

Client Success Stories

Using TruthPoint to Drive Accountability & Service Support in a Transitional Care Unit

Site of Development: Ebenezer Martin Luther Transitional Care Unit (TCU)

Area of Focus: Overall Patient Satisfaction

**Background:** The Martin Luther Transitional Care Unit has used TruthPoint to gather patient experience feedback since 2012. The TCU team collects feedback from patients 4 days post-admission, and again shortly before discharge from the unit. The multi-point collection process allows the team to address patient experience in two ways:

4 days post-admit: Understand and quickly address any unmet needs, questions, or concerns the patient has while they begin to acclimate to the unit. It provides a meaningful touchpoint with each individual, and a venue for them to request any additional information or support. Information gathered is used for immediate service recovery, individual care planning, and daily interdisciplinary accountability huddles.

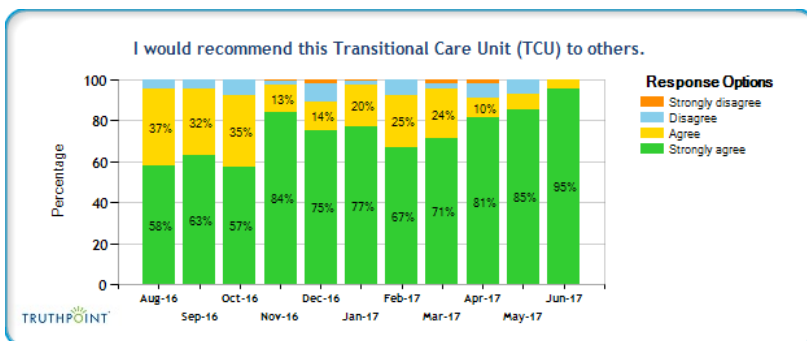
Pre-discharge: Understand and address any potential gaps or needs related to discharge planning and education, as well as provide a more holistic view of process or systemic opportunities. Collecting feedback from the patient’s perspective delivers leaders a highly relevant real-time view of the care environment, that can be used to inform process improvement initiatives.

Over the last 12 months, the TCU team has worked at hardwiring a daily interdisciplinary huddle, that brings together a team of department and service leads to help understand, triage, and address patient needs. Using On-Purpose reporting provided by TruthPoint the Martin Luther team reviews all patient feedback collected the day prior, assigns follow-up service support to the necessary departments, and efficiently keeps a pulse on day-to-day patient experience.

Beginning with an email-based service management and recovery process, the Martin Luther team was at times missing the “bigger picture” with a specific patient’s experience. As they began trialing their current huddle process, they quickly learned that bringing together a cross-functional group allowed each team member to gain a holistic view of each patient’s experience.

**Outcomes:** Implementing the daily interdisciplinary huddle, paired with real-time patient insights delivered by TruthPoint and dedicated teamwork- the Martin Luther team has achieved and maintained outstanding improvements in organizational target measures, including:

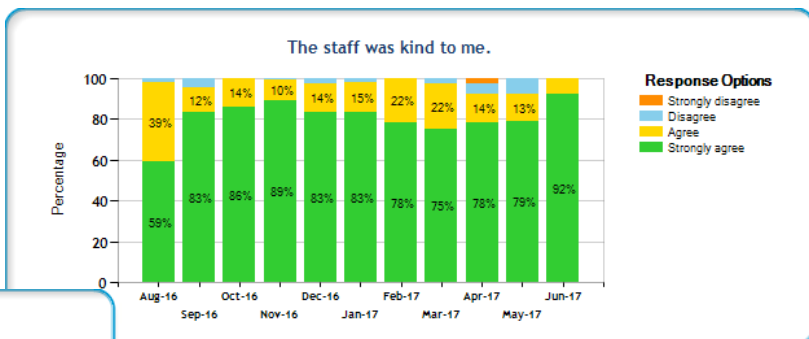
**I would recommend this Transitional Care Unit (TCU) to others.**



- Increased top-box score by 38% within the past year
- Maintained at least 10% increase from baseline for 8 months and counting
  - Over 79% of patients in the past 8 months rating Strongly Agree

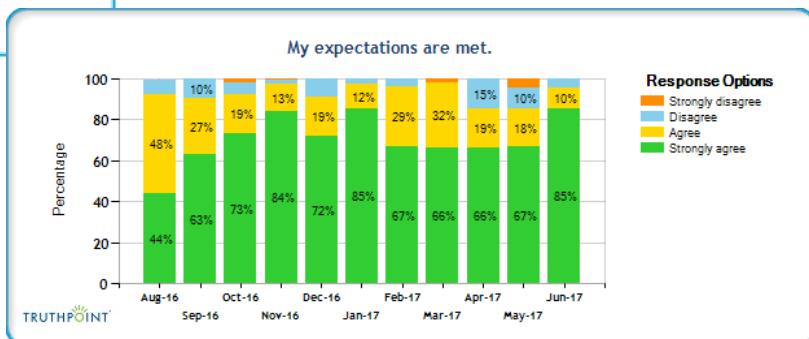
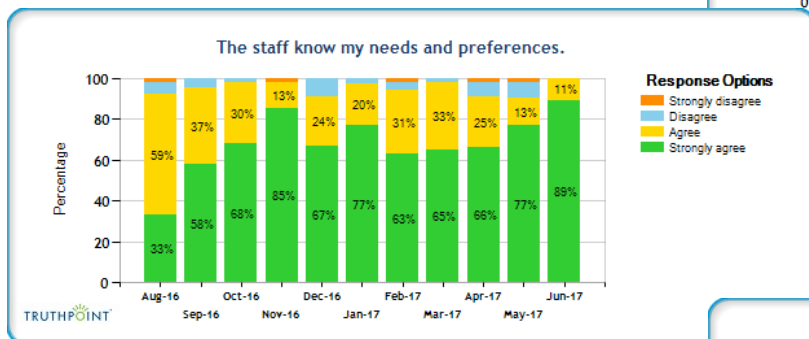
**The staff was kind to me.**

- Increased top-box score by 33% within the past year
- Maintained at least 16% increase from baseline for 10 months and counting



**The staff know my needs and preferences.**

- Increased top-box score by 56% within the past year
- Maintained at least 30% increase from baseline for 10 months and counting



**My expectations are met.**

- Increased top-box score by 41% within the past year
- Maintained at least 22% increase from baseline for 10 months and counting

In addition to organizational target measures, the Martin Luther team has increased (by great than 10%) and maintained (for 6 months or longer) top-box performance on many additional key metrics including:

- Feeling Welcomed Upon Arrival
- Care Provided with Privacy, Dignity, Respect
- Facility Appearance/Cleanliness
- Condition of Furnished Equipment
- Therapist Explanations
- Satisfaction with Rehab Outcomes
- Willingness to Refer Rehab Services
- Social Work Resources

Last but certainly not least, employee morale and engagement for the Martin Luther team is also benefiting from the daily huddle process. Building daily accountability for patient experience has shifted staff perception to see patient feedback as “opportunities to improve” versus “leadership oversight”, and staff are highly involved in brainstorming solutions. Front-line staff have taken greater ownership for resolving patient needs, in turn reducing the need for leadership intervention. Not only are they able to address patient needs more quickly, but the volume of patient grievances is trending downward as the daily huddle process matures.

**Conclusion:** The daily huddle provides a regular opportunity to highlight the great work that goes in to caring for patients every single day. In addition to increased visibility at the local level, the Martin Luther staff enjoy receiving more and more hand-written Thank You Cards from the Ebenezer senior leadership team, yet another best practice leveraged by the Ebenezer organization!

If you want to learn more about this success story, please contact your TruthPoint Performance Improvement Coach.