



The 5 Star ED™



**Create a 5 Star Culture of
Responsive Healing Kindness**

powered by:



**Everyone's
a Caregiver**

CONTENTS

The 5 Star ED™

FOR EMERGENCY DEPARTMENT LEADERS,
PHYSICIANS & APPS, CAREGIVERS &
ANCILLARY SUPPORT DEPARTMENTS

10 Tools to Educate, Hardwire & Transform Sustainable Emergency Department Improvement

PAGE

3

The 5 Star Gap Analysis Assessment Tool™

4

The ED Blueprint for Success™

5

Executive Debrief – The 5 Star Blueprint Report™

6

Charter a Performance Implementation Team™

7

CareSay Reviews™ & Automated Google Reviews™

8

CareSay Snapshot™ & CareSay Nurse Leader
Patient Rounding™

9

The 5 Star ED Education Plan™

11

The 5 Star ED Physician™

13

Meet the 5 Star ED Authors & Faculty

The 5 Star ED™ Gap Analysis Assessment Tool



Complete the 5-Star Gap Analysis Assessment Tool

A small team consisting of the practice manager, a provider, and caregiver (preferably an SEA) jointly complete this tool for each clinic focusing on a total of 114 operational practices, organized in five areas:



1. Summary of Key Patient Experience Survey and Provider Best Practices
2. Getting Timely Access
3. Responsiveness, Helpful Office Staff
4. Care Coordination/Follow Up
5. Overall Rating Physician / Provider

A task force consisting of Providers, RNs, and support staff jointly complete this diagnostic tool focusing on 7 key processes and a total of 35 mission critical best practices & procedures

7 Key Processes

- Registration & Triage
- ED Physicians, NPS & PAs
- Diagnostic Testing & Support Services
- Communication
- Patients Admitted from the ED
- Discharge Process
- Staff Attitude & Service Skills



powered by:

CareSay

The 5 Star ED Blueprint for Success™

Your assigned CLS VP of Process Improvement conducts a two-day onsite review of ED policies and procedures covering 35 fields of operating practices, benchmarked against national standards

A 2-day on-site assessment of your current ED operations. The process includes the following:

- Review of metrics that you are currently tracking including Patient Satisfaction scores
- A Gap Analysis of Best Practices for EDs
- Focus Groups with Providers and Frontline Staff
- Interviews with Managers from all areas the ED interfaces with
- Direct observations of workflow

Prior to the assessment

Review of the following 4 areas:

- 1 Pre-visit Calls with Project Leadership Group
- 2 Review ED Metrics
- 3 Review ED Patient Experience Scores
- 4 Review ED Best Practices Gap Analysis

The 5 Star ED Blueprint for Success™

On-Site Assessment

A red sign with the word "EMERGENCY" in white capital letters, mounted on a building facade.

DAY
1

Tour of ED & Inpatient Units

- Focus groups with Physicians
- Focus groups with Front Line Staff

- **Interviews with:**

- Lab Manager
- Radiology Manager
- Cardiology Services Manager
- Admitting Manager

- **ED Flow Observations**

DAY
2

Interviews with

- Case Management
- EVS Manager
- Bed Board Control
- Acute Care Services Manager
- Hospitalists
- CFO

- **ED Throughput Meeting with ED Leadership and Medical Director**
- **Observations on Inpatient Floor and ICU**
- **Debrief Meeting with Leadership Team**

Within 2 Weeks of the Assessment, you will receive a comprehensive report on:

- Where your issues/bottlenecks are
- Recommendations on how to address and improve them
- A step-by-step guide on how to implement the recommendations and how to track success of the implementation process

The Blueprint for Success Report

CONTENTS:

- A** Current Situation Summary which will include an assessment of the following:
 - ED Volume
 - Patient Payer Mix
 - ED Satisfaction Scores
 - Patient Acuity Mix
 - Financial Status of the ED
 - Patient Throughput Metrics compared to Best Practices
- B** Observations from Focus Group
- C** Key Findings from Best Practices Gap Analysis
- D** What is Working Well
- E** Recommendations
- F** Goals and How to Set Them
- G** How to Implement and Monitor Progress
- H** Options for Follow Up Assistance

Utilizing this report, you can:

- Pinpoint where your issues are
- Set goals for where you should be in each area
- Put together an improvement plan following the specific guides presented
- Monitor progress in all area to make sure that the improvement continues toward the established goals

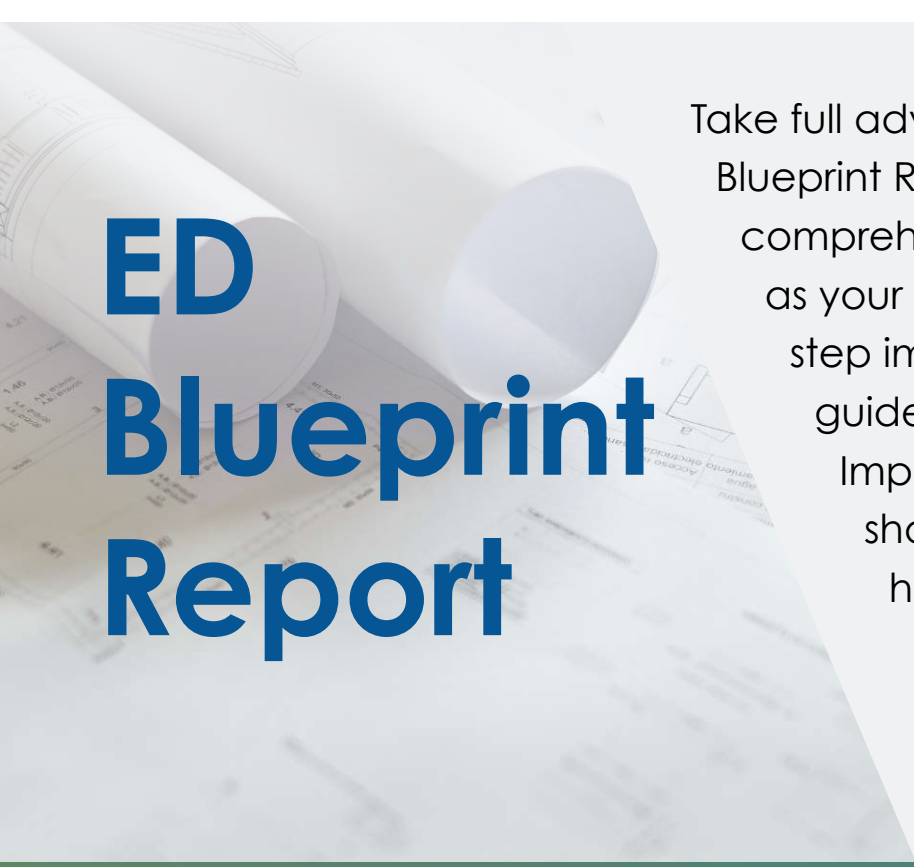
The 5 Star ED Blueprint for Success™



Schedule a Live Executive Debrief of the 5 Star Blueprint Rapid Cycle Improvement report

- The CLS VP, CEO & COO will conduct a live debrief with your Executive Team and Key ED leaders
- Includes actional specific recommendations for improvement
- With a draft timeline including assigned accountabilities for implementation

Charter an ED Performance Team to implement & hardwire the 5 Star Plan



ED Blueprint Report

Take full advantage of the
Blueprint Report's
comprehensive methodology,
as your VP will provide step by
step implementation
guidelines for a Performance
Improvement Team, of who
should do what by when and
how, including support from
your Implementation
Coordinator and front-line
Service Excellence Advisors



Would you prefer?

your patients post their negative experience on Google, Facebook & RateMD where you can't do anything about it, or communicate directly with someone who can...YOU!



Engage with your patients in real-time to gain two-way unfiltered feedback about their service experience

Performance Features

- Gain real-time, actionable feedback
- Patient initiated
- Accessible via smartphone, tablet or desktop

Engagement Benefits

- Short-circuit negative social media ratings
- Ensure every patient experiences a 5 Star service level every time
- Deliver preemptive Service Recovery
- Receive important patient requests



**SCHEDULE
A DEMO**

Gain an Impressive Internet 5-Star Reputation using the Automated Google CareSay® Tool

- A patient initiated internal rating of a 4 or 5 automatically triggers an email request that connects your patient to your Google rating site
- Watch your website Google ED Star Rating soar as you continuously improve



Performance Features

- Concise micro question survey
- Real-time patient insights
- Instantly benchmark results
- Choose from four service level surveys:
 - Medical Practice Plus+
 - Inpatient (HCAHPS) Plus+
 - Outpatient Plus+ (coming soon)
 - Emergency Plus+ (coming soon)



SCHEDULE A DEMO

Engagement Benefits

- Quick and easy patient-initiated feedback
- Demystifies a typically complex patient listening process
- Reduces time lag of improvement process from month to days
- Cost effective, value-added improvement tool



Engage with your patients in real-time to gain two-way unfiltered feedback about their service experience

Performance Features

- Design a question set that targets your patient's needs and organizations practices and goals
- Capture an accurate snapshot of both positive and negative patient perceptions
- Review daily/weekly/monthly/quarterly goals to track improvement

Engagement Benefits

- Enhance leader visibility to build patient trust
- Create leader engagement and accountability through the rounding process
- Design a patient communication care plan to meet the needs of each patient's unique preferences
- Notice and appreciate exceptional caregiver service
- Improve HCAHPS patient experience scores



5 Star ED Education Plan™

Empowering Providers and Caregivers
to Deliver a Timely Patient Experience



Educate TIMELY, RELEVANT EDUCATIONAL CONTENT

Launch a relevant, valuable education plan to empower your ED providers and caregivers with leading edge Patient Relationship skills.



Engage WHO SHOULD LISTEN, WATCH AND LEARN?

ED Physicians, NPs, PAs, Nurses, ED & Hospital leaders, including ancillary and support departments and everyone who supports ED patients directly or indirectly



Inspire LEARN HOW TO

- Systematically implement the 5 imperatives of exceptional patient experience
- Improve scores to the 90th percentile
- Educate leaders to lead motivational and positive huddles and meetings
- Engage physicians by managing their expectations
- Create a culture of engagement driven by frontline “super-influencers”
- Transform caregivers from renters to owners

Reviews

*“Eye opener of what needs
changed in our ED.”*

– Darleen Burkhart, RN,
Edwards County Medical Center

*“Exceptional resources
about ER's and how to
better manage the ER, and
not only on nurses' side.”*

– Lindsey Williams, RN,
Osceola Regional Health Center

*“Appreciated the
breakdown of the bottle
necks and the sharing of
best practices.”*

– Christina Peterson, Director of
Emergency Services, Van Diest
Medical Center

Hospital of Choice

Patient Experience Skills

Micro-Webinar System

Patient Experience Skills for Everyone

Everyone's Role as a Caregiver

- 1 We're All Caregiver's
- 2 Why Patient Satisfaction Is Important
- 3 What Gets Measured, Gets Treasured
- 4 HCAHPS and Value Based Purchasing
- 5 Managing Expectations
- 6 DO IT™ Meetings
- 7 Service Huddles
- 8 Sentence Starters
- 9 Attitude!

Quiet

- 10 Quiet Questions and Why They Matter
- 11 Managing Noise Expectations
- 12 Quiet – Healing Time
- 13 Quiet Sentence Starters
- 14 License to Silence

Cleanliness

- 15 Cleanliness Questions and Why They Matter
- 16 Freedom to Clean
- 17 Cleanliness Sentence Starters

Staff Responsiveness

- 18 SERVE and AIDET – Non-Clinical
- 19 The Six Foot Rule
- 20 Service Recovery
- 21 No Pass Zone
- 22 The "Live It" – Platinum Rule
- 23 Managing Up

Overall

- 24 The Overall Survey Question and Why It Matters
- 25 Courteous Communication
- 26 Respectful Communication
- 27 Mindful Communication
- 28 Empathizing with Difficult Behavior
- 29 Non-Verbal Communication
- 30 Phone Skills
- 31 Awards and Recognition
- 32 Line Management
- 33 Lean Tools
- 34 Personal Excellence

Willingness to Recommend

- 35 Recommend Survey Questions and

Why They Matter

- 36 The Power of Referrals
- 37 The Patient Reality Check
- 38 Inspiring Stories
- 39 Ideas Worth Quoting and Reading

Patient Experience Nursing Skills

Communication about Medication

- 1 Medication Education Questions and Why They Matter
- 2 New Medication Education Checklist
- 3 Preceptor Role: Medication Education
- 4 Medication Education Tools
- 5 Patient Medication Coaching – a Very "Big Deal"
- 6 Medication Education Teach Back

Patient Experience Nursing Skills (cont'd)

Communication with Nurses (continued)

- 7 Medication Education Sentence Starters
- 8 Communication with Nurses Questions and Why They Matter
- 9 Nurse Team Mission Statement
- 10 Chat Time
- 11 AIDET and SERVE - Clinical
- 12 Bedside Reporting
- 13 Nurse Communication Tools
- 14 Nurse Communication Sentence Starters
- 15 Nurse Communication Key Questions

Discharge Information

- 16 Discharge Questions and Why They Matter
- 17 Avoidable Readmissions
- 18 The Power of the Checklist
- 19 Discharge Starts at Admitting
- 20 Discharge Coaching – Daily
- 21 Discharge Coaching – Day Prior
- 22 Medication Reconciliation
- 23 Discharge Coaching – Going Home Day
- 24 Post Discharge Phone Calls
- 25 Discharge Packet
- 26 Discharge Teach Back
- 27 Discharge Sentence Starters

Pain Care

- 28 Pain Care Questions and Why They Matter
- 29 Pain Is the 5th Vital Sign
- 30 Pain Myths
- 31 Ethics of Pain Management
- 32 Pain Care Mission Statement
- 33 Effective Pain Assessment
- 34 Manage Pain Expectations
- 35 Medicate for Pain Relief
- 36 Alternate Pain-Reduction Strategies
- 37 Post Discharge Pain Management
- 38 Pain Care Tools
- 39 Skillful Pain Care Communication
- 40 Pain Care Sentence Starters
- 41 Pain Care Collaboration
- 42 Pain Care Imperatives

Responsiveness of Staff

- 43 Staff Responsiveness Questions and Why They Matter
- 44 Call Light Response
- 45 Hourly Rounding
- 46 Staff Responsiveness Sentence Starters

Transition of Care

- 47 Care Transitions Questions and Why They Matter
- 48 Personalized Care Plan
- 49 Patient Accountability for Self Management
- 50 Medication Self Mastery
- 51 Care Transition Tools
- 52 Communicate, Collaborate, Coordinate
- 53 Care Transitions Sentence Starters
- 54 Care Transitions Collaboration
- 55 Care Transition Vital Questions

The Hospital Environment

- 56 Quiet Tools, and the Never-ending Job Jar
- 57 Hospital Infections & Commonly Occurring Micro-organisms

The 5 Star ED Physician™ & Advanced Care Practitioner Virtual or Live



Creating TRUST

Make trust your pathway to a personally rewarding medical practice



Timeliness

See the patient within 15 mins, join the Triage nurse during assessment & preview the Patient's chart



Relationships First

Master the art of connecting with your patient at a human level first through send a ten simple communication skills and a message of kindness, care, and respect



Understand

Demonstrate your insights and grasp of the patient's perspective and essence through "Chat Time", small talk, and "AIDET"



Spotlight the Experience

Deliver very good care by asking about the little things that truly matter to the patient and help the patient clarify their daily goal



Transition with Kindness

Leave the patient with a positive appreciation of your consult by asking two questions that will confirm a 5 Star patient experience

YOU WILL LEARN HOW TO:

- Educate providers to become actively engaged improving the patient experience
- Gain a buy-in and adopt the 5 Star HABITS model of creating TRUST through kindness & communication (see next page)
- Embrace new patient driven best practices and processes that lead to a consistent 5 star patient & family experience

"Focused and creative, immediately applicable to forward thinking clinical practice. Excellence 'calls to action'..."

– Dr. Stephen Jennings
Family Medicine

The 5 Star ED Physician™

Micro-Webinar System

T Timeliness

- 1 The Five Imperatives of TRUST
- 2 Goal #1 - Join the Triage Nurse During Assessment
- 3 Goal #2 - See your Patient within 15 minutes of arrival
- 4 Preview Patient's Chart

R Relationships First

- 1 Smile and Make Eye Contact
- 2 Engage with Patient Names
- 3 Introduce Yourself
- 4 Shake Hands and Make Physical Contact
- 5 Manage Up Caregivers
- 6 Small Talk is Big Talk
- 7 Request Patient Approval
- 8 Use a Calm & Empathetic Voice
- 9 Mirror their Verbal & Non-Verbal Body Language
- 10 Check on Patient Comfort

U Understand Your Patient

- 1 Honor Patient Privacy Concerns
- 2 Sit Down Where Possible
- 3 Communicate with AIDET
- 4 Use Open Ended Questions & Listen
- 5 Repeat Back, Paraphrase

S Spotlight the Patient

- 1 Show Interest in Very Good Care
- 2 Ask "While you're here, what can I do to make your stay more comfortable?"

T Transition with Kindness

- 1 Empathetically Explain Clinical Condition
- 2 Confirm Next Steps & Manage Expectations about Time
- 3 Teach back
- 4 Close with Kindness & Thanks

The 5 Star Physician

★★★★★ ED TRUST Checklist™

T.R.U.S.T. Habit

- | | |
|-----------------------------------|---|
| T Timeliness | <input type="checkbox"/> Goal #1 - Join nurse triage assessment
<input type="checkbox"/> Goal #2 - See patients within 15 minutes
<input type="checkbox"/> Review triage assessment beforehand |
| R Relationships First | <input type="checkbox"/> Make eye contact & smile
<input type="checkbox"/> Use patient preferred name(s)
<input type="checkbox"/> Introduce yourself to patient & guests
<input type="checkbox"/> Make physical contact - touch
<input type="checkbox"/> Manage up caregivers in the room
<input type="checkbox"/> Small talk is big talk
<input type="checkbox"/> Request patient approval to proceed
<input type="checkbox"/> Use calm & empathetic voice
<input type="checkbox"/> Check for comfort & pain |
| U Understand Your Patient | <input type="checkbox"/> Honor patient privacy concerns
<input type="checkbox"/> Sit down where possible
<input type="checkbox"/> Use AIDET - share your expertise, what you will be doing & manage time expectations
<input type="checkbox"/> Ask open-ended questions & listen
<input type="checkbox"/> Repeat back, paraphrase |
| S Spotlight the Patient | <input type="checkbox"/> Show interest in what "very good care" means to the patient
<input type="checkbox"/> "While you're here, what can I do to make your stay more comfortable?" |
| T Transition with Kindness | <input type="checkbox"/> Empathetically explain clinical condition and confirm understanding
<input type="checkbox"/> Confirm what's happening next, invite questions and manage time expectations
<input type="checkbox"/> Ensure patient's understanding of meds, follow-up steps and self-care via teach back "I want to ensure I explained it clearly."
<input type="checkbox"/> Close with an offer to assist "Before I leave, is there anything else I can do to make you feel better."
<input type="checkbox"/> "Thanks for putting your trust in us." |



1.800.667.7325
www.customlearning.com

powered by:



Meet the Authors



Brian Lee CSP, HoF

- Is one of North America's leading experts in the field of improving the Patient Experience and Staff Engagement
- Is the author of 8 books, including "Skillful Physician Communications"
- Brian founded CLS in 1984, and the HealthCare Service Excellence Conference in 2000



Dr. Michael Klein

- Holds Boards in Internal Medicine, Anesthesiology and Subspecialty Boards in Pain Management.
- He has practiced clinical medicine for over 35 years.
- Dr. Klein has held leadership positions in several successful medical organizations and served as medical director, department chairman, and as an executive board member for several health care entities.

The 5 Star ED Faculty



Mark Brodeur
MHA, CPXP



Angie Charlet
DBA, MHA, RN



Michael Bayer
MBA, CSP, LEAN Black Belt in Healthcare



More Information

Rhonda Stel

1.800.667.7325 x5200

rhonda@customlearning.com