Summary:
Development and implementation of a revolutionary patient-focused information center that informs and invites the patient into their care process.

Hospital: Banner Estrella Medical Center
Location: Phoenix, AZ
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Category:
- A: Arrival
- C: Clinician Initial Evaluation & Throughput
- D: Disposition
- E: Exit from the ED

Key Words:
- Communication
- Continuity of Care
- Patient Satisfaction
- Wait Times

Hospital Metrics:
- Annual ED Volume: 93,000
- Hospital Beds: 214
- Ownership: Banner Health
- Trauma Level: 4
- Teaching Status: No

Tools Provided:
- Attachment I: A description of EPIP
- Attachment II: An image of the Patient Board
- Attachment III: Project Timeline
- Attachment IV: Focus Group Results
- Attachment V: Third Party Results

Clinical Areas Affected:
- Ancillary Departments
- Emergency Department
- Surgery

Staff Involved:
- Administrators
- Clerks
- Communications
- ED Staff
- IT Staff
- Mid-level Providers
- Nurses
- Physicians
- Registration Staff
- Technicians
Innovation
As a matter of background, the Emergency Physician Insurance Program was developed to provide cost effective insurance to emergency providers. The principals collaborate between three private ED provider groups which serve multiple Banner Health facilities in an endeavor to keep rates down and maintain improved outcomes. The mechanism by which this occurs is through risk reduction focus teams of which the EPIP Innovation Team is one of them. The purpose is to identify innovative approaches in the ED healthcare environment to reduce risk, improve outcomes and create positive patient experiences all while positioning the greater organization on the leading edge of healthcare delivery. (Attachment I: A description of EPIP)

Patient experience survey data indicated that ED patients feel they receive little or no communication around the status of their visit. This single data point proved to be a leading cause of poor patient satisfaction scores. This lack of communication further contributed to an overall negative perception of both care and wait times as related to the ED hospital experience.

The genesis of the Patient Board came from an idea between an ED physician and mid-level provider aiming to develop a simple, innovative idea for their emergency department fast track areas. Simply stated, they wanted to remove the 'cover' around patient information and allow transparency to be the driving force behind improving patient communication by providing information about the patients' visit to the patient, readily and accurately, so they feel they are kept well informed. They wanted to include as part of the design the steps in the ED 'process' so that the patients are aware of not only the real time status of their visit, but understand the expectations of the next step requirements. It was thought this introduction of the Patient Board serves the patient wholly; they are informed and involved in their care thereby enhancing their experience and thus improving the patient experience scores.

As mentioned, this innovation was conceptually created by both an emergency room physician and physician assistant who sought to eliminate the question ED patients most often have, "What am I waiting for?" and "What's next?" Their idea, in conjunction with Innovation Team colleagues, developed the board design and functionality to execute and implement this patient-centered concept. Principal goals included:

- Improve the patient experience and establish true provider-patient partnerships, keeping patients informed and involved in their care.
- Bring transparency to each step in the process and align the dialogue between the patient and provider.

Patient Visit Status Board
The ED Patient Visit Status Board (aka Patient Board), is a revolutionary patient-focused information center that informs and invites the patient into their care process. The Patient Board informs the patient of the real-time status of their visit (process/workflow) components, as well as sets the expectations around next step requirements. (Attachment II: An image of the Patient Board)

This board centers on the patient communication essentials as it eliminates any question of what the patient is waiting for by using simple and consistent status indicators: ordered, in progress, and complete. It serves to engage the patient in their care, hold staff accountable on promptly addressing next steps and adds full transparency to the ED process and workflow. The Patient Board also translates into Spanish and has the capability to do so in other languages to meet all patient population requirements.

Throughout the entire patient visit, multiple departments (e.g. lab, radiology, etc.), staff and providers are participating in the care of the patient - generating, administering and completing orders. As each order is generated and updated in the electronic medical record, the Patient Board automatically and immediately updates to reflect the change in status, providing the patient their real time visit status information as soon as it is available.
- For example, when a lab order is generated in the electronic chart, it is immediately reflected on the Patient Board. When the results from that lab are completed and updated in the electronic chart it is, again, immediately presented to the patient on the Patient Board.

This change in process and, more importantly, philosophy in information sharing, has proven that providing the patient with valuable and timely information is helpful in creating a positive experience for both the patient and staff. The simultaneous distribution of patient visit information eliminates the burden and anxiety of not knowing "what's next," and aligns expectations of the patient alongside creating accountability for the staff. The Patient Board maximizes the potential of technology. Each board has a computer that connects to an internal secure website. The website queries our electronic medical record for patients that are currently in the same room as the board. The site then formats the data so that patients are able to find their information without revealing protected health information. The site automatically refreshes every three minutes so that the information is always up to date.

With an intention to create a patient friendly, intuitive, and understandable display of information, the design team partnered with human factors engineering experts. Multiple studies were conducted to determine content, font size, board placement, background color, icons/images to meet the needs and level of understanding for the total patient population. Including the HFE principles of design upfront proved beneficial in meeting the patient friendly objectives as evidenced by the lack of patient inquiries and misunderstandings validated in the real time patient focused surveys.

The Patient Board identifies all patients' located in the Non-Acute area of the emergency department. To access their specific patient information the patient locates their HIPAA compliant information by matching the board information with their initials and/or armband numbers. They can then track their information to understand and be aware of what they are waiting for and what is pending. As intended, The Patient Board utilizes existing technology in a manner which previously was unheard of; marrying the accessibility of existing information with technology whilst creating transparency around a patient visit in the emergency department. By providing real time information and aligning the patient expectations with the same information that the provider and staff have shifts the paradigm from 'don't tell' to 'do share' and is truly ground-breaking.

Patient Experience survey data suggested that a lack of information provided to the patient was a key driver in meeting our patient satisfaction goals. To date, several initiatives had been rolled out to improve the patient satisfaction scores and overall experience for the patient. These moderately successful efforts resulted from minimal compliance from the staff in keeping patients better informed as it required additional staff and provider tasks in an already time constrained, burdened workflow. One idea implemented which made a small improvement on the patient experience has been the "Walking Whiteboard:" A paper tool which explains the emergency department process and expected wait times for different tests. This idea, while informative in nature, did not outline a patients' status nor was it customized or personal to each individual. Further, it required each staff member to hand out and explain the provided information, a requirement difficult to achieve consistency in practice.

With these constraints in mind, the idea of the Patient Board was conceived. Noting the automated functionality that the technology could provide, with minimal expense and staff intervention, this idea was immediately welcomed by the department leadership and staff with palpable momentum and support from its inception. Further, it underscored that by providing patient information in a personal, yet private manner positively benefitted both the individual patient and the emergency department staff. The notion to remove the barriers to information, create transparency around an individuals' care and have the patient take a more active role in their experience has quickly proven to be a platform of excellence.

Innovation Implementation
Two teams were responsible for the design and implementation of the Patient Visit Status Board (aka Patient Board):
- (1) The EPIP Innovation Team and (2) The Patient Board Project Team: The EPIP Innovation Team is chartered by the Emergency Physician Insurance Program (EPIP) to reduce risk through innovative approaches.
The EPIP Innovation Team
EPIP Innovation Team members include emergency medicine representative providers (e.g. physicians and mid-levels) from three ED physician groups serving five large metropolitan hospitals in Phoenix, AZ. As a think tank of emergency medicine providers they are responsible to identify innovative design proposals which reduce risk and positively impact the emergency departments in which they practice. Proposals are thoroughly evaluated by the members and then transferred to facility based hospital project teams to execute the roll out / implementation within the department.

Project Teams
The facility based Project Teams are responsible to implement the approved design proposals. For this concept members consisted of: project lead, physician, physician assistant and nursing leadership and staff, information technology (IT) - software design and hardware, and a human factors engineering specialist. Additional ad hoc member expertise included: health literacy, language translator, post implementation survey specialist and super-user/educators.

Successful and effective implementation of the Patient Board was accomplished utilizing a robust project management methodology: Associated tasks required to meet specified milestones were identified, reasonable dates were assigned and managed toward and project status meetings were established to gauge and hold accountable progress as well as resolve any upcoming issues. The core project team met regularly and included: project and department leadership, project management, human factors engineering, IT, programmers and department staff. Over the course of the implementation, subject matter experts were additionally integrated into the project, as required, to ensure every facet was anticipated, planned and directed for successful execution and communication of the Patient Board. The project core team held the responsibility to update the EPIP Innovation Team and did so regularly, making sure to inform and include all of its members in the final design and implementation process.

A comprehensive project plan was developed and divided into categories of which there is a brief description outlined below.

The Plan:
- The implementation was launched with a Kick-Off meeting held on February 4, 2013 to lay the platform and plan for successful preparation, execution and implementation of the Patient Board concept.
- The team developed a project charter, determined high level milestones, outlined key team members, defined measureable goals, and discussed metrics for success.
- Patient Visit Status Board Charter: “Provide patients in the Emergency Department Continuing Care areas with an electronic tracking board to give them 'real time' visual information as to where they are in the ED process.”

Roles and Responsibilities
- Lead project managers were responsible to ensure project was progressing on schedule and any issues and obstacles addressed. Project leads met weekly to review and status all action items throughout the project duration.
- Core Project Team members were responsible for the final design and implementation requirements. The core project team met bi-monthly or as required.
- The EPIP Innovation Team served as an oversight committee and was updated monthly.
- System ED Discipline Team, responsible for ensuring consistent delivery of excellent clinical care across the (Banner) System, was additionally updated monthly to ensure integration and synergy across the clinical care requirements.
Patient Observation Visit & Testing Prototype Mock-Ups - Human Factors Engineering

- Conduct patient observation visits at multiple facilities to assess upfront the patient needs and expectations for inclusion on the Patient Board.
- Provide recommendations for patient-friendly content, readability, understandability as well as visual appeal.

Hardware & Installation Requirements - IT

- Identify, purchase and install any hardware requirements.
  - Hardware Requirements included: AV Equipment - Monitors, Cabling, Mounts; IT Hardware - Computers/PCs, Wireless Keyboard, Mice
- Installation Requirements included: Location, quantity, size, height, mounting, power source, CPU size and placement

Design Phase - IT, Project Lead, Subject Matter Experts (SME's)

- Design software functionality requirements, finalize icons and content feed. Link data to electronic chart source technology.
- Build static mock-up for review by project team. Review design with HIPAA experts as well as with health literacy experts. Include Spanish translation.
- Obtain agreement and approval of design requirements from Core Project Team and EPIP Innovation Team members.

IT Build – IT

- Build back-end software requirements.
- Test and deliver Patient Visit Status Board in accordance with design requirements.

Education and Communication

- Create communication strategy / plan to engage and set expectations of all emergency department leadership and staff with emphasis on the benefits for the staff as well as the benefits for the patient
- Roll out and communicate Patient Visit Status Board to all emergency department leadership, staff and providers.
- Collect and demonstrate key data markers which reflect positive reactions and change in process.
- Invite and motivate staff around this original innovation and potential for positive outcomes.

Implementation

- Select and engage super users on site. In this case the super users are two leading ED staff nurses incredibly familiar with the IT systems and also frontrunners in bringing about change.
- Prepare for Go Live

GO-LIVE

- June 11, 2013

Post-Implementation

- Identify, review and resolve initial post go-live problems and issues.
- Validate workflow compliance, feasibility and effectiveness.
- Verify technology performance.
- Conduct lessons learned sessions post launch date at suitable intervals: 7 days, 14 days, 30 days, 60 days and 90 days out.
- Involve the patient in the board effectiveness and lessons learned by soliciting their perspective through real time patient focused group surveys.
- A dedicated (human) surveyor utilizing a tablet with web-based survey application queries each patient with the following questions:
Did one of the staff members introduce you to the board and explain it?
Did the provider mention or talk to you about the Patient Visit Status Board?
Were you able to find your information easily on the Patient Board?
Did the Patient Board enable you to stay up to date on your status?
Did the Patient Board make your wait time seem shorter?
Was the Patient Board helpful?
Is there any information missing from the Patient Board that might be helpful?

Note: The decision to utilize web based survey technology to gather real time patient ‘focus group’ information was additionally innovative in the approach of measuring project success. Typically project success is evaluated against outcome measures with built in delays that prohibit early adoption of the desired project objectives. By collecting real time data from the intended user immediate adjustment corrections as well as validations of project successes are possible.

Results
The introduction of the Patient Board has changed the most prevalent issue with the Emergency Department: the patient experience in the waiting room. No longer are patients wondering what they are waiting for, instead, they have the awareness of their care plan alongside the power to help move it along. As demonstrated by real-time surveys, the Patient Board improves patient satisfaction, provides a platform for shared ownership of care, and initiates an understanding with dual-motivation between the patient and ED staff to move the care plan forward efficiently.

The results and impact of the Patient Board are evident through two important methods of collection: real-time patient focus group surveys and third party patient experience scores. Both findings indicate a positive effect on the patient visit as relayed by patient responses and ratings. Please see Attachment IV: Focus Group Results which includes the results from the real-time patient focus group, actual patient comments and feedback as well as data charts which establish critical data points to consider with regards to the impact of the Patient Board. It is important to reiterate that there was minimal explanation needed when patients were introduced to the board which further outlines the value and benefits of the upfront HFE work completed. Additionally, the charts at the end of this attachment provide a strong visual depiction of the feedback received. (Attachment IV: Focus Group Results) (Attachment V: Third Party Results)

Some highlights from the responses include the following:
- 90% of the patients found their information easily
- 94.6% of the patients found the Patient Board helpful
- 50.4% of the patients felt the wait time “seemed shorter”
- 59.1% of the patients felt the Patient Board decreased their anxiety

Additionally, requesting feedback from the patients allowed the team to realize additional information which may prove to be helpful to include going forward. These considerations will be taken into account as we continue to upgrade and leverage our desire to keep the patient informed. The post-implementation efforts will include any recommendations to add or refine data which the feedback points to as additionally valuable to the patient visit as the team continues to upgrade and enhance the Patient Board.

Attachment IV: Focus Group Results (Sent via email) shares similar data points suggesting another resource of positive measures. Two principal monthly indicators illustrated solid positive change; over the course of 2 months the ED Rate & Recommend scores moved up sharply. The ED Rate score changed from 63.3% in May to 92% in June. And the ED Recommend score changed from 63.8% in May to 95% in June. Furthermore, this clear positive difference over the short term has positively impacted the YTD scores which have increased 2%. Clearly, it is difficult to determine if the board was the single cause of this improvement, but it would be difficult to separate the idea that it didn't have a profound contribution to the improved scores.
In summary, the feedback from the staff and patients alike has been incredibly strong and positive. The patients feel the board is easy to understand, appreciate being in the know of their status and what is pending, and largely felt more engaged and a part of their care. In conjunction, the staff reflectively provided solid and convincing feedback as it has changed their roles, as well. Popular comments included staff having a more positive interaction with patients, the Board provides a guide which supplements staff instruction and allows the patient another method to anticipate what is next and what to expect. Overall the data thus far points to the Patient Board reducing patient anxiety while creating a stronger partnership between patient and staff. As the team initially sought out to address the problem at hand, keeping patients well informed and improving the patient satisfaction scores, the results are a winning indicator that the Patient Board has effectively and positively made a strong movement in the right direction. Creating a patient information center that brings transparency to the patient visit by helping them to appreciate their current status and ‘what’s next,’ we see not only qualitative patient communications but also real quantifiable results. (Attachment V: Third Party Results)

Timeline
The duration of the total project was 4½ months from inception to launch. Once the potential of the idea was clear alongside the opportunity to bring about real positive change for the patient visit, the project was shaped and the proper experts pulled together to complete the timely and successful implementation and execution. Please reference (Attachment III: Project Timeline) for a visual map of the project timeline.

Overview of tasks and associated time frame durations are below.
- The Plan: 1 month
- Role & Responsibilities: 4½ months
- Patient Observations & Testing: 1 month
- Hardware & Installation: 2½ months
- Design Phase: 2½ months
- IT Build: 1½ months
- Education & Communication: 1½ months
- Implementation: 1 month
- Go Live: June 11, 2013
- Post-Implementation: Ongoing

Cost/Benefit Analysis
The total expense for this project was $8,859.00. This number consists of the following: AV Equipment (2 Monitors, Cabling, Mounts): $6,627.00 IT Hardware (PC's Wireless keyboard / Mice): $1,544.00 Additional Power: $688.00

Advice and Lessons Learned
- Ensure a strong project lead is managing the project from its inception to the final launch.
- Execute the project in accordance with a structured project management tool methodology.
- Take the time to develop and understand the design requirements upfront.
- Provide ongoing updates to the core team (Innovation Team) in order to maintain physician involvement and provider perspectives, as details and decisions are made.
- Engage the core team in the fundamental and underlying reason of why this is important, to them, and to the patient.
Solicit real time information from the user, i.e. the patient; as it is important to not only validate the success of the project but to engage the patient in their overall patient experience.

This is not a technology implementation. But rather, a philosophical shift centered on the patient to create an excellent experience that is aligned with the excellent care that they receive.

Leadership is key - always.

Sustainability
The Patient Board has been successfully and wholly integrated into the infrastructure and workflow within the delivery of care of the emergency department. By shifting the paradigm from 'don't tell' to 'do share' the Patient Board serves as a stepping stone toward the continued generation of ideas on how to keep the patient better informed. Due to the strong inclination to maintain a patient-centered emergency department and exceed both patient expectations while minimizing patient uncertainty this Patient Board stands to be at the forefront in the ever evolving transformation towards the patient-focused targets of the future.

With our continuing collection of feedback and proactive approach to staying ahead of the curve, the team anticipates ongoing upgrades and improvements to always ensure that patient expectations are not only met but exceeded. This is achieved by leveraging the power of information to support an environment of transparency and awareness in the partnership between providers and patients.

Tools to Download
- Attachment I: A description of EPIP
- Attachment II: An image of the Patient Board
- Attachment III: Project Timeline
- Attachment IV: Focus Group Results
- Attachment V: Third Party Results
The Emergency Physician Insurance Program

The Emergency Physician Insurance Program is an innovative partnership between Banner Health, Emergency Professional Services (EPS), North Valley Emergency Services (NVES) and Progressive Medical Associates (PMA). This unique program was established in 2003. The three independent physician groups and Banner Health together have not only resulted in successfully addressing challenges in malpractice coverage, but also improved education for the program providers, reduced the cost of malpractice coverage, as well as improved patient safety and reduced overall risk.

Program Features:

- Occurrence malpractice
- Cycle of Safety program providing:
  - Relative and effective web-based education in partnership with The Sullivan Group
  - Audits of high risk clinical
  - Library resources
  - Risk Management Newsletters
  - EPIP sponsored educational events and seminars
  - Documentation and development of Clinical Practice Guidelines and Order Sets
- Joint Defense on Banner and Emergency Physician claims
- Claims Management by Banner Risk Management
- Peer Review participation
- Reimbursement Program
- Assists members with the implementation of risk-reducing processes
- Strategy development to reduce medico-legal risk
- Adoption of Best Practice Strategies to enhance patient care delivery and patient satisfaction
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# Patient Visit Status Board

## Project Timeline

### EPIP Innovation Team Team – 2013

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- **JUL**: July
- **AUG**: August
- **SEP**: September
- **OCT**: October
- **NOV**: November
- **DEC**: December
Introduction
The survey process began on Monday, July 8, 2013. The information provided below reflects **150 patients** that were surveyed in the continuing care waiting room. Patients will be surveyed through the end of August 2013 resulting in a larger sample size. Results to date, however, share consistent (positive) responses.

Introduction to Board by Staff/Providers

**Question #1:** Did one of the staff members introduce you to the board and explain it?
**Question #2:** Did the provider mention or talk to you about the patient tracking board?

The survey results reflect a **48.7/51.3 ‘yes’ and ‘no’ response**, respectively. The data indicates that (roughly) 50% of the time the staff introduced the patients to the board. This suggests an inconsistency by the staff to introduce and explain the board to each patient.
Recommend (1) Continue to collect additional data to see a broader and larger sample. (2) Reinforce to staff this expectation.

8% of the providers introduced the patients to the tracking board. This is up from 4.3% of surveyed patients during the July 8th/9th timeframe.
Recommend physician leadership reinforce this expectation to their colleagues.

Finding Information Easily

**Question #3:** Were you able to find your information easily on the patient tracking board?

The survey results found **90.0% of the patients found their information easily** while only 10.0% were not able to locate their information.

This suggests that the upfront work on the design board was beneficial in helping the patient find their information easily. It should be noted that the patients tended to look only for their initials versus the last four digits of their medical record number indicating it not necessary to highlight on the patient armband the last four digits of their FIN, thereby eliminating an extra workflow step.
Recommend: The staff continue with the process if not highlight the last 4 digits of the medical number as this does not appear to be needed.

**Helpfulness of the Patient Board**

**Question #4: Was the patient board helpful?**

The survey results found **94.6% of the patients found the board helpful** while only 5.4% did not find it helpful.

**Missing Information From the Patient Board**

**Question #6: Is there any information missing from the tracking board that might be helpful?**

Out of the 150 people surveyed **26 patients commented**.

**Ratings**

Out of the 150 patients surveyed, the majority of the patients agreed the Pt. Visit Status Board was helpful, letting them know what to expect and stay up to date on their status. **50.4% of those patients agreed the “wait time seem shorter” and 59.1% said it helped decrease their anxiety.**

**Patient Comments**

**Was the Patient Board Helpful?**

- It is a great idea and very easy to understand.
- I was here last week so I am familiar with the board.
- Can see what progress is happening.
- It is very smart and easy to use.
- I like knowing where I’m at. It is my second time here so I am familiar with the board. I can keep track instead of guessing and wondering.
- It is easy to use
- I found my initials. It is easy to use. The nice nurse explained it to me.
- My kids are at home and it helps me know that I will be taken care of soon.
- We are waiting for our sons results. It makes us feel better to know what is going on since we are not sure what bit him.
- My son was bit by a scorpion and the PA said to wait for 2 hours to see how he would react. There is no information in the board at this time so it is not helpful.
- It is helpful to know what is going on with my son.
- The nurse told me about the board but did not explain it. It is a new technology but seems pretty straightforward.
I didn't notice it at first because I was on my phone. It is really nice.
I am not sitting around wondering what is going on. It makes the waiting time see shorter.
At first I didn't understand the board. Once the nurse explained it I understood. I had forgotten who my doctor was and that was helpful to know.
Yes, I like knowing my father's status. The words could be bigger as I wear glasses. It is a very informative board and a great idea.
Young people and old timers have different views. It is hard to read, the words should be a little bigger. I appreciated the nurse telling me about the board as us older folks like one on one contact vs. today's youth who are familiar with technology.
It is neat. It is nice to know my status so I don't have to get up and ask questions all the time.
I probably would not have found my wife's information if you didn't explain it to me. I find it helpful to know what is going on.
I wasn't even paying attention to the board. It is easy to read as we have a similar board at work for jobs. It has all the customer's information and status. It is very helpful.
I found my initials. It is easy to use.
They said I should not be here.
It is very informative.
The board is helpful. I know what is going on and don't have to ask my status every 5 minutes.
It seems to make the wait time shorter.
I was here last week with my husband and it was explained to me.
I found my initials right away.
Easy to use.
It is nice to know what is going on so you are not sitting around wondering.
I have been here 3 times and I know about the board. I don't feel clueless or forgotten. In other ERs you sit for hours and have no clue what is going on.
My aunt pointed out the board to me.
I didn't even look at the board. After having you explain it to me I see how it could be helpful.
It was easy to find my information even though I was not told about the board. It is very informative.
I found my information easily.
It is informing and self-explanatory.
It is nice to see my information on the board.
I cannot see the board. It is blurry. Thank you for explaining it to me. If I could see the board I would find it helpful.
I found my daughter's initials and find it helpful to know she is being taken care of.
I didn't know it was there as I am sitting with my back to it.
I was able to find my initials.
I found my initials.
It is very informative.
I didn't know about the board until you explained it to me. I find it helpful.
It says all my tests are complete. I am ready to go to bed.
• I know what’s going on, what tests have been ordered and I don’t have to ask the nurse my status every 5 minutes.
• Easy to use. Nice to know where I am in the process.
• It is extremely helpful.
• It is very helpful and a great idea.
• Easy to use. Just enough information.
• A great idea.
• It is nice to know what is going on and not having to get up and ask. Even though no one explained the board it was easy to figure out.
• I’ve never seen anything like this. The pt tracking board is very helpful.
• The pt board is very helpful. It is nice to know my status and I don’t have to get up every 5 minutes to ask questions. It is a great idea.
• (The patient) was so impressed and found it very helpful knowing he only had to wait on his labs.
• It is nice to know my status that I am not forgotten about.
• Was able to find information easily
• It is helpful to know my status.
• (The mother) was put at ease knowing her daughter’s status.
• The pt found the board very helpful. It is nice to know what’s going on. The patient didn’t feel like she had to get up and ask a nurse about her status every 5 minutes.
• It is nice to know your status and not have to get up and ask the nurse every second.
• (The patient could not read the blue icons. E.g. Pt. initial, armband, imaging, urine, labs, EKG, specialist, where to. They could be a bit bigger and the fluorescent lighting creates a glare).
• The patient found the board herself. She found it very helpful.
• The nurse in continuing care explained the board. (The patient could not read the board as she had nausea. Her friend was able to keep her up-to-date on her status).
• The pt board was easy to read and self explanatory.
• Easy to read, decreased anxiety, wait time seemed shorter
• Extremely, I found my information easily and was able to follow. The board is extremely helpful. My anxiety is relieved, I know where I am in the process and feel like I am not forgotten about.
• I found my initials and my status easily.
• It helps keep me up to date on my status.
• No one explained it to me and I really didn’t look.
• Once you realize you’re up there you can see your status and that is helpful.
• Helps you know your status.
• Yes. It tells you why you are waiting.
• Nice to know what is going on.
• It is easy to understand. Everything I need to know is on the board. It is great.
• I am here with my wife and it is nice to know her status
• It is good to know my status.
• It is helpful now that you introduced the board to me. I would not have noticed it have you not told me about it. The words need to be bigger.
• It is helpful now that I know about it. I first thought it was just an information board and would not have thought to look for my information.
No one explained the board to me but I was able to find my initials. It is nice to see and know my status.
It is self explanatory.
I am here with my wife and it is nice to know her status.
It is easy to understand. Everything I need to know is on the board. It is great.
Yes. I am here for my mom. The board is helpful.
It keeps you up-to-date.
It is nice to know what is going on. I don't have to get up and ask the nurse.
Easy to use. It is nice to know what is going on.
Nice to know what is going on.
It keeps you up to date. I get what you are doing. The basics are up there. It is nice to know my status.
It keeps me up-to-date.
It let me know what is going on and why I am sitting in this room.

Is there any information missing from the patient board that might be helpful?

- An ETA would be helpful.
- ETA
- An ETA
- An ETA would be helpful.
- 2 boards would be better so you can see from anywhere in the room. It would be nice if every category had a different color.
- The time.
- No
- No. The board has ample information.
- An ETA.
- An ETA would be nice.
- I noticed there are English and Spanish. Is there anything available for people who cannot read or see very well?
- An ETA would be helpful. The continuing care room is dark and you feel disconnected from the world. It feels as if 2 hours have passed when really only 20 minutes have passed. It would be nice to have a time frame.
- Bigger letters
- An ETA
- An ETA for orders.
- No. Everything that needs to be on the board is there.
- No
- An ETA would be nice.
- The current time. My check in time.
- An ETA would be nice. A rough time frame.
- Once everything is complete there needs to be clarification regarding "what's next."
- No
- It would be nice if a timeframe was included.
- The status shows complete and the patient is waiting to be called.
There needs to be clarification about a complete status. The patient's status is complete and he does not know what is going on.

Do you have any comments about the patient board?

- It is good for basic tests so I like it. I bring my mother-in-law in quite often for stage 4 cancer. She always gets a room. I do not think we should have a board for patients with severe issues. The board could be updated faster. I had my labs taken over 15 minutes ago and the board still reflects the status as "ordered" instead of "in progress."
- It is a good idea to know what is going on. It is awkward having everyone's information for all to see.
- I am able to let my kids know what is going on. I have less anxiety.
- It helps reduce my anxiety because I know what is going on.
- An ETA could make the wait time seem shorter.
- I have anxiety all the time so it doesn't make a difference.
- I didn't have any anxiety coming into the ER as I am always hurting myself. The RN explained the board to me. I am in good company, everyone is nice here.
- Sometimes you sit for hours in the ER having no idea what is going on. It helps relieve my anxiety knowing how my wife is progressing. This is our second time here and you do such a good job.
- The wait time was shorter than I expected.
- I think it will help relieve anxiety. It is nice to know where you are in the process.
- It relieves my anxiety knowing how my wife is progressing. This is our second time here and you do such a good job.
- It makes the wait time seem shorter because you know what's going on. I drive out of my way to this ER because it is the best!
- It is easy to figure out.
- It helped with my anxiety because I can see where I'm at and what needs to be done.
- It makes the wait time seem shorter because you can see what is going on.
- I have less anxiety because I know what is going on. I am able to keep my mother who does not speak English informed.
- It would have been nice if someone explained it to me.
- It makes the wait time seem shorter. I can't stop looking at it. I am wondering what is going to happen next.
- It makes the wait time seem shorter as I know what is going on.
- I found my initials right away and find the board a good idea. I don't have to ask the nurse my status every 5 minutes.
- It makes the wait time seem shorter as it offers a distraction. You don't dwell on the time. As far as my anxiety, it depends on the situation.
- It is a good idea.
- We have the same type of board at the company I work for Freightliner. It is extremely helpful. It is a good start.
- I was anxious when I came in the board helped me to calm down.
• An ETA would make the wait time seem shorter.
• I did not have anxiety when I came to the ED. The board is very helpful.
• It is difficult to see. I wear glasses. The font could be bigger.
• I just got here and have not been waiting long. I don’t have anxiety as my boyfriend is with me. The registration person told me about the pt. view board.
• An ETA would make the wait time seem shorter.
• I am here for my mom. It makes the wait seem shorter. I did not have anxiety coming into the ED with my mom.
• It is a great idea.
• I was anxious when I came in the board helped me to calm down.
• I like to know what’s going on, what is in progress etc. I had anxiety coming into the ED and the board helped decrease that. It is nice.
• It is a good idea.
• It makes me feel like I am cared about.
• There was a mix up with the pt’s urine sample. It got lost so the info in the board was not correct.
• The pt tracking board is a great idea. It gives the pt piece of mind. When you are in continuing care all you want is piece of mind and to know you have not been forgotten.
• Very helpful
• The pt would have found the board helpful had she knew about it. She thought it was a great idea.
• The tracking board is a great idea. I am an anxious person and it helped to alleviate my anxiety.
• It is a great idea.
• This is the first time the patient has seen anything like this. It is very helpful.
• There is just enough information on the board to keep up-to-date on status.
• Very helpful.
• It is a great idea.
• The intro screen was very helpful.
• It is helpful for my family members to know what is going on
• The pt board was easy to follow and made the ED experience much more pleasant.
• It is a good idea. It would be nice if the pt tracking board was on 2 walls so everyone can see it.
Question: The Patient View Board helped me know what to expect during my visit

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree
- Not Applicable

Response: 94.4%

Question: Using the Patient View Board, I was able to stay up to date on the status of my visit

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree
- Not Applicable

Response: 94.4%

Question: Using the Patient View Board made the wait time seem shorter

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree
- Not Applicable

Response: 49.3%

Question: Staying up to date on my visit helped to decrease my anxiety

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree
- Not Applicable

Response: 48.1%
The Patient Visit Status Board was implemented on June 11, 2013.

The results are a winning indicator that the Patient Board has effectively and positively made a strong movement in the right direction.

Creating a patient information center that brings transparency to the patient visit by helping them to appreciate their current status and ‘what’s next,’ we see not only qualitative patient communications but also real quantifiable results.