

Improvement of Satisfaction of the Patients from the Caregiver in the NICU

Jackson Kondak

Kamran Ahmed MD

Jose D. Salazar MD

Brian Repetz BS

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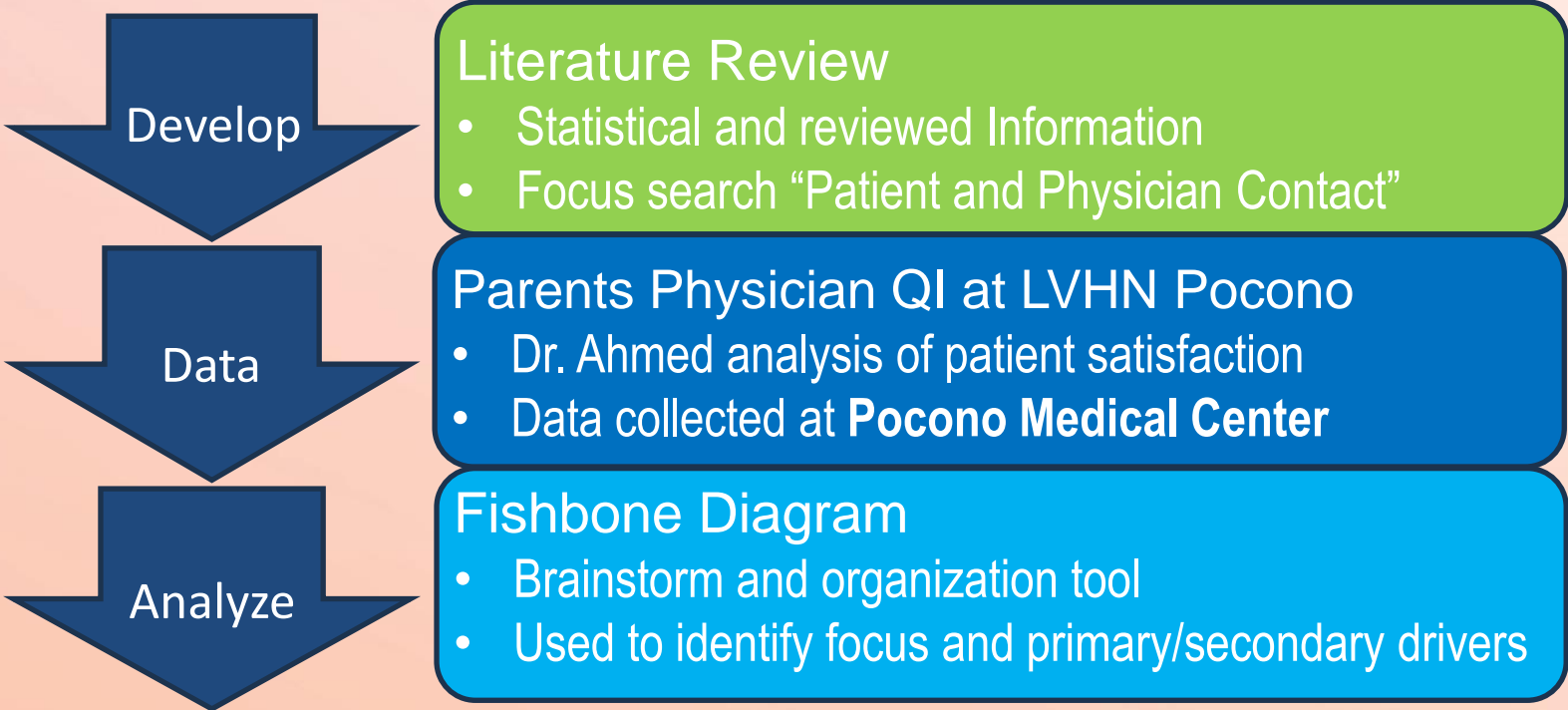
By: Jackson Kondak; Kamran Ahmed, MD; Jose D. Salazar, MD; Brian Repetz, BS

Introduction

- Family centered care for newborns in NICU (Neonatal Intensive Care Unit)
- Identify satisfaction by patient survey
- Achievable by improved patient/physician contact
- Benefits of improved patient satisfaction
 - Less medical malpractice = Less lawsuits
 - More revenue
 - Longitudinal care
 - Patient proactive recovery
- Current limitations
 - Time constraints
 - Health literacy
 - Cultural barriers
 - Patient expectations

Objective : Outline and organize the quintessential drivers of patient satisfaction for greater understanding of applicable improvements.

Methods



Fishbone Diagram



Lehigh Valley Health Network, Allentown, Pennsylvania

Results

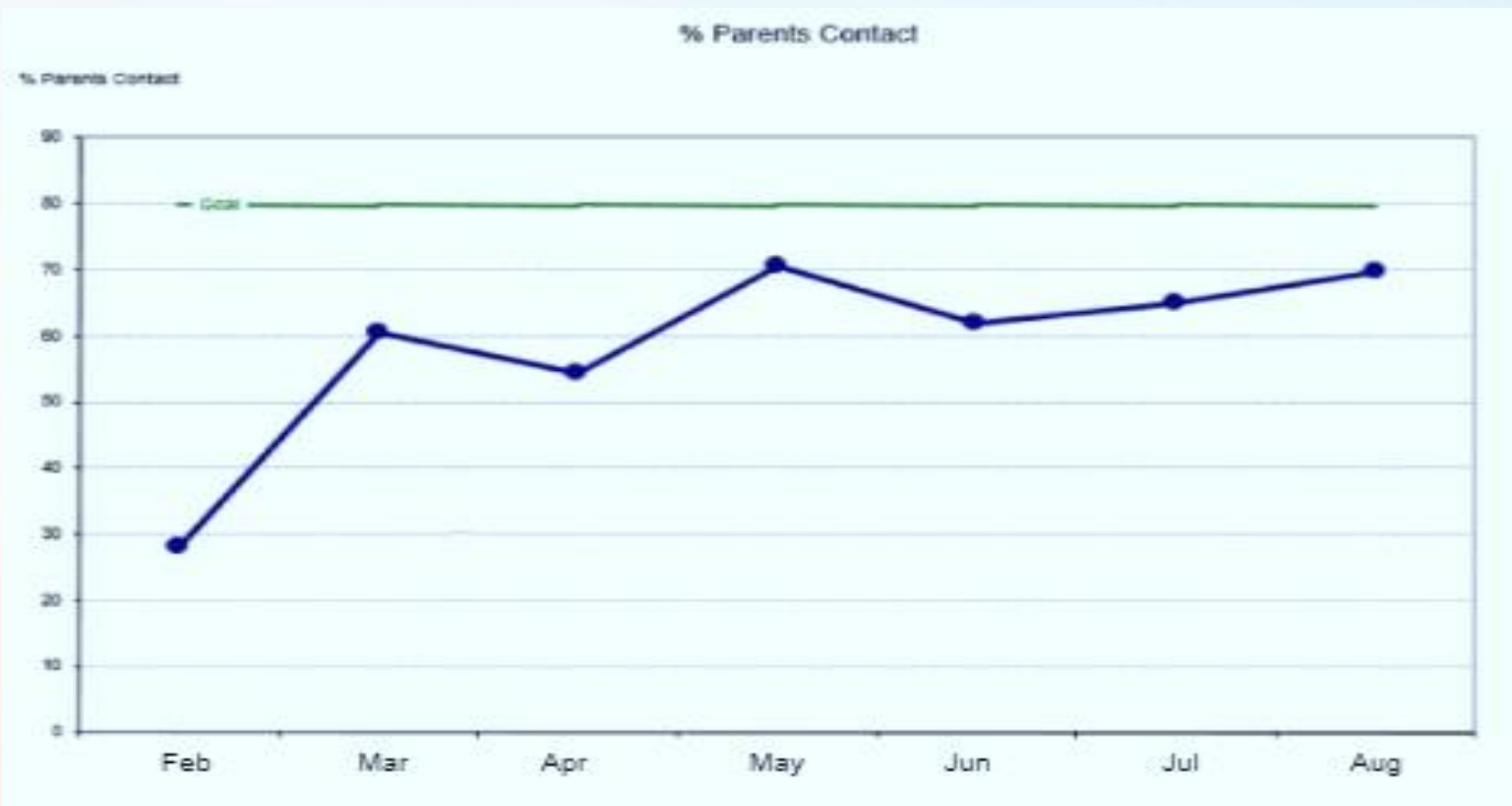


Figure 1: % Parent and physician contact by month

Primary Drivers	Secondary Drivers
Welcome	Facilities, Personnel, Welcome Packet, Friendly Engagement
Technology	Angel Eye, Survey, Skype Rounds, Equipment, Billing
Communication	Education, Language/Cultural Barriers, Patient Goals, Leimann's Terms
Regard	Focused – time, Therapeutic Support, Comfort, Empathy
Consistency	Partnership, Daily Rounds, Transparent Updates, Collaborative Team

Figure 2: Primary and secondary drivers of satisfaction of patient/physician contact

Conclusion

- Parent/Physician contact
 - Under 100% → Physicians are not speaking with parents enough
- Lack of quality and frequent contact
- Enhancement of drivers = Improved Satisfaction
- Direct association of physician empathy to patient satisfaction
- Make environment welcoming and comforting
 - Address patient by name
- Offer technological communication
 - As physician be accessible in many ways
 - Expanding on forms of communication may increase contact %
- Healthcare is a partnership
 - Proper and effective communication from all members of the team builds trust
- Good Communication → Patient Understanding → Patient Compliance

Future Direction

- The results of this study help indicate to physicians ways in which their relationship with patients can be most successful and often.
 - Helps dissolve current limitations
 - Patients can leave NICU knowing they got the best treatment possible
- Results provide foundation for further focused study
- Prior to discharge:
 - Patient knowledge of survey
 - Issues with survey = Lost data
 - Patient proficiency in Angel Eye
 - Follow-up appointment

References

