

Activities to improve the explanation of ‘patient condition’ to the guardians of inpatients

YN Noh, TH Kim, YS Kwon, KR Kim

National Health Insurance Service Ilsan Hospital, Goyang-si, Republic of Korea

Introduction

Status of grievance consultation related to patient condition explanation

Grievance counselling cases continues to grow

201920202021

Guardians' lack of understanding of the patient's condition due to restrictions on visitation of caregivers after the COVID-19 pandemic

The importance of the management of patient experience emphasized after the patient experience assessment conducted by Health Insurance Review and Assessment Service in 2017

- ❖ Need to place basic guidelines and processes for "patient status explanation" at the hospital level
- ❖ Need to improvement activities so that the inpatient caregivers can resolve the lack of explanation on patients' condition in cases of receiving a grievance consultation related to the explanation

Indicators and Goals

Indicator 1. Rate of complaints about insufficient explanation of inpatient conditions

(Number of complaints about insufficient explanation of inpatient conditions / Number of inpatient grievance consultation)

→ Target : 5% decrease

Indicator 2. Guardian satisfaction

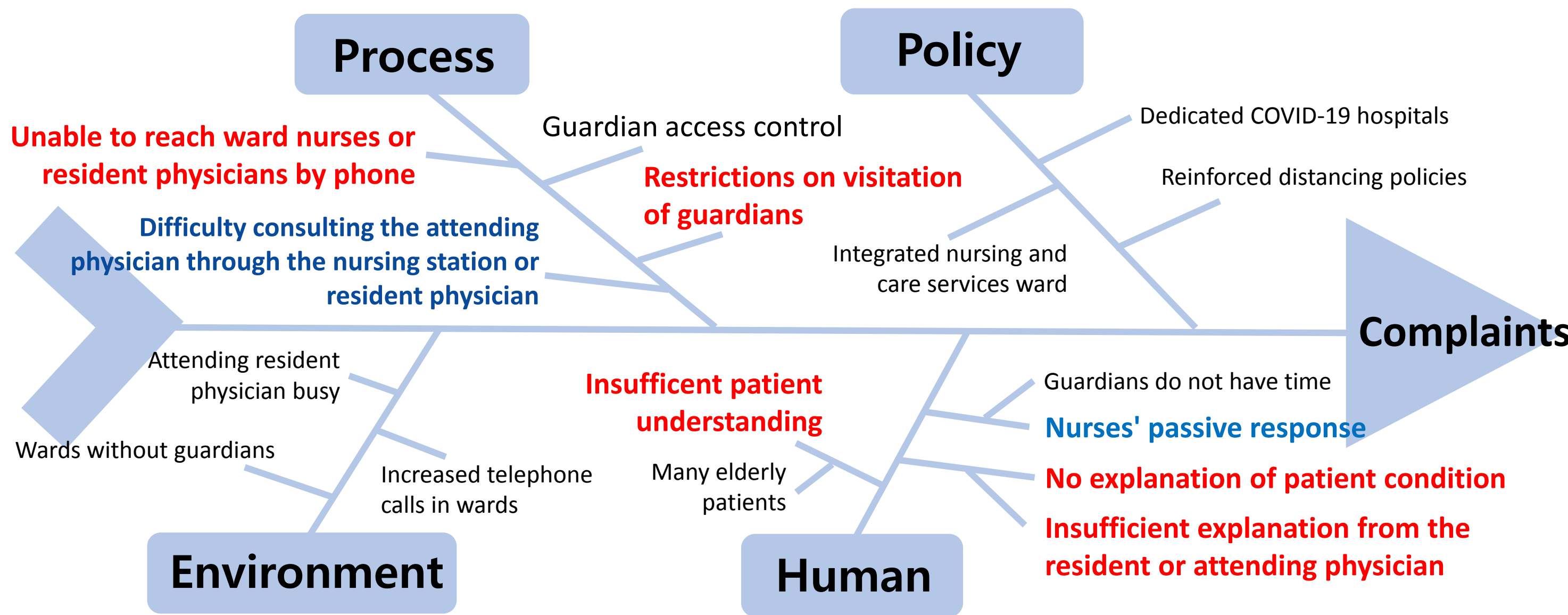
Composite scores of responses in the guardian survey (5-point scale)

→ Target : 5% increase

Methods

Problem Analysis

[Cause-and-Effect Diagram]



Improvement Activities

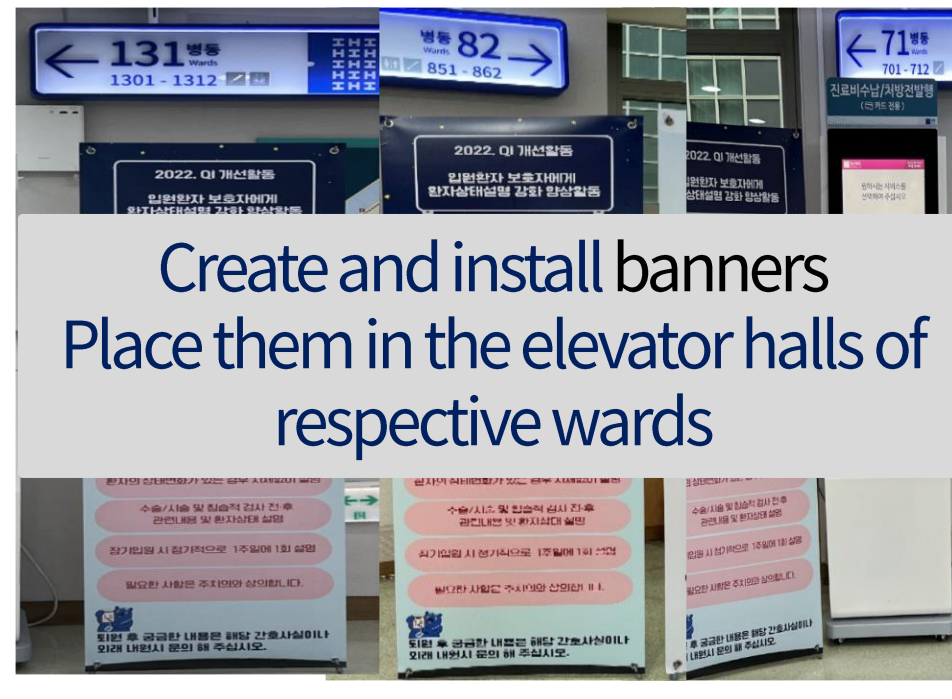
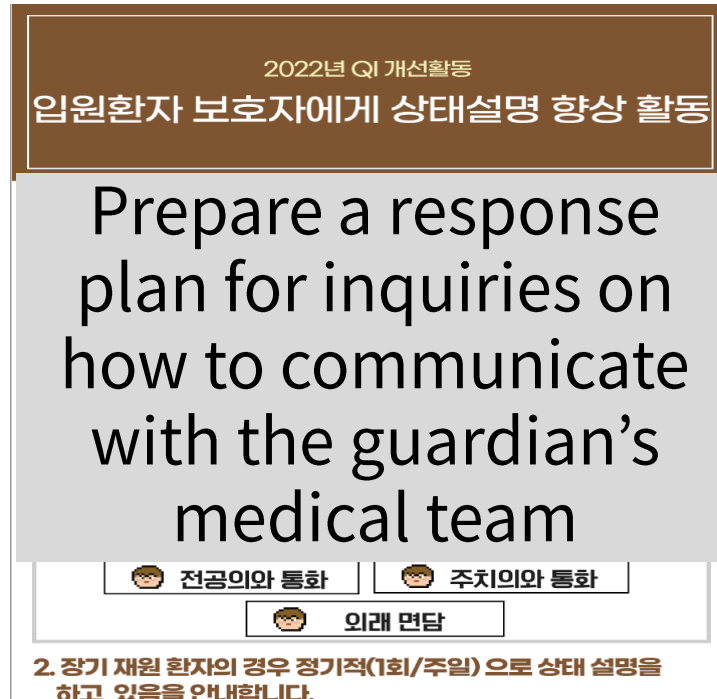
(1) Create videos on the correct interview attitudes and techniques and train medical staff



Produced with frequent case videos to deliver training content to employees more easily

(2) Establish “communication windows” for the explanation of patient condition

- ① Production and distribution of information for nurses
- ② Creating guidance banners for patients and guardians



③ Instructions on how to make outgoing calls to medical staff

Utilize #8400 (number dedicated to outgoing calls)

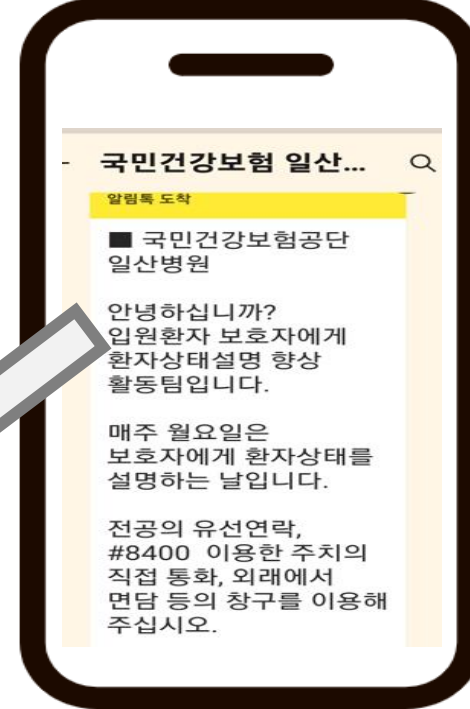
- ① Telephone contact to medical residents
- ② Direct call to attending physician
- ③ Outpatient interview
- ④ Direct questions after discharge to the respective nurse's office or during an outpatient visit

(3) Establish criteria for the periodic explanation of patient condition

- ① Send patient condition explanation notices on a regular basis, once a week
- ② Every Monday is a day to explain the patients' condition to guardians

Text message

- Information on ‘Explanation day to Guardians’
- Instructions on how to use outgoing-only calls, etc

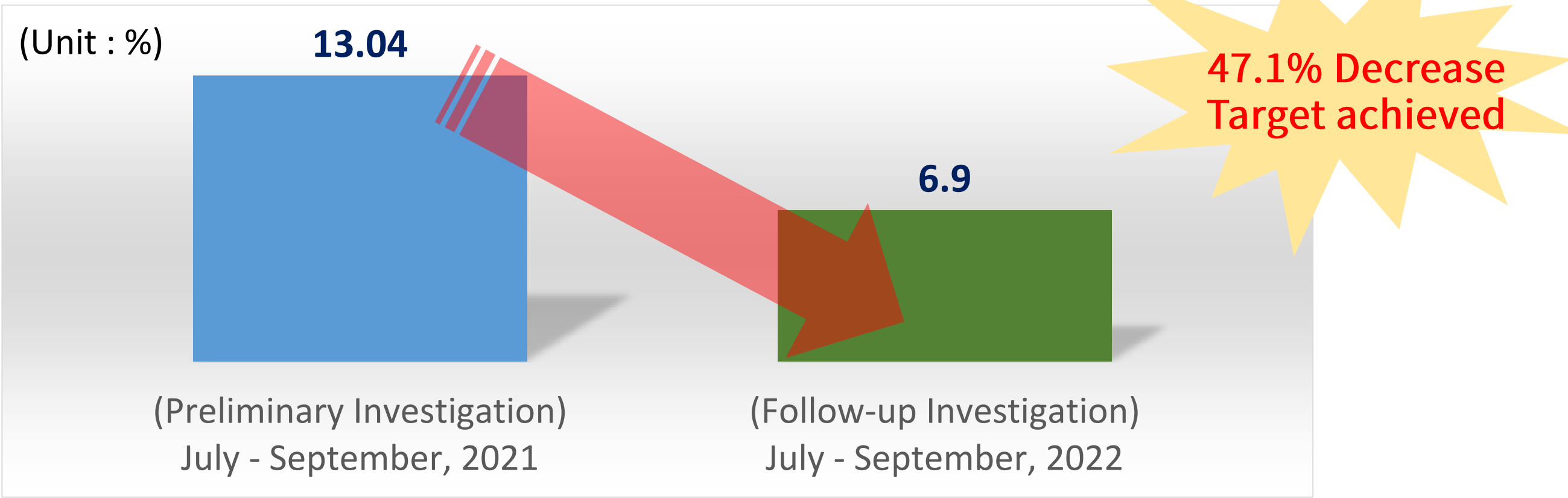


(4) Establish outpatient interview criteria

- ① Explain without delay when a patient's condition changes
- ② Explain without delay before and after operations/procedures and invasive procedures
- ③ Periodically explain once a week
- ④ When consultation of a physician is necessary

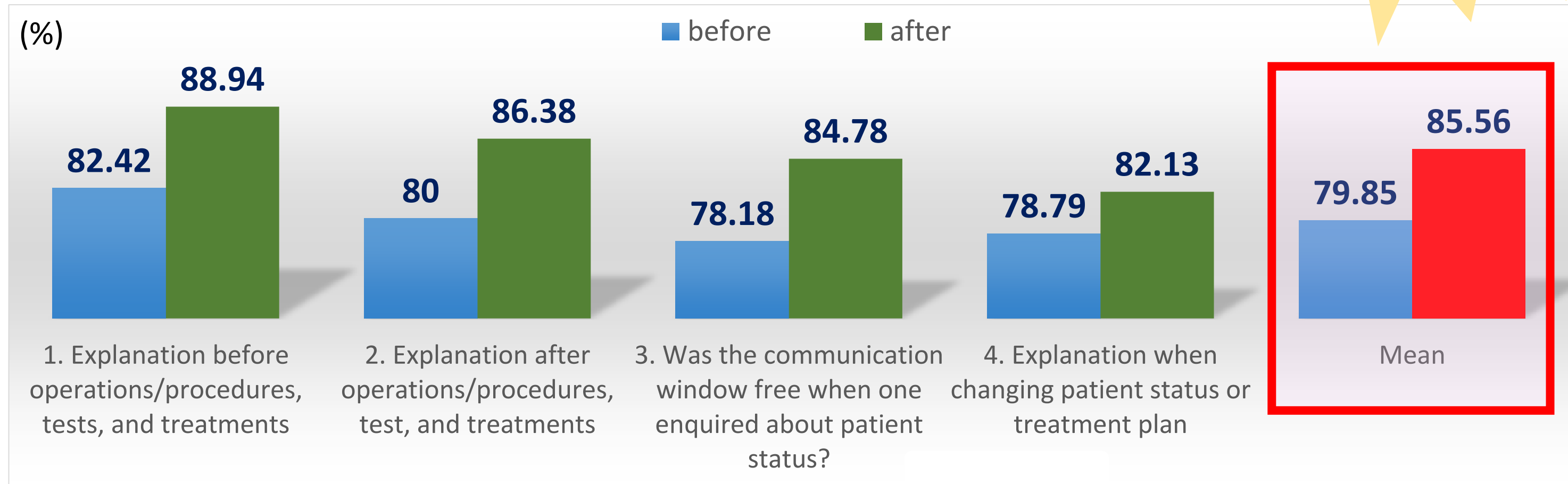
Results

Indicator 1. Rate of complaints about insufficient explanation of inpatient conditions



Indicator 2. Guardian satisfaction

- Investigation period: (before) Jun3 2-17, 2022 (after) September 26-30, 2022
- Source: Inpatient Caregiver Survey (4 questions on a 5-point scale)
- Target: 71 wards, 82 wards, 131



Conclusion

- Continuous cooperation and attention of treatment and nursing departments are necessary to ensure sufficient explanation of patient conditions to guardians
- There are cases in which it takes much time from requesting an interview with the attending physician to receiving feedback due to many steps in communication (nurse → resident physician → attending physician → resident physician → nurse). It is necessary to conduct activities (a system in which nurses directly contact the attending physician and receive answers) that shorten this delivery system at the hospital level