

Avera Sacred Heart Hospice



Quality Improvement Project

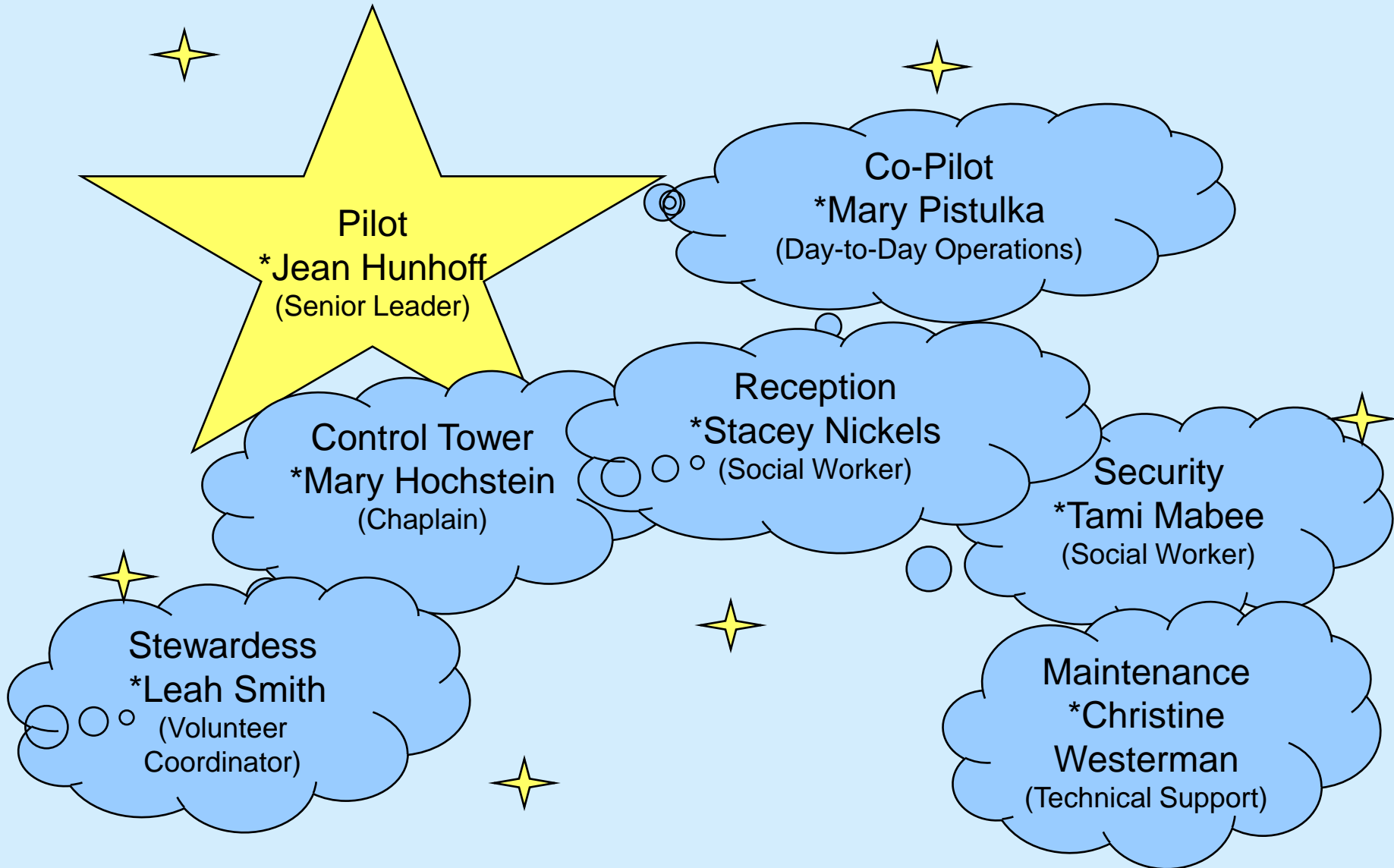
501 Summit
Yankton, SD 57078
(605) 668-8309

Avera Sacred Heart Hospice Improving Quality

The Sky is the Limit



Avera Sacred Heart Hospice QI Team Members

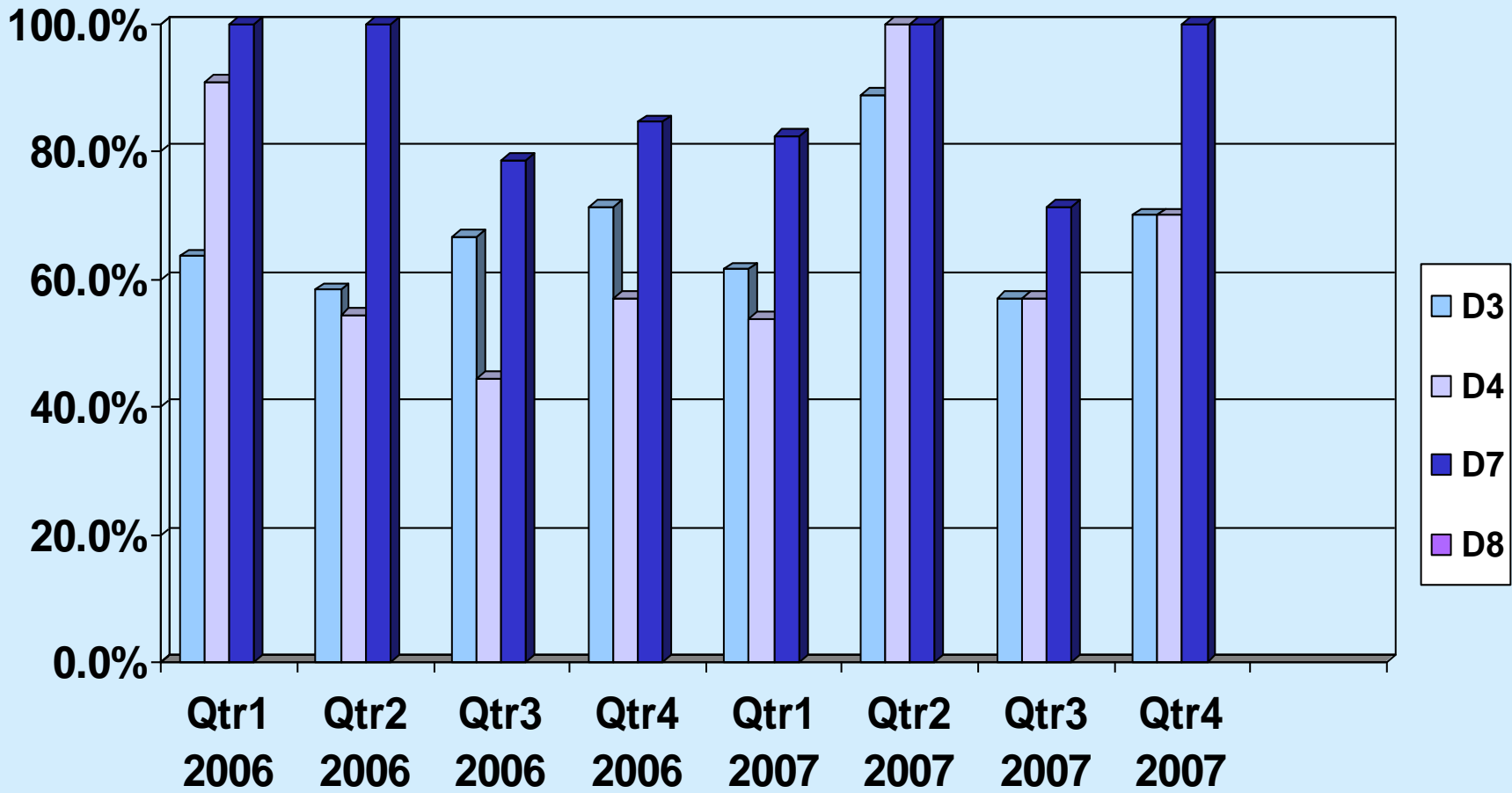


Avera Sacred Heart Hospice QI Team Photo



**Jean Hunhoff, Mary Pistulka,
Leah Smith, Mary Hochstein, Stacey Nickels, Tami Mabee, Christine Westerman**

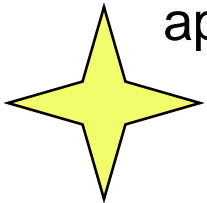
Avera Sacred Heart Hospice Survey Results for D3, D4, D7 & D8



Percent of families responding that they are "very confident" in caring for the patient or that they had enough information.

Avera Sacred Heart Hospice Aim Statements

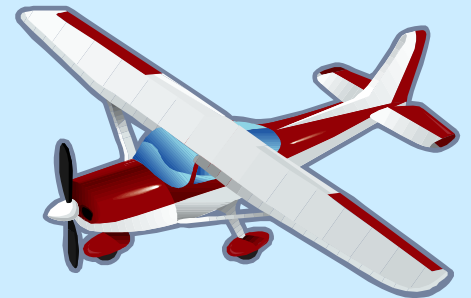
- 🌐 By May 2008, “family members” who care for Avera Sacred Heart Hospice Patients at home will state that they:
 - 🌐 are very confident in their ability to care for the patient as evidenced by their responses to question D3
 - 🌐 are very confident in knowing about medications for symptom management as evidenced by their responses to question D4
 - 🌐 they did not want more information about what to expect while the patient was dying as evidenced by their responses to question D7
 - 🌐 they are very confident in knowing what to do when the patient is dying as evidenced by their responses to question D8
- 🌐 on 75% of the FEHC surveys that are returned.
- 🌐 We hope to raise the raw scores to 85% by September 2008.
- 🌐 We will aim to raise the raw score above 85% as staff continue to apply new strategies to ensure family confidence.



Avera Sacred Heart Hospice Flight Plan

Obtained and began to utilize a couple of booklets:

“A Different Season – The Hospice Journey” by G. Leigh Wilkerson, RN along with the booklet *“Gone From My Sight – The Dying Experience”* by Barbara Karnes.



Avera Sacred Heart Hospice Flight Plan

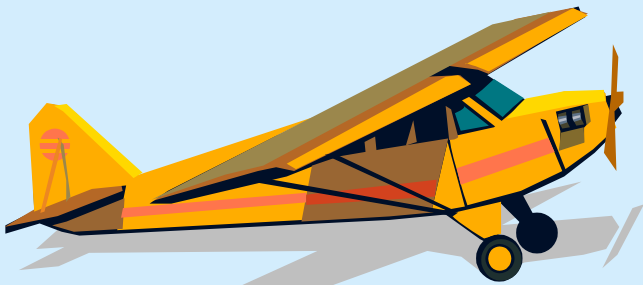
Created scripted questions for the SWs and added them to their admission guide sheets:

“What concerns do you have about caring for your loved one at home? How can we help you feel more comfortable and confident in providing care? We want you to feel very confident. On a scale from 1 to 5, how would you rate your confidence? How can we raise that value?”



Avera Sacred Heart Hospice Flight Plan

Created scripted questions for the RNs and printed them on gold colored paper. The RNs will ask the questions once a week for the first month and then monthly after that or as needed (i.e. new caregiver introduced, a new problem arises with the patient's condition etc):



Avera Sacred Heart Hospice Flight Plan



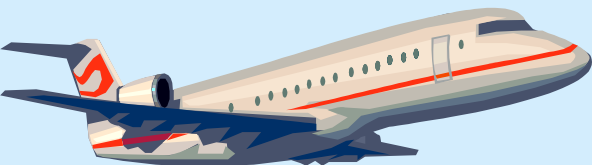
RN Scripted Questions:

“How comfortable are you with the information that was provided today? We want you to feel confident about what you are doing in the care you provide here at home. Do you have any questions about (and go over the areas that were discussed that day and in prior visits)? Can you review for me the steps you are going to take to” Please let us know if at any time you have questions on what you need to do to provide care. We want to be here for you.”

Avera Sacred Heart Hospice Flight Plan

Changed the pathways in PtCT to remind staff:

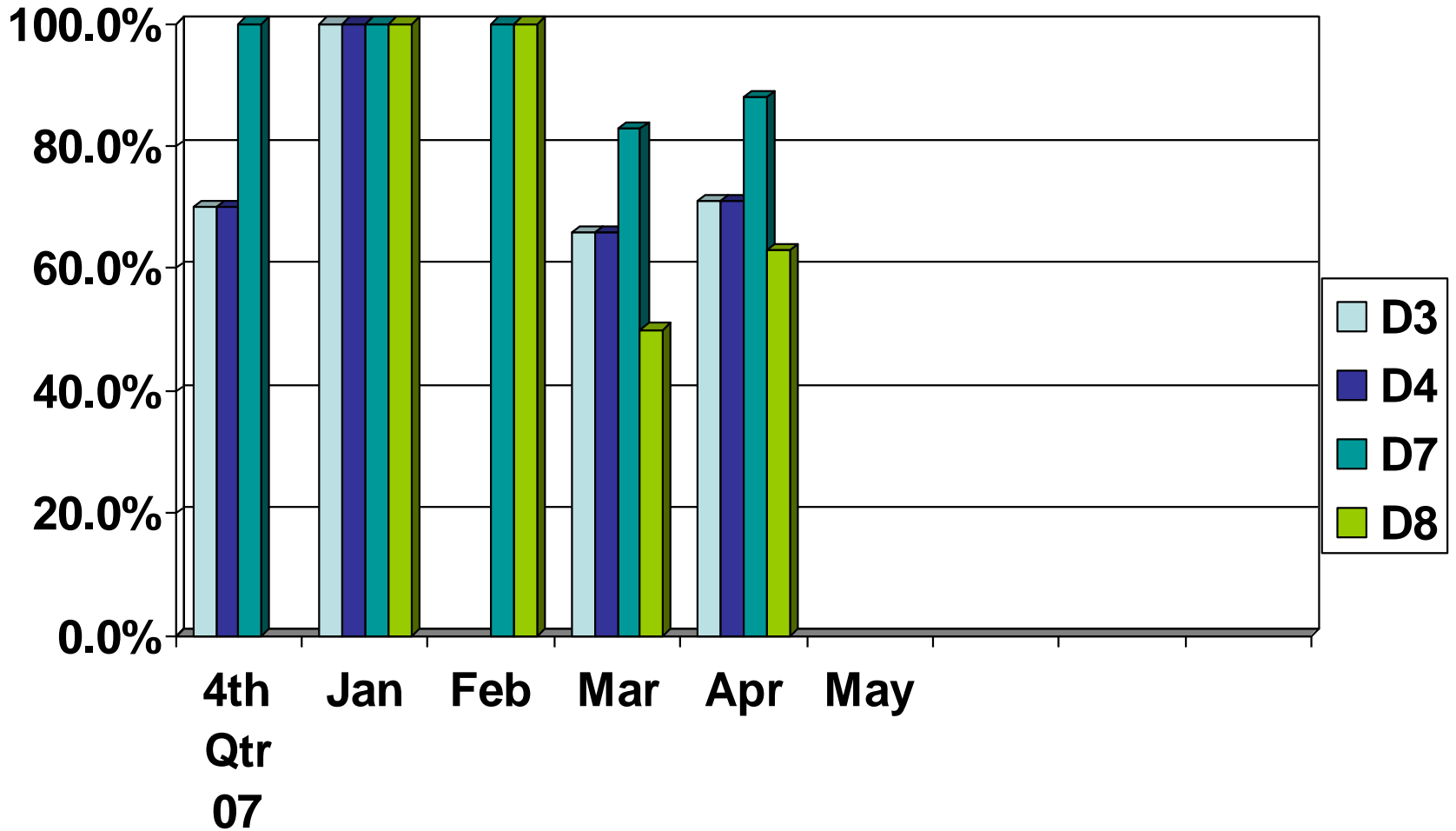
The pathways that were changed were the Hospice MSW Care (under Emot/Behavior Status – Cope with Terminal Illness - I/E Caregiver) and Hospice Care (under Care Management – Understanding of Patient Teaching – I/E Caregiver Confidence).



Avera Sacred Heart Hospice Outcome Measures

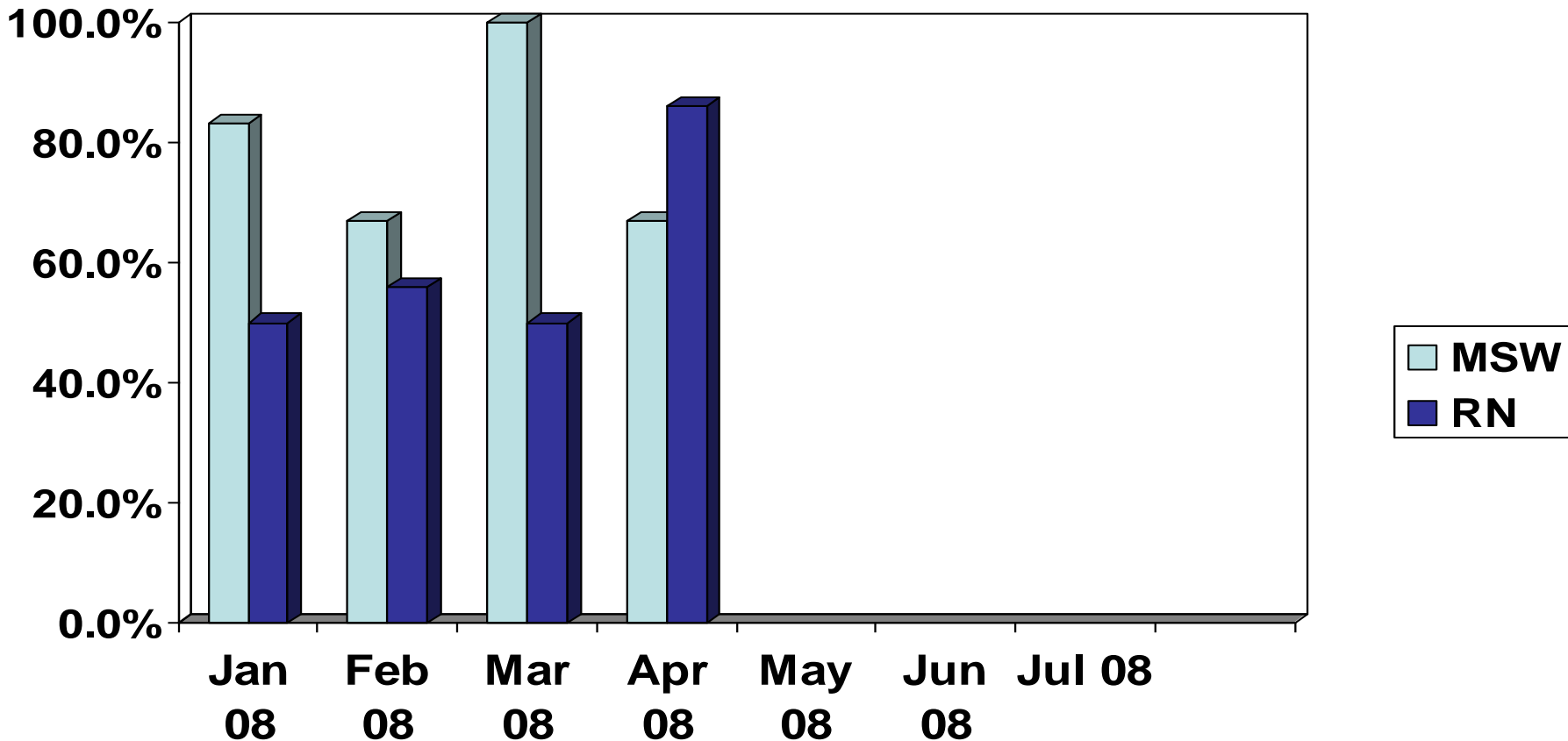
- ☺ The number of caregivers who respond “very confident” to question D3 on the FEHC divided by the number of caregivers who respond to question D3 on the FEHC.
- ☺ The number of caregivers who respond “very confident” to question D4 on the FEHC divided by the number of caregivers who respond to question D4 on the FEHC.
- ☺ The number of caregivers who respond “no” to question D7 on the FEHC divided by the number of caregivers who respond to question D7 on the FEHC.
- ☺ The number of caregivers who respond “very confident” to question D8 on the FEHC divided by the number of caregivers who respond to question D8 on the FEHC.

Avera Sacred Heart Hospice Outcome Measures



Avera Sacred Heart Hospice Process Measures

The number of times the confidence question was asked divided by the number of occasions it should have been asked as documented in the chart.



Avera Sacred Heart Hospice Flight Success Stories



Developed an organized plan with specific aims

Established a core quality team

Educated staff regarding current statistics & plan for improvement

Involved staff in the improvement process

Amended FEHC survey

Designed scripted questions

Updated documentation tools

Avera Sacred Heart Hospice New Flight Paths to Plot

Collect and analyze data

Evaluate and encourage staff follow-thru

Continue to refine the plan based on results



Avera Sacred Heart Hospice Trip Memories

Looking back, things we learned on this trip include:

- The need to continually promote the project
- Feedback from everyone involved is essential
- Data gathering is difficult but essential
- Small steps can lead to big successes
- We need to start building the next steps already



Avera Sacred Heart Hospice Plans for the IHI Model

- Apply similar steps to patients who are not in a home setting.
- Review other QI projects on the secret QI website and attempt to put some of them into place at our facility.
- Apply the steps within the Home Health portion of our office.



Avera Sacred Heart Hospice Summary

The quality of our performance will soar to new heights as we build families' confidence in providing care.

