

Re-Evaluating PRIDE Behavioral Standards at LVHN

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Re-Evaluating PRIDE Behavioral Standards at LVHN

Kyla Whitman, OE Research Scholar

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BACKGROUND / INTRODUCTION

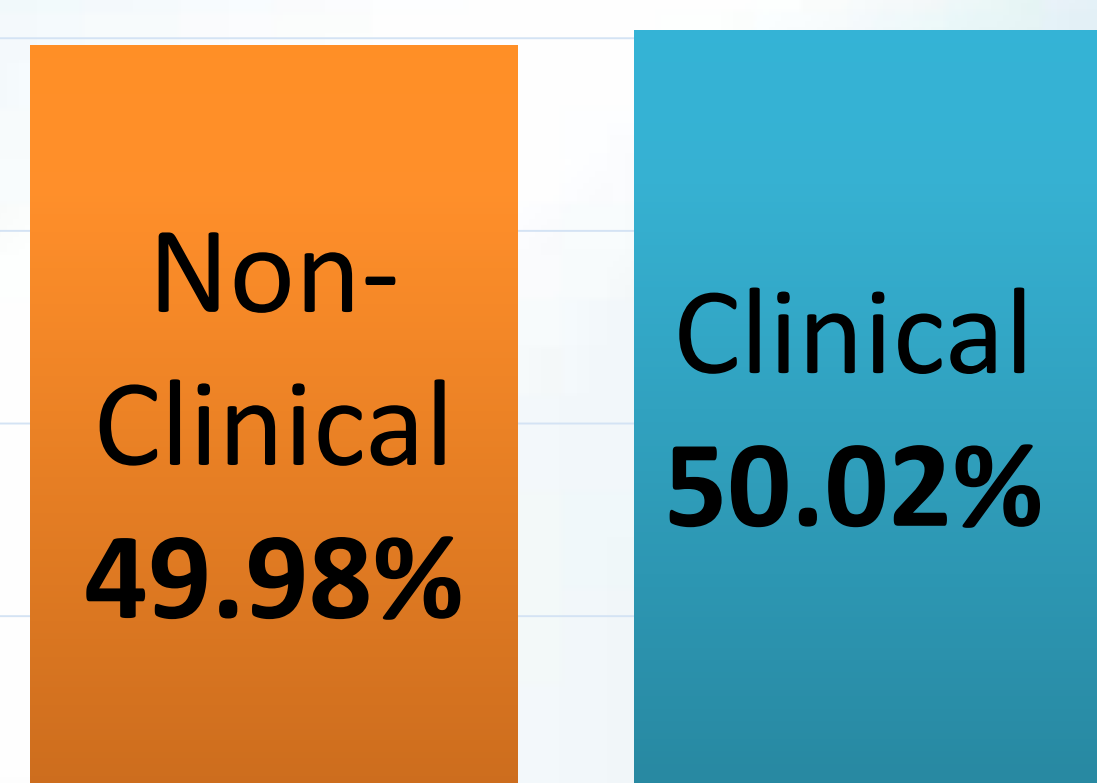
Purpose: Evaluate LVHN colleague perception of the relevancy and effectiveness of the PRIDE service standards to provide the best patient and colleague experiences.

- **PRIDE: Privacy, Respect, Involvement, Dignity and Empathy**
 - Demonstrating PRIDE each and every day supports the LVHN Mission
 - PRIDE was created in 1997 and last reviewed and revised in 2009.
 - Minimum requirement for entry into a LVHN management position is a constant demonstration of PRIDE behaviors.
 - PRIDE behaviors comprise 40% of the total annual performance appraisal score.

METHODS

- Design and disseminate electronic survey to *all* LVHN colleagues.
- Involved open ended questions and drop-down response selection options.
- 7 day response period
- Complete quantitative and qualitative data analysis of survey responses

Data Collection Methodology



Current Role of Respondents

QUANTITATIVE RESULTS

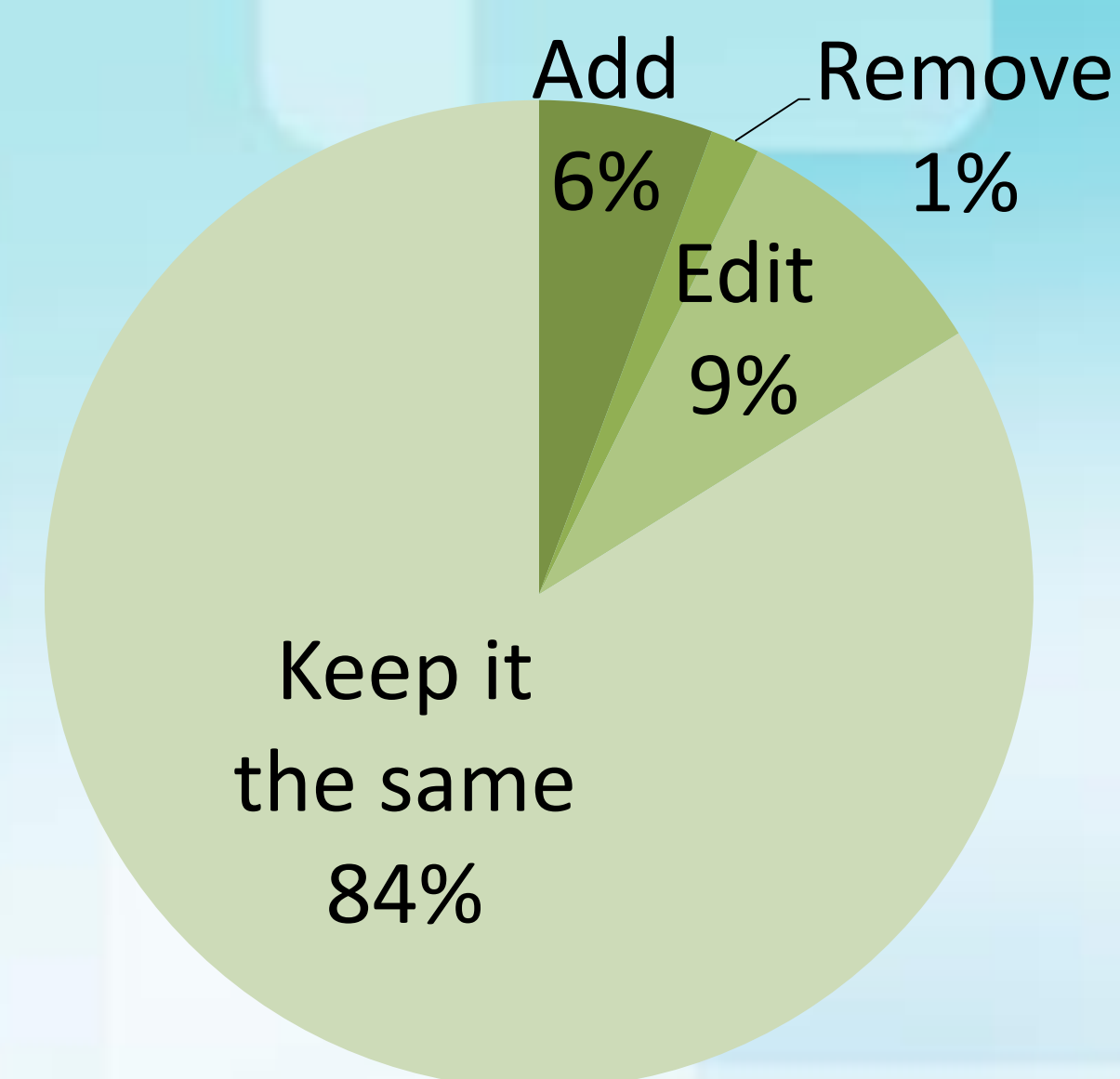
2,588 total responses

~15.2% response rate

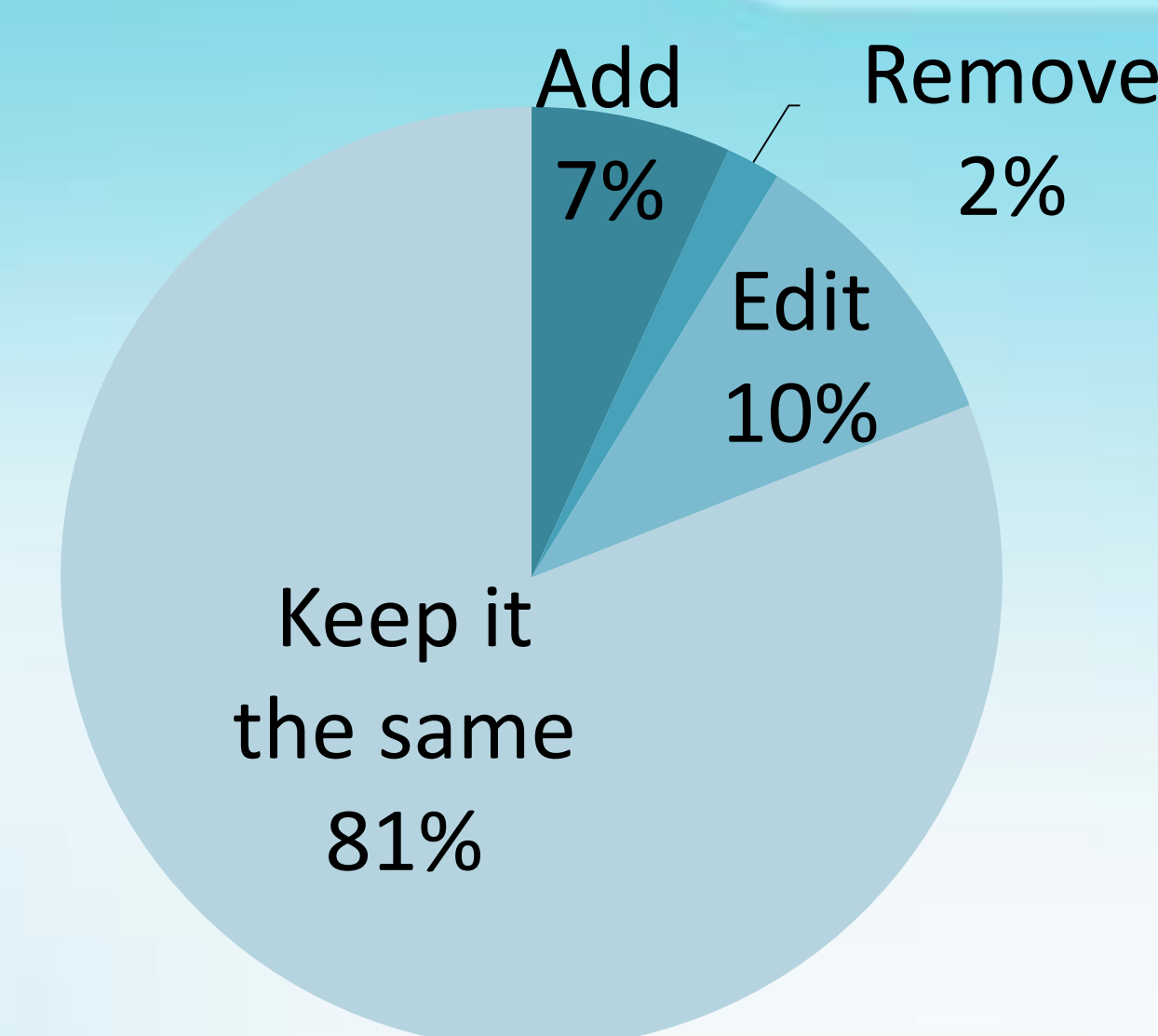
Respondents selected from the following options:

- ❖ ADD a new behavior
- ❖ REMOVE a behavior
- ❖ EDIT a behavior
- ❖ KEEP a behavior the same

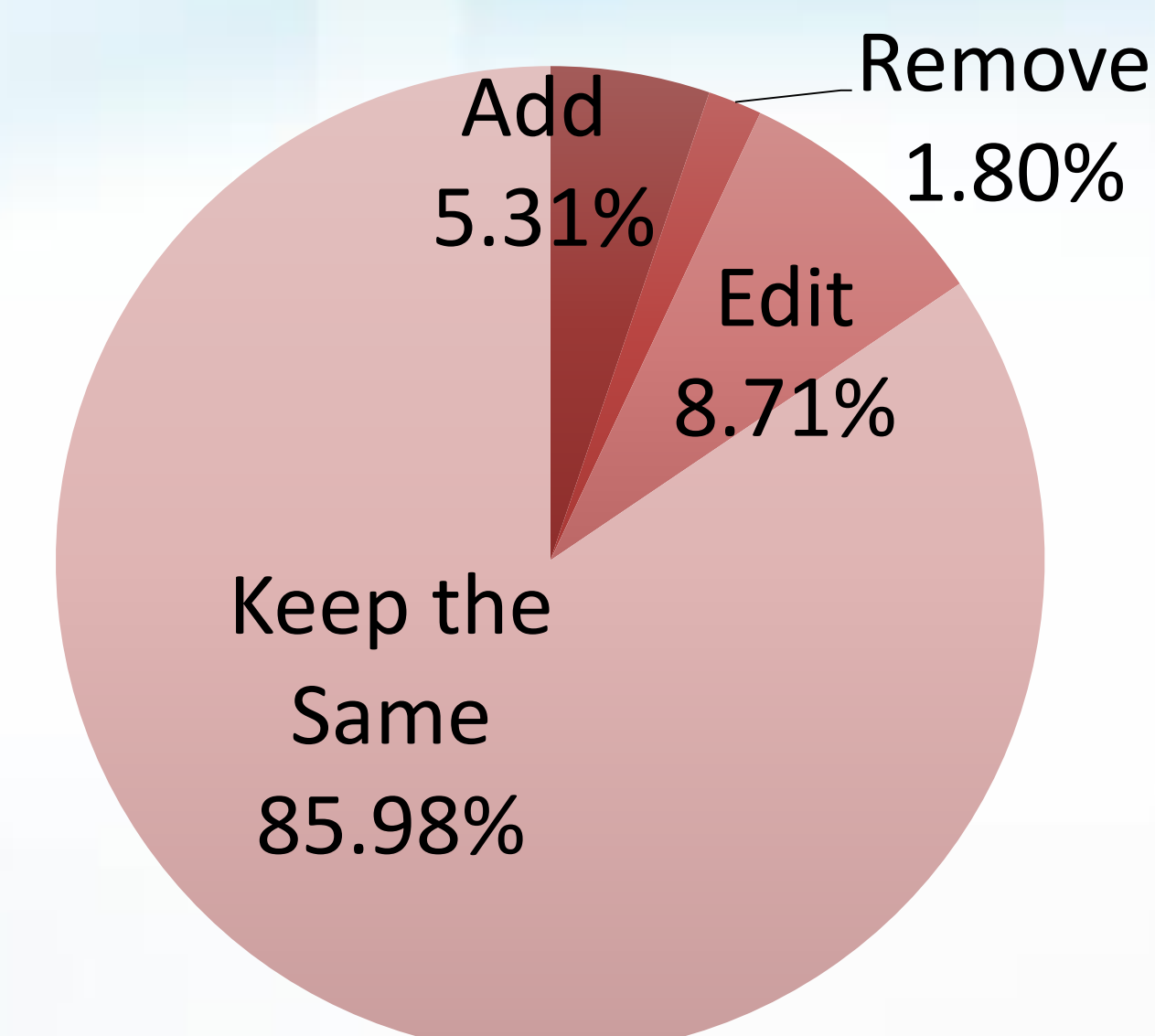
PRIVACY



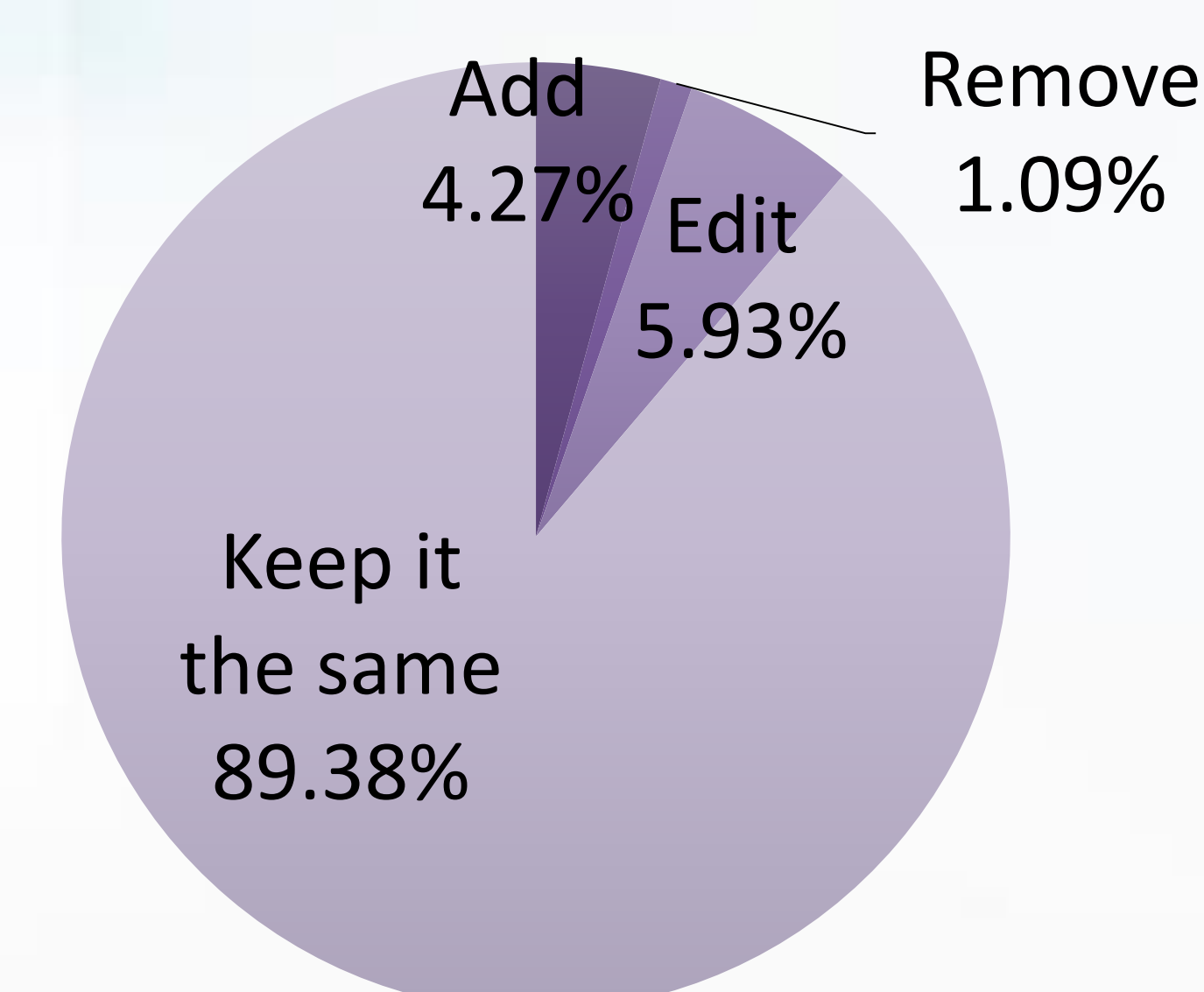
RESPECT



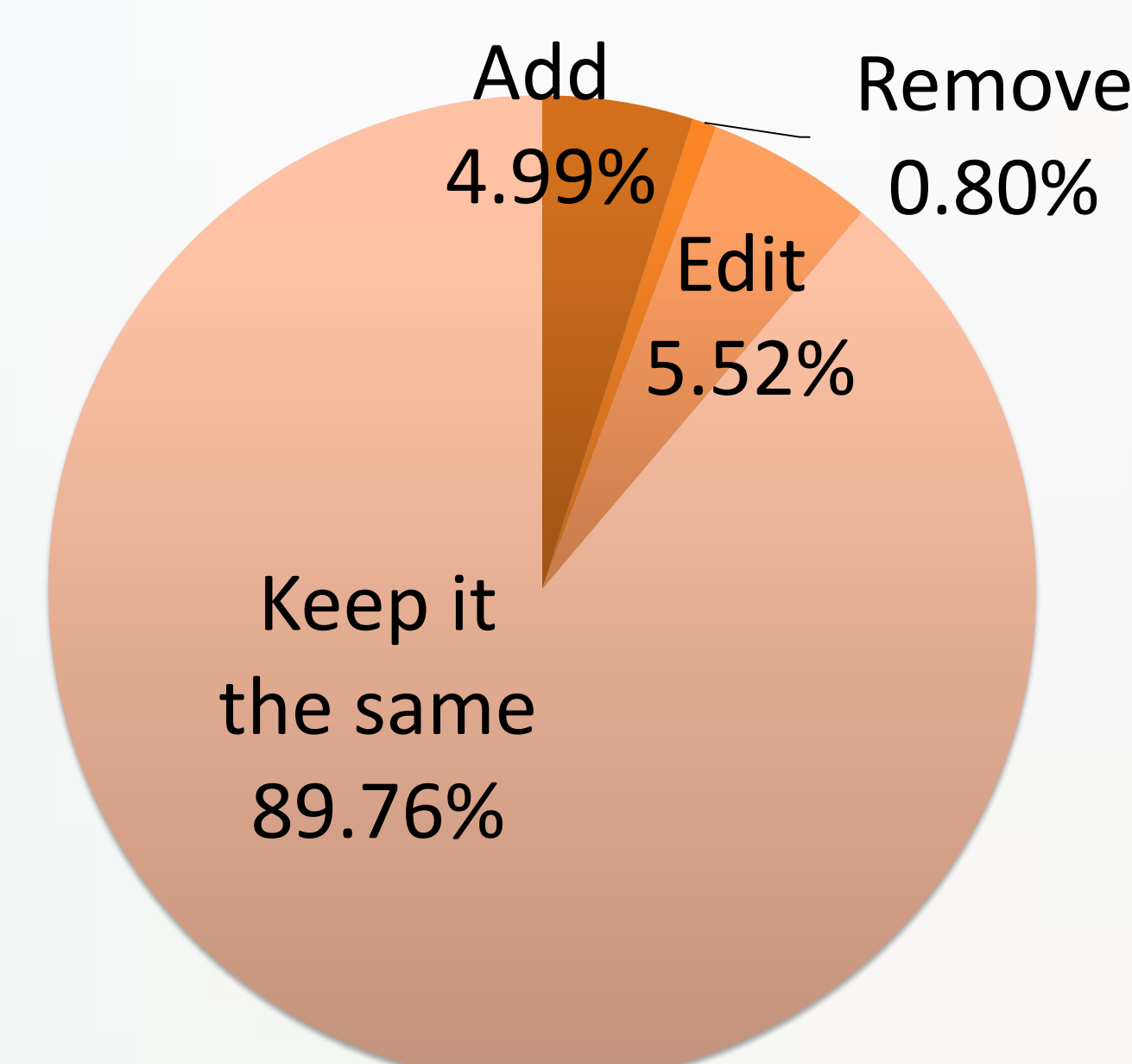
INVOLVEMENT



DIGNITY



EMPATHY



QUALITATIVE RESULTS

Recommended colleague changes (1,577 comments)

- **Privacy**
 - Improve patient environment/office set-up (32%)
 - Electronic Privacy/Social Media (8%)
- **Respect**
 - Improve colleague to colleague respect (18%)
 - Reduce lateral violence (9%)
- **Involvement**
 - Increase teamwork in units/departments (10%)
- **Dignity**
 - How do ID badges fall under dignity? (12%)
- **Empathy**
 - “Treat others as you want to be treated” (6%)
- **Other themes**
 - Enforce behavioral standards
 - Non-clinical examples
 - Refer to “customers” as “patients”

RECOMMENDATIONS

- Improve patient care environment to increase patient and family privacy (curtains, double rooms, hallway beds, etc.)
- Implement technological and digital improvement policy, i.e. regarding social media
- Hold all LVHN colleagues accountable for PRIDE behaviors
- Consider adding behaviors that are relevant for colleagues in clinical and non-clinical roles/settings

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