Patient Experience Best Practices: An Exemplar of Advanced Practice Registered Nurse EBP Mentor Team Led Inquiry

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Background

Patient experience is one of the five tenets of the Quintuple Aim—population health, cost of care, clinician wellbeing, and health equity. The Aim is a model for achieving high quality, safe, and cost-effective care. Engagement is an important strategy for reaching an optimal state of the patient and family care experience. At our site, patient experience scores have been static and under target for a while, despite implementation of many nursing interventions. A team of APRN evidence-based practice (EBP) Mentors engaged in the EBP process identified practices that impact the patient experience.

Framework

The framework for this EBP initiative is the Seven Steps of EBP

Clinical Question (EBP Step 0) and Ask Using PICO Format (EBP Step 1)

Population: Inpatient pediatric patient and family
Intervention: Best practice
Comparison: Current practice
Outcome: Patient satisfaction and engagement

In pediatric hospitals (P), how can patient experience improve at a pediatric hospital?

Purpose

The purpose of the initiative was to identify best practices that impact inpatient pediatric patient and family satisfaction and engagement, improving patient experience at the organization.

Search Strategy (EBP Step 2)

Pediatric or child or adolescent or infant AND hospital OR unit, AND satisfaction or engagement or participation AND best practice, current practice or practice patterns or guidelines.

Synthesis of Evidence (EBP Step 3)

External evidence:
- Twenty-four “keeper” articles
- Four strategic groups emerged from literature.
  - Organization
  - Provider
  - RN
  - Patient/Parent/Family
- Six evidence-based themes and associated interventions were identified.

Evidence-Based Practice (EBP Step 4)

Evidence-based practice is not evidence-only practice. Integrating the external and internal evidence, clinician expertise, and patient preferences is necessary to make an evidence-based recommendation.

Integrate and Implement (EBP Step 4)

Evidence-Based Recommendation

To impact patient experience,
- A team of APRN EBP mentors worked through the first four EBP steps and developed evidence-based recommendations to improve patient experience.
- They presented their findings to the site executives and proposed an implementation team structure.

Outcomes (EBP Step 5)

- Evidence-based interventions were identified for each theme and compared with current interventions.
- A new structure and process was recommended to guide the implementation of the EBP interventions within the six themes (patient experience steering committee and four subcommittees with key stakeholders).
- Implementation was handed off to an APRN-CNS EBP mentor to lead the initiative.
- Pre- and post-implementation data will be collected for nurse and provider communication, patient loyalty, and clinician wellbeing.

Implications for Practice

- A team of APRN EBP mentors initiated an inquiry to answer a clinical question, with the goal of identifying patient experience best practices to improve outcomes.
- A collaborative team of EBP mentors is essential to drive practice change within an organization, recognizing both value and return on investment.

References


Additional references available upon request.

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