

CASE STUDY

Valley Hospital Improves Three out of Five HCAHPS Domains Using Interactive Patient Care™



FACILITY BACKGROUND

Part of the Valley Health System, Valley Hospital in Ridgewood, N.J., is a fully accredited, acute care, not-for-profit hospital serving more than 440,000 people in 32 towns in Bergen County and adjoining communities. It is accredited by the Joint Commission, and is Magnet® designated.

CHALLENGE

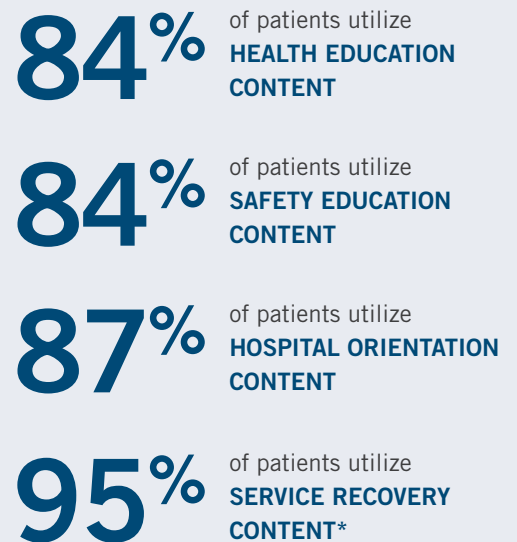
Valley Hospital sought a solution for improving the patient experience, their patients' perception of care and overall satisfaction during inpatient visits. Specifically, hospital leadership identified the need to provide consistent patient education and medication teaching, and enhance real-time service recovery. After selecting GetWellNetwork's Interactive Patient Care™ (IPC), leadership was intentional that the technology support the facility's patient- and family-centered care culture, and that each unit had the resources needed to carry out cultural adoption and sustain utilization.

APPROACH & SOLUTION

Valley Hospital developed a clear vision and scope for their implementation of IPC, selected modules that supported internal strategic initiatives, and set clear, measurable goals. The vision was then shared throughout the organization by engaging a cross-functional team to ensure accountability, including CNO, frontline staff, physicians, patient relations representatives, case managers, nursing directors, patient educators, IT/IS representatives, patient/family advisors and nursing informatics professionals.

RESULTS

Since implementing IPC, Valley Hospital has improved three out of five HCAHPS domains including Nurse Communication, Environment of Care and Pain Management. Clinicians use Meditech, the facility's electronic medical records system, to review and document educational content that has been ordered for and completed by the patient. With IPC:



*Based on PxP questions and the "Tells Us How We Can Help" patient prompt

Comparisons are based on U.S. adult commercial hospitals using GetWellNetwork IPC technology

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