

SATISFACTION

Success Story



St Andrew's Toowoomba Hospital

CARING FOR THOSE WHO CARE

Because good ideas should be recognised

Press Ganey's Success Stories and testimonials acknowledge and reward the innovative efforts of our clients who integrate their satisfaction data and Press Ganey's solutions support to produce outstanding clinical outcomes, improvements in patient perceptions, staff morale, operational efficiencies and financial performance.

We hope these experiences will enlighten and motivate individuals in all types of health care organisations.

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PRESS GANEY

St Andrew's Toowoomba Hospital CARING FOR THOSE WHO CARE

The Problem or Situation

The Press Ganey patient satisfaction survey conducted during September 2009 at St Andrew's Toowoomba Hospital demonstrated a large decline in patient satisfaction in the mental health unit from the previous survey in 2007, with the main area of concern relating to nursing care. Mental health patients completed the usual inpatient satisfaction survey and not a 'mental health' specific survey, however results were able to be compared to the inpatient mental health database percentile scores for 2009 via Press Ganey.

The nursing care results demonstrated the following:

- Courtesy of Nurses: 2007 result - 89.3; 2009 result - 75.9; Lowest 10% 76.5 in mental health database
- Nurses attitude towards requests: 2007 - 85.0; 2009 result - 71.6; Lowest 10% 66.7 in mental health database
- Attention to special/personal needs: 2007 result - 81.0; 2009 result - 69.4; Lowest 10% 70.7 in mental health database
- Nurses kept you informed: 2007 result - 77.5; 2009 result - 66.1; Lowest 10% 67.1 in mental health database
- Nurses effort to include you in decision: 2007 result - 85.5; 2009 result - 69.6; Lowest 10% 66.7 in mental health database

A consultative meeting between the Chief Executive Officer, Director of Clinical Services, Mental Health Unit Clinical Nurse Manager and the Psychologist considered the question of whether nursing staff were experiencing burnout and compassion fatigue resulting in a lack of empathy for patients.

Planning Methods

The decision was made to develop a Professional Quality of Life survey to measure nursing burnout and compassion fatigue. The survey was developed by the hospital Psychologist and considered compassion satisfaction, burnout and compassion fatigue. Depression, anxiety and stress were measured using the Depression Anxiety Stress Scale (DASS). The evaluation encompassed all nursing staff within the hospital to identify areas of concern and subsequent improvements which could be implemented to improve the quality of their nursing staff's working life and reduce compassion fatigue, thus improving patient satisfaction with care.

A Self Rating Scale (SRS) survey tool was developed and implemented in early 2010 to allow timely measurement of patient satisfaction in the mental health unit and identify if actions taken were having an impact. This SRS survey tool considered whether patients:

- Received information about their rights on admission
- Received an appropriate ward orientation
- Received knowledge about how to make a complaint
- Had a preference for seeing a staff member of the same gender
- Received an understanding about their religious and cultural beliefs and rights
- Received an individual care plan
- Family/ carer received information
- Received information about their medications
- Considered discharge planning at outset
- Had a sense of hope about getting better
- Felt that staff listened to the patient during the admission process
- Felt that staff respected them during the admission process
- Felt staff were approachable
- Were made aware of Inpatient Group facilitator role

The SRS was conducted daily initially but was quickly converted to a weekly exercise after feedback from patients that they did not enjoy having to complete self rating criteria every day as was required with the original tool, although the daily catch up with the Nurse Manager when she distributed the survey was found to be valuable. The tool was revised to a weekly feedback option after a period of months, and then again finally to the current model which sources the patient's SRS feedback on their day of discharge. The Clinical Nurse Manager continues to complete a daily round to allow the opportunity for patients to express any concerns quickly allowing prompt resolution of any areas of concern.

Programs and Initiatives

The survey was developed by Dr Sandra Baker (Psychologist) and titled "Caring for Those Who Care". This title was born out of a discussion with a nursing colleague by Dr Baker during the development phase of the project and was approved by the Director of Clinical Services who remained involved throughout the project. The purpose of the survey was to capture a snapshot of the Professional Quality of Life, and Depression, Anxiety and Stress levels in nursing staff at St Andrews Toowoomba Hospital.

Staff development programs to address issues would then be organised for nurses in the form of workshops conducted by Dr Baker and included in the hospital annual in-service calendar. A detailed handout was provided which allowed staff to access valuable resources on stress, anxiety, depression and burnout from their home computer. The overall aim of the survey was to provide nursing staff throughout the hospital with feedback they could use to enhance psychological well-being whilst being employed at the hospital.

The project was promoted to nurses as being a unique opportunity for the hospital executive to identify professional development and personal growth opportunities for nurses. The survey was conducted during April 2010. 200 surveys were distributed and 97 were returned which represents a response rate of 48.5%.

It is important to highlight that the DASS is a screening tool that is designed to highlight the existence of symptoms, not to diagnose them. Such diagnosis can only be made by a qualified mental health practitioner.

Results of Programs and Initiatives

The results for the DASS and ProQOL subscales demonstrated the following:

- 70% of nurses reported experiencing moderate symptoms of depression
- 39.2% of nursing staff indicated they suffer with moderate symptoms of anxiety
- 25.8% of nurses experience moderate symptoms of stress
- 30% of nurses indicated a high level of compassion satisfaction
- 21.7% of nurses indicated they experience symptoms of burnout
- 23.8% of nurses reported they experience high levels of secondary traumatic stress

Results showed that a significant number of nursing staff experienced stress, anxiety and moderate levels of depression. It also demonstrated that a reasonably high level of compassion satisfaction, or the pleasure staff derived from their work, was present, with the most satisfaction experienced by nurses in the Perioperative unit and Intensive Care Unit. The mental health nurses experienced the lowest levels of compassion satisfaction and the highest levels of burnout as was anticipated.



Survey results allowed the identification and implementation of education strategies including the inclusion of workshops conducted by the Psychologist on topics including depression, anxiety, stress, burnout and secondary traumatic stress in the internal education calendar. It needs to be noted that the data from this survey does not allow for conclusions to be drawn in relation to whether nurses' symptoms of depression, anxiety, stress, burnout and secondary traumatic stress are due to organisational factors, personal factors or to a combination of both. Introduction of the workshops and a forum where staff can debrief regularly has, however definitely contributed to an improved staff patient impact.

Evaluation of the SRS feedback now received on the discharge date demonstrates mental health unit patient's overall satisfaction in relation to nursing care related feedback has improved with 86% reporting that staff listened to them during admission, 93% reporting staff respected them during their admission and 93% reporting staff were approachable about patient concerns.

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