

# Experience Innovation Network Advisory Services

## Case Study Synopsis: Improving Patient Communication and Satisfaction

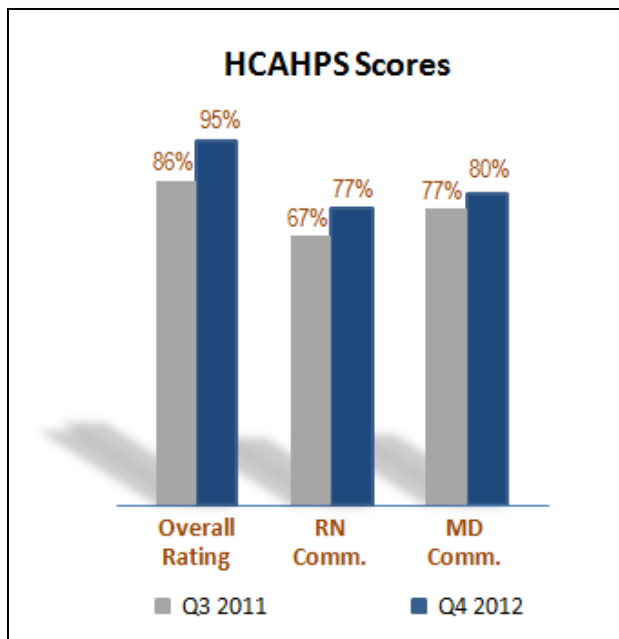
Feedback from Med/Surg patients and staff about poor communication and an inefficient process to identify attending physicians assigned to certain patient care led Natividad Medical Center to partner with the Experience Innovation Network.



### Strategy

#### New Communication Process

- Map gaps in current communication.
- Listen to patient, family and staff voices.
- Engage multi-disciplinary team.
- Integrate solution with quality initiatives.



### Solution

#### "Know Your Physician"

- Clearly defined roles of admitting and attending physicians.
- Developed master on-call scheduling tool.
- Created attending physician EMR report.
- Develop staff training guides with triage details for every type of call and fax.
- Create call and fax tracking tools.
- Implement workflow guides for medical and laboratory inquiries.

### Results

- Improved overall HCAHPS scores.
- Improved HCAHPS scores for physician and nurse communication.
- Decreased number of call volume from laboratory.
- Hospital selected to join the Always Events<sup>®</sup> Community and Recognition Program.

*"With guidance from experts at the EIN, we successfully mapped our process and engaged a team of front-line staff members, and used the voice of our patients to bridge the communication gaps and design an effective solution. It was a true team effort with outstanding results."*

- Andrea Rosenberg  
Assistant Administrator, Operations, Natividad Medical Center

For more information  
[www.vocera.com/ein](http://www.vocera.com/ein)

**EXPERIENCE**  
Innovation Network  
PART OF VOCERA