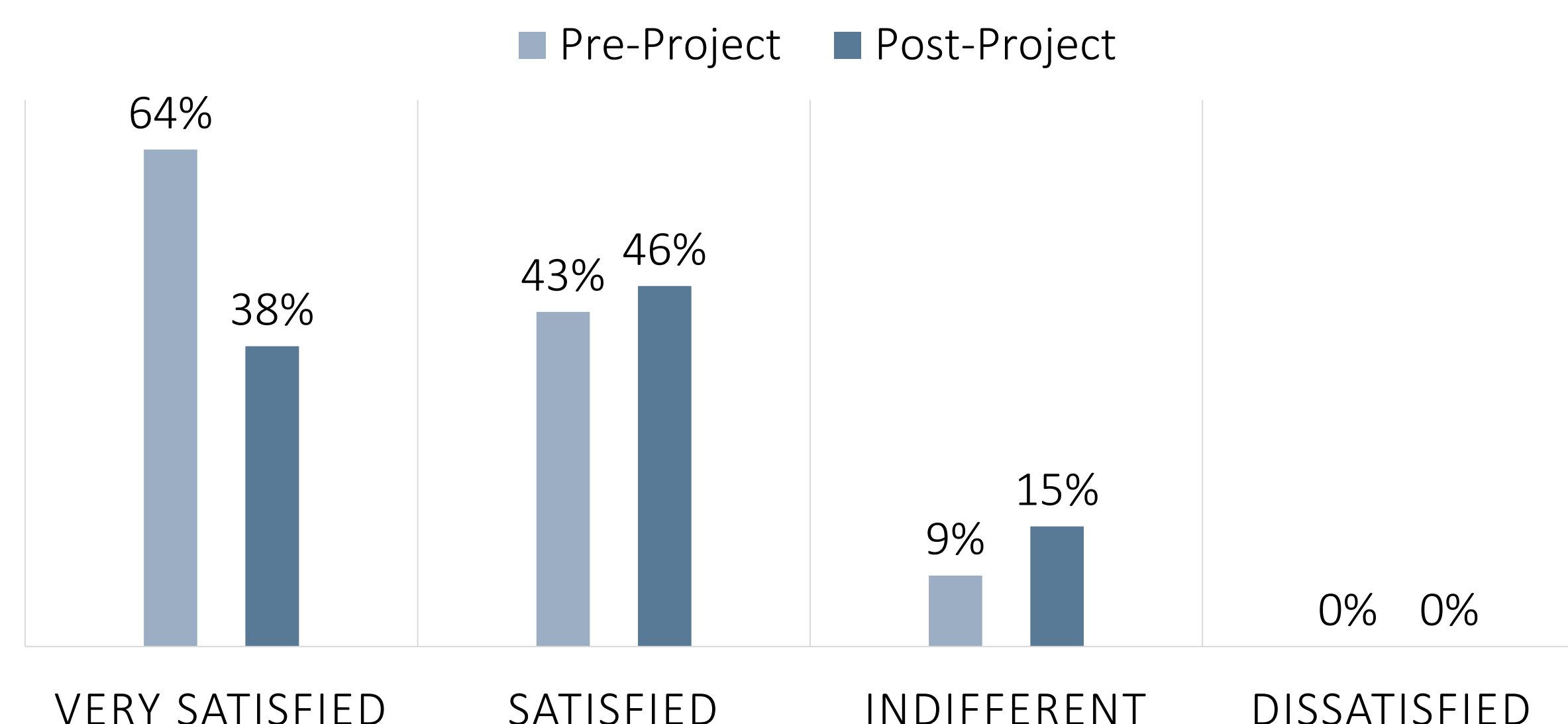
Check

- Observe which managers are completing the worksheets. See if there is a trend with the satisfaction of their residents compared to the residents of managers who are not doing it.
- Monitor the reactions of residents when receiving their welcome bag. Gain any feedback on if it's something residents are liking or not caring for.

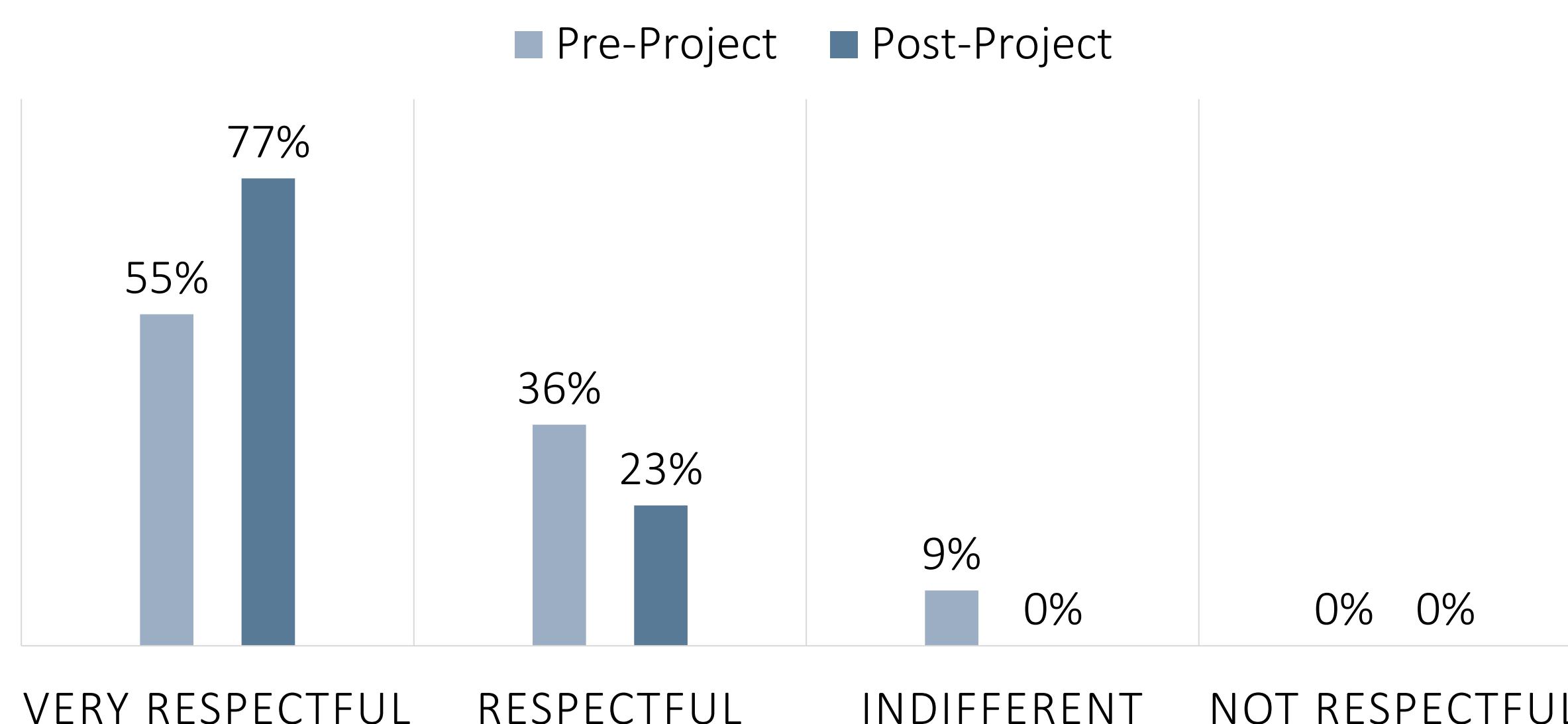
Act

- Follow-up on managers who need reinforcement on completing their worksheets.
- Continue with the program and make sure residents are engaging appropriately and benefiting from it.
- Make changes to the welcome bags if suggestions come up.

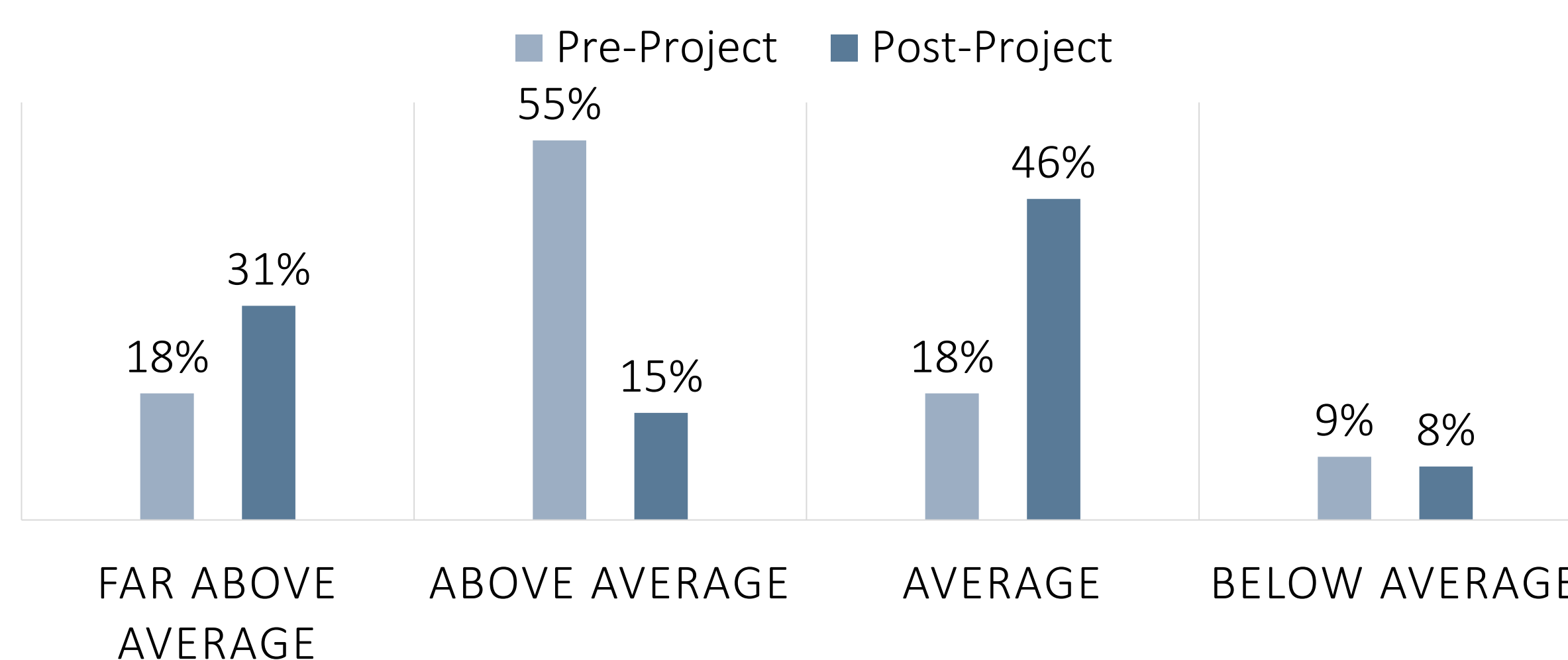
HOW WAS YOUR OVERALL ROOM AT ALDEN ESTATES OF HUNTLEY?



HOW RESPECTFUL WAS THE STAFF AT ALDEN ESTATES OF HUNTLEY TOWARDS YOU?



HOW WELL DID THE STAFF AT ALDEN ESTATES OF HUNTLEY LISTEN TO YOUR CONCERNS AND/OR NEEDS?



Results

- Residents felt respected by staff more so after this project than before.
- New admission concern forms decreased from 4-5 a month to 2-3.
- Our IDT understood residents' wants/needs much better with the frequent communication they now had. We were able to stay on top of any issues that arose for residents quickly and efficiently because we knew about them sooner.
- We were able to personalize their stay by asking residents their preferences within the first 24 hours of admission.

Summary of Outcomes

- Within a month and a half of implementing this project, our new admits felt staff listened to their concerns/needs far above average 12% more than they did before implementation
- With the addition of the welcome bags given to every new admission upon arrival, I was expecting a larger increase in room satisfaction, as they had a gift waiting for them when they arrived. The results of room satisfaction are surprising to me because I really thought it would have increased with these gifts.
- Not only did our IDT get to know residents much better, but this also helped our nursing staff individualize the care they give, as they now know resident preferences.



Recommendations

- I would add more questions regarding the admissions process. The survey I created was meant more for discharging residents, so if someone has complaints or concerns, they addressed in the survey, there's nothing we can do to fix it once they leave. In the future, I plan to make a more admissions-centered survey to gather data through.
- Continuously reminding the IDT during every morning meeting is essential for this project to work long-term. They have so many responsibilities during the day, this is one that I noticed was easily forgotten.
- I'd like to add the business card of the IDT member assigned to the new admission in their welcome goodie bag.

Conclusions

Overall, this project has shown great success at Alden of Huntley. It's something they have tried in the past but faded over time. Resident satisfaction has improved, and although the data doesn't necessarily show that, it's something I've noticed overall while working there. I learned that communication between staff and residents is a huge part of how much they enjoy their stay with us. This is a project that Alden will be implementing in other short-term rehabilitation facilities due to its success at the Huntley location.