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## The PEACE Project: Patient Experience for Acute Care Elders

SARASOTA MEMORIAL HEALTH CARE SYSTEM  
Sarasota, Florida

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APRIL 21, 2017
NYU SCOPUS

PROGRAM PRESENTER:  
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### About Sarasota Memorial Health Care System

- Founded in 1925
- Among the largest public hospitals in U.S.
- One of Florida's 14 Safety Net hospital systems
- 819 Beds
- 5,000 Staff, 900 Physicians, 1,000 Volunteers
- 32,000 Inpatient visits
- 750,000 Outpatient/Physician Visits
- 120,000 Emergency Visits
- 3,600 Births (only hospital in Sarasota County that delivers babies)
- Sarasota Memorial Hospital remains the only hospital in Florida and 1 of just 83 hospitals in the United States to receive CMS' 5-Star Overall Rating – Top 2% in the country

Source: <http://www.fl-doh.gov/hospital/compare/>; December 2016 Public Report

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## Sarasota Memorial Leads the region in HCAHPS scores... But we are always striving to do better.

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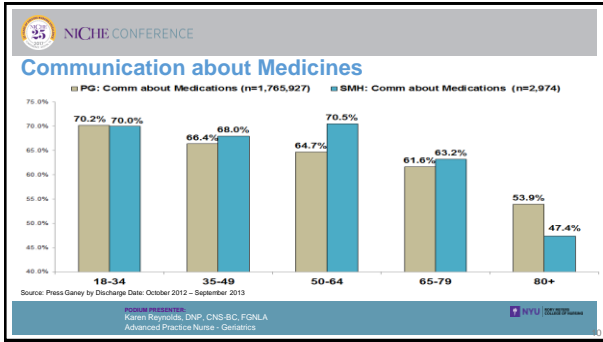
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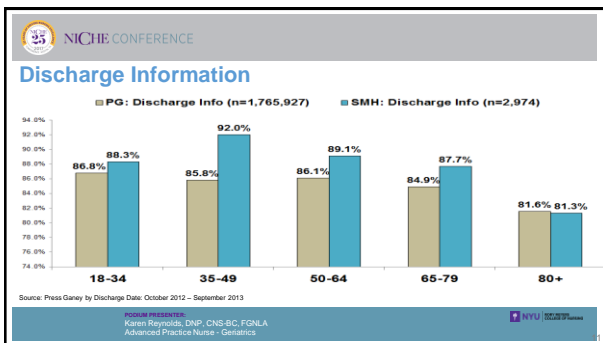
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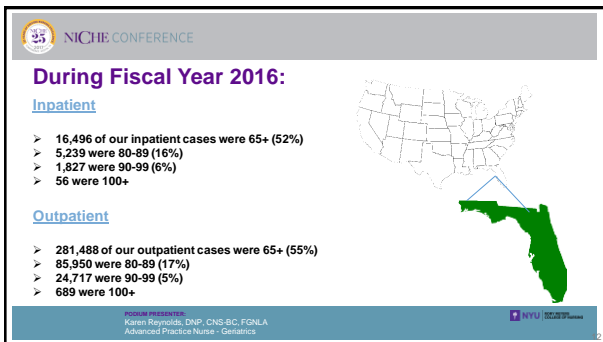
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**Get the Right Vision** **Create and Strategize**

- Non-traditional collaboration reflecting our vision and the needs of the patients & organization
- Alignment with the Organizational Strategic Plan
- Alignment with our Community
- Teamwork, Vision refinement, refinement, refinement
- Results in a direction for the future – desirable, feasible, focused, flexible, and conveyable

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**Get the Right Vision** **Sarasota Memorial Geriatric Model of Care**

Physiologic Care & Cure

Standardizing Adult & Geriatric Care

Optimizing the Patient Experience & Evidence Based Geriatric Specific Care

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**Communicate for Buy In** **Communicating the Vision**

- Key Stakeholders
  - The Patients, The Community
  - CEO, CMO and CNO
  - HCAHPS Steering Committee
  - Hospital Board
  - Senior Leadership
  - Senior Advisory Council
  - Unit Leadership
  - Business Line Teams
    - Ortho, Heart Failure, Stroke
- Care Providers
  - Physicians, Nurses, Dieticians,
  - Pharmacy, Case Management

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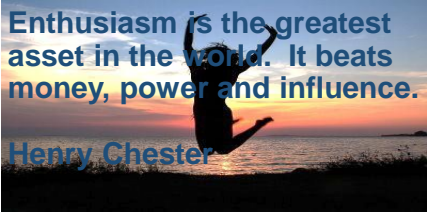
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**Enthusiasm is the greatest asset in the world. It beats money, power and influence.**

**Henry Chester**

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**The PEACE Project**  
**Patient Experience for Acute Care Elders**

 <p><b>Communication</b> PEACE Project Ambassadors Pre Survey Education on Communicating with Older Adults Development of Role and Unit Based Needs of Patients/Staff</p>	 <p><b>Medications</b> Use of Teach Back Method Measure of Outcomes on HCAHPS Survey</p>	 <p><b>Discharge</b> Use of Teach Back Method Caregiver Connection Support of Patient and Caregiver at Discharge/Post Discharge Simulation</p>
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**Pilot Project targeting Cardiac and Ortho Units – Fall 2014**

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**Empower Broad Based Action**

**INNOVATION**

**COLLABORATION**

**ADVANCING THE VISION TO ACTION**

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### Implementing and Sustaining Change

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### HealthConnection- Community Connection

- Provide community education lectures- similar to HealthSquare
- Record and upload lectures and educational events to SMH website for viewing in perpetuity
- Design community wellness programs to promote population health and increase health literacy
- Cultivate community partnerships to expand our resources and reach
- Administer basic health screenings with assistance of our clinical staff and strategic outreach programs (Stroke team, diabetes, etc.)

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### Patient Experience For Patients 80yrs+

*Improvement in 3 out of 4 PEACE project units:*

Cardiac Acute/Cardiac Progressive				Open-Heart Step Down				80yrs+ Orthopedics									
Overall Hospital Rating	Recruitment of the Hospital	Communication with Nurses	Responsiveness of Hospital Staff	Communication with Doctors	Quality of Hospital Environment	Pain Management	Discharge Information	Care Transitions Domain	Overall Hospital Rating	Recruitment of the Hospital	Communication with Nurses	Responsiveness of Hospital Staff	Communication with Doctors	Quality of Hospital Environment	Pain Management	Discharge Information	Care Transitions Domain
72	77	78	7	72	73	77	4	5	72	74	82	8	82	64	82	18	10
72	75	86	(9)	72	76	79	1	5	72	80	86	(4)	82	67	87	(20)	10
80	74	81	2	80	71	75	8	5	80	69	84	15	69	53	71	19	10
69	65	65	3	69	59	62	3	5	69	53	71	19	69	53	71	19	10
62	77	79	2	62	74	82	9	5	62	64	82	18	62	64	82	18	10
74	66	72	5	74	76	81	(15)	5	74	80	87	(20)	74	67	87	(20)	10
62	66	69	3	62	63	58	(9)	5	62	55	61	5	62	55	61	5	10
71	65	74	9	71	58	74	18	5	71	63	80	17	71	63	80	17	10
65	63	67	(6)	65	44	52	9	5	65	59	69	1	65	59	69	1	10
67	64	68	1	67	67	68	1	5	67	69	93	4	67	69	93	4	10
52	46	54	8	52	47	45	(2)	5	52	47	47	10	52	47	47	10	10
Number of Domains & National Average: 2 / 6				Number of Domains & National Average: 5 / 5				Number of Domains & National Average: 4 / 8									

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**CMS 2017 VBP Domains & Measures**

### FY 2017 Domain Weights and Measures

**Domain Weights**

- 25% Clinical Care
- 25% Patient and Caregiver-Centered Experience of Care/Coordination
- 20% Safety
- 25% Efficiency and Cost Reduction

**Measures**

**Patient- and Caregiver-Centered Experience of Care/Coordination**  
 Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey

**Clinical Care**

**Efficiency and Cost Reduction**

**Safety**

An asterisk (\*) indicates a newly adopted measure for the hospital VBP Program.

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### Partnering for Improving Patient Experience

**Press Ganey Research Note**  
 Patient Experience in the Very Elderly:  
 An Emerging Strategic Focus

*Other organizations are going beyond traditional health care activities to meet the needs of the elderly. At Sarasota Memorial Hospital in Florida, leaders have made a strategic decision to think of the aging population as a targeted consumer segment that they are interested in attracting, building a relationship with and serving well. Those three goals are part of the impetus behind their community programs where they offer walking groups in the mall and have a regular schedule of speakers relevant to the older population. This keeps the community's aging population healthier and more informed and creates an aura of trust around their organization. In these and other examples, the common themes are recognizing that this patient segment is of critical strategic importance, and then organizing to meet its needs.*

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### Next Steps

- NICHE Designation (2017)
- Re – initiate the PEACE Project on Pilot Units
- Collaboration with Transitional Care Team for Discharge Domain and Caregiver Support
- Collaboration with National Press Ganey on Patient Experience for our Older Adult Population

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