

Leading The Way

Children's Hospital's vision statement is "Leading the Way to Healthy Children." In this series in *It's About Children*, we are sharing with our readers some of the many ways we are "Leading the Way." Outstanding practices by Children's Hospital departments are highlighted—things that are, although quite commonplace at our pediatric medical center, actually rather unique. This series showcases the exceptional work done at Children's Hospital and demonstrates how the hospital is a great place to work.

Ideal Patient Care initiative improves staff, patient experience

As part of Children's Hospital's vision for the future, Ideal Patient Care focuses on achieving the best outcome and experience for every patient, every single time. This goal ensures care is customized to each individual patient and family, is immediately responsive to problems or changes, and is safe physically, emotionally and professionally.

To implement Ideal Patient Care hospital-wide, Isaac Mitchell, Lean Process Coordinator, has been working with staff to turn their ideas into realities. He meets with the Pediatric Intensive Care Unit (PICU) and Learner Leader Teacher (LLT) staff every Friday morning to discuss the ideas pinned on the Continuous Improvement Board in the PICU.

brainstorming ideas about improving patient stays, they thought of Aaliyah.

Through streamlining the admitting process for this frequent patient, the PICU staff has been able to make Aaliyah's stay shorter and more efficient. "By the time I park my car, Aaliyah has already been admitted and is waiting on me. We only stay about 10 hours now," Sherry said. "It's a big change that's been very good."

In addition to improvements customized for an individual patient, Ideal Patient Care extends to all families and visitors to Children's Hospital. Mitchell is working closely with the Service Excellence Department to ensure the high



PICU staff members and LLTs discuss a problem during a weekly meeting in front of the Continuous Improvement Board.



Aaliyah Dortch with nurse Kelly Baird.

"Because they're working on the floors every day, the nurses understand where improvements could be made and the most important issues to focus on," Mitchell explained. When these ideas are moved to the "To Do" column on the board, Mitchell and the staff create a solution that will determine the root of the problem and work for all of the departments involved.

For example, a nurse voiced her concerns about the time it takes to access Ativan, a medicine used for seizures. By working with PICU nursing staff, Mitchell created a process to cut down the time from about four minutes to just one. This change has been implemented across the hospital.

For patients, these fixes can mean a more comfortable experience at Children's Hospital. Fourteen-year-old Aaliyah Dortch comes to the hospital every month for exchange transfusions for sickle cell disease; she and her mother, Sherry, had to arrive at 7:30 a.m. and were not able to leave until around 1 a.m. the next morning. When nurses were

quality of family-centered care in the midst of these changes. This collaboration has produced new guidelines for PICU visitors that are easy-to-read and understand.

"We can solve simple things by putting ourselves in the role of the patient and asking: what do you value in your experience here? What you don't value, we'll try to eliminate or make better," Mitchell explained. "Through giving the nurses a chance to choose what to work on, we can empower them to make changes in their work areas."

The movement from the "Idea" to the "Completed" column on the Continuous Improvement board means one step closer to Ideal Patient Care across Children's Hospital. "We can teach nurses the tools to address issues every day," Mitchell said. "These small improvements will make a better environment for the patients and staff."

by Cassidy Duckett, student intern