

The Use of Tablet Technology for Real-Time Patient Feedback

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Keywords: Patient Experience, Patient Satisfaction

Introduction/Background:

Yale-New Haven Hospital recognized the need to improve the patient feedback process during the hospital stay or ambulatory visit. A tablet technology and software was provided to patients and families to easily communicate compliments and opportunities for improvement. The goal was to positively impact patient satisfaction as measured by Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) and provide staff with an effective, real-time opportunity to assess patient feedback, intervene and remedy issues as they arise.

Project Description

Collaborating with a vendor supplied application (Humm Systems), real-time analytics is provided and allows patients and families to give immediate feedback.

The key features for the use of this tool are:

- Each patient is provided with a tablet on a daily basis during their hospital stay/ambulatory encounter
- Fast, simple, customized questionnaire (4 - 5 questions that take less than 30 seconds to complete)
- Instant email/text alerts for both comments and opportunities.
- Live dashboards in the clinical setting, available for viewing the real-time feedback by the interdisciplinary care team.
- Leadership access to the Humm Insights portal for custom reporting/data analysis

Project Methods:

The tablet technology was initially piloted for use on a single inpatient care unit for 1 year. Following this introduction into the clinical setting, hospital leadership designated this tool as a key component to assist with the hospital initiative to improve the Yale-New Haven Hospital (YNHH) patient experience and HCAHPS/Press Ganey scores. In August 2015, a Project Team was formed and additional pilot locations were designated (medical, surgical, pediatrics, ambulatory, and a lab draw station).

The Project Team assisted with:

- Configuration of the standardized questions for in-patient, outpatient, pediatrics, and the lab draw station allowing for the unique environment/clients in each setting
- Designating the number of tablets and charging station placement for the unit/department
- Hardware installation: unit dashboard placement
- Script for staff to utilize when distributing the tablet/questionnaire
- Creating the tool in English and Spanish with plans to add additional languages
- Alert notification process for weekday and weekends
- Access for Directors, Managers, and Assistant Managers to the Humm Insight portal
- Weekly webinars were scheduled for participants to provide feedback and obtain additional support as needed to sustain the implementation on their unit/department

Results/Conclusion:

Over the past year, the use of the tablet technology tool has been successful in providing real-time results for real-time service recovery. Unit/department team members are notified when: the score is below 60, the comment is either an opportunity or a request through the use of use natural language processing techniques to query the content and denote the comment sentiment (positive, negative, or a request).

The team recognized an opportunity for real-time feedback to go directly to the appropriate resource for resolution. As a result a direct notification process was implemented for Environmental Services to address the feedback for hospital cleanliness.

A daily workflow is required to establish a system to address low scores and opportunities, and addressing the feedback with patients/families, and staff.

Real-Time Feed-back + Real-Time Analytics + Real-Time Service Recovery = Improved Patient Experience

Reference: Larsen, D., (2011) *Using Real Time Patient Feedback to Introduce Safety Changes*. Nursing Management,; 8:6:27