



How Much Direct Nursing
Time Counts To The
Patient Experience?

The Research

The Interest

- Understanding how direct nursing impact patient experience is key to increase patient value

The Approach

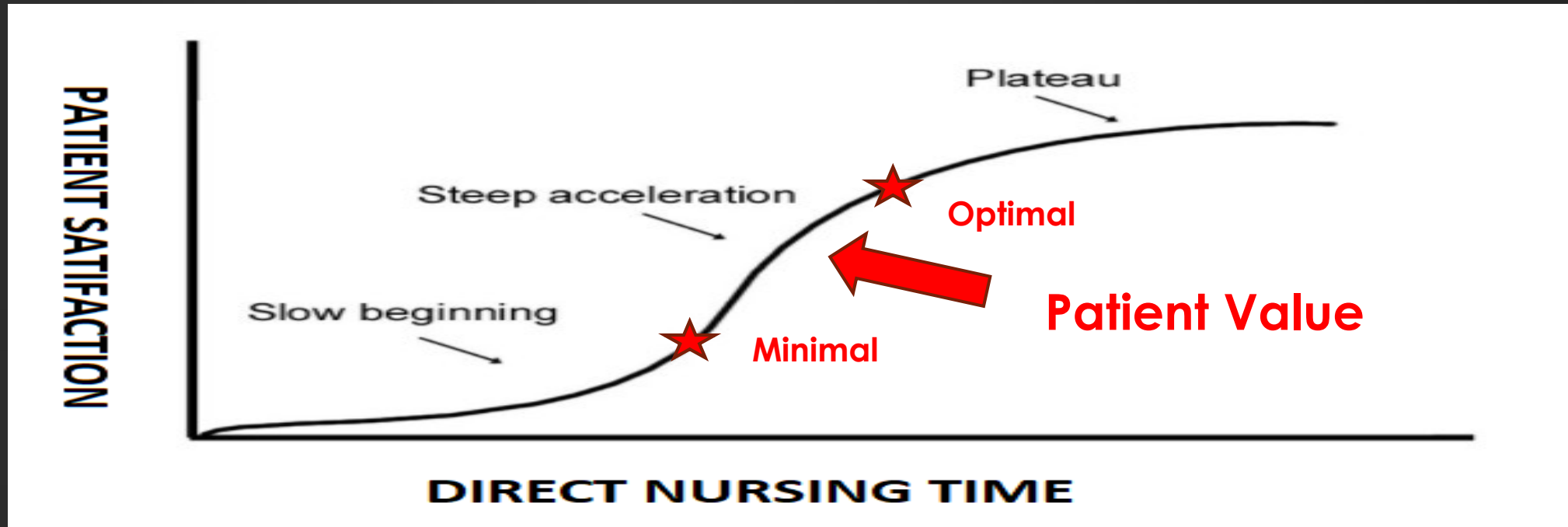
- Measuring Patient Experience
- Measuring direct nursing care
- Understanding the relationship

experience
=
quality
+
quantity

The graphic illustrates the relationship between patient experience, quality of care, and the quantity of care. The word 'experience' is written in a bold, black, serif font at the top. Below it is a red equals sign. Underneath the equals sign is the word 'quality' in a black, cursive font. Below 'quality' is a red plus sign. At the bottom is the word 'quantity' in a black, sans-serif font. The entire graphic is set against a white background with a subtle grid pattern.

The Assumption

- **Researchers say:** “Poor patient experience is often linked to low direct nursing time”



















The Survey

Internationally recognized patient experience survey

- **The Picker Patient Experience PPE (2002)**
- Scoring on 7 core dimensions
 - Information & Comprehension
 - Involvement & Personal Preference
 - Confidence & Trust
 - Respect & Dignity
 - Physical Comfort
 - Emotional Comfort
 - Administrative Process

How are nursing staff doing?

	Excellent	Good	Fair	Poor
Treat you kindly	<input checked="" type="radio"/> 	<input type="radio"/> 	<input type="radio"/> 	<input type="radio"/> 
Listen and explain	<input type="radio"/> 	<input type="radio"/> 	<input type="radio"/> 	<input type="radio"/> 
See you promptly	<input type="radio"/> 	<input type="radio"/> 	<input type="radio"/> 	<input type="radio"/> 
Well organised	<input type="radio"/> 	<input type="radio"/> 	<input type="radio"/> 	<input type="radio"/> 

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The Technology

Latest smart Indoor Positioning System (IPS)

- **Beacons Sensors**
- Adjustable to meet study requirement
- **Handheld Devices**
- Any Bluetooth devices (smart phones,...)
- Running Mobile app
- Users are not identifiable
- **Backend Application**
- Cloud based solution
- Stand alone
- No integration



The data points

Data is the star of this survey

- **Now (Beacon - 2017)**
- 200,000 Data points
- 5 weeks
- 350 Clinical Days
- 8,400 Hours recording
- Instant Result
- Under 10,000 \$

DATA



500

TIME



1/4

- **Before (Harvard – 2012)**
- 400 Data points
- 5 Months
- 100 Clinical Days
- 400 Hours recording
- 3 Months Processing
- Over 100,000 \$

The Environment

High end private hospital, patient focused

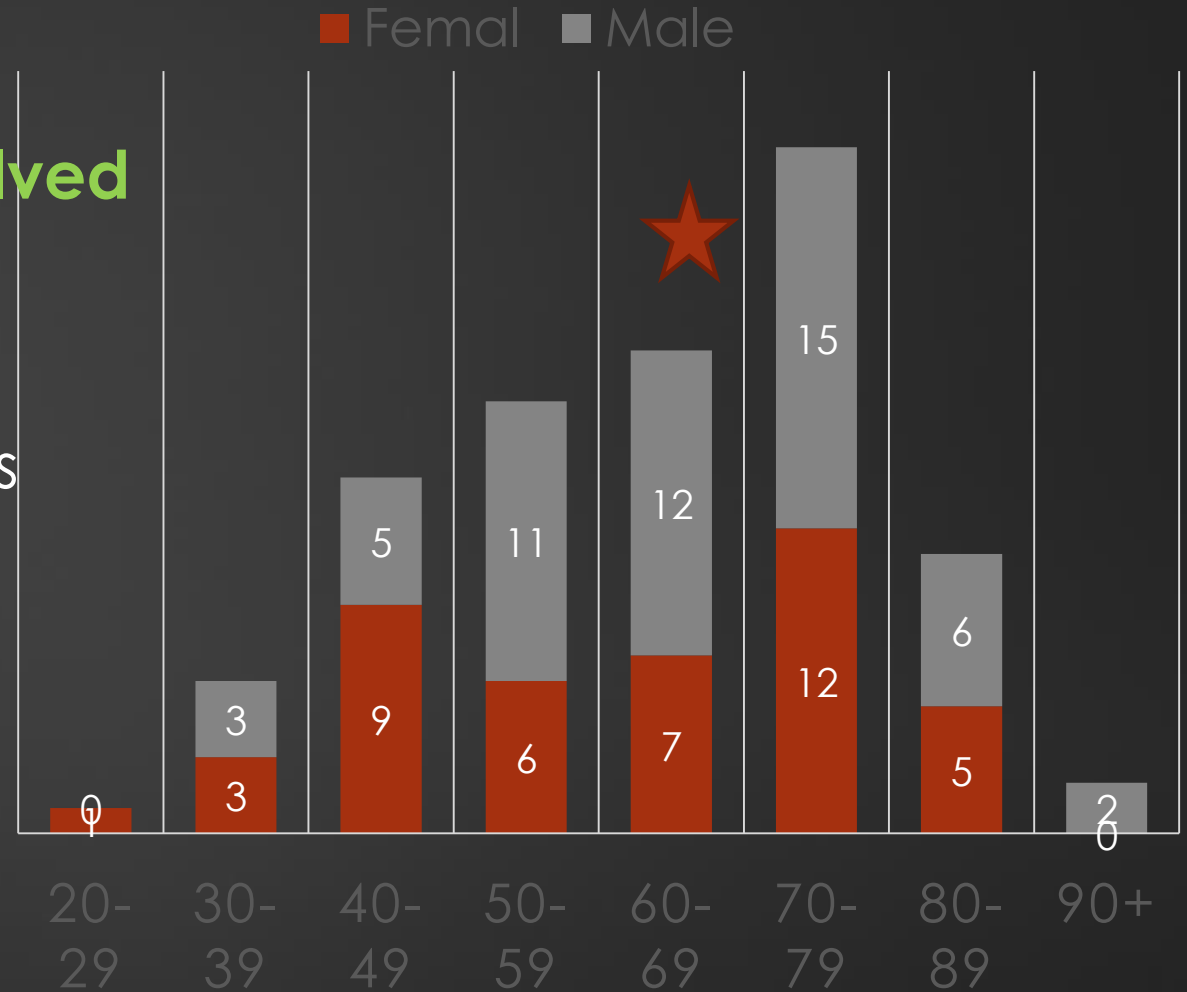
- **The Beacon Hospital**
- Modern Private hospital based in Dublin (2006)
- 210 Beds, 9 operating theatres
- Over 1,000 healthcare professionals
- 12,000 Inpatient / year,
- 140,000 Outpatient visits / year
- **The Ward:**
- 10 specialties: Post operative, urology, gynaecology, vascular,...
- 28 beds: 12 Singles, 8 double rooms



The Patients

Patients were hard to get involved

- 97 Patients in the survey
- Average Age: 63 years old
- Average LOS in Ward: 7.4 Days
- 5 weeks period (May - June)
- Electronic Survey helped
- 70% Responses



The Staff

Nurses were worried at first

- 10 Nurses
- Day Shift: 7 FTE
- Night Shift: 3 FTE
- 2 x 12 hours Shifts: 7:00am –7:00pm

Giving nurses peace of mind:

- Data will demonstrate your good work
- Data will help you to quantify resource shortage
- Data is used to analyse the Process not the Person, the data totally anonymised



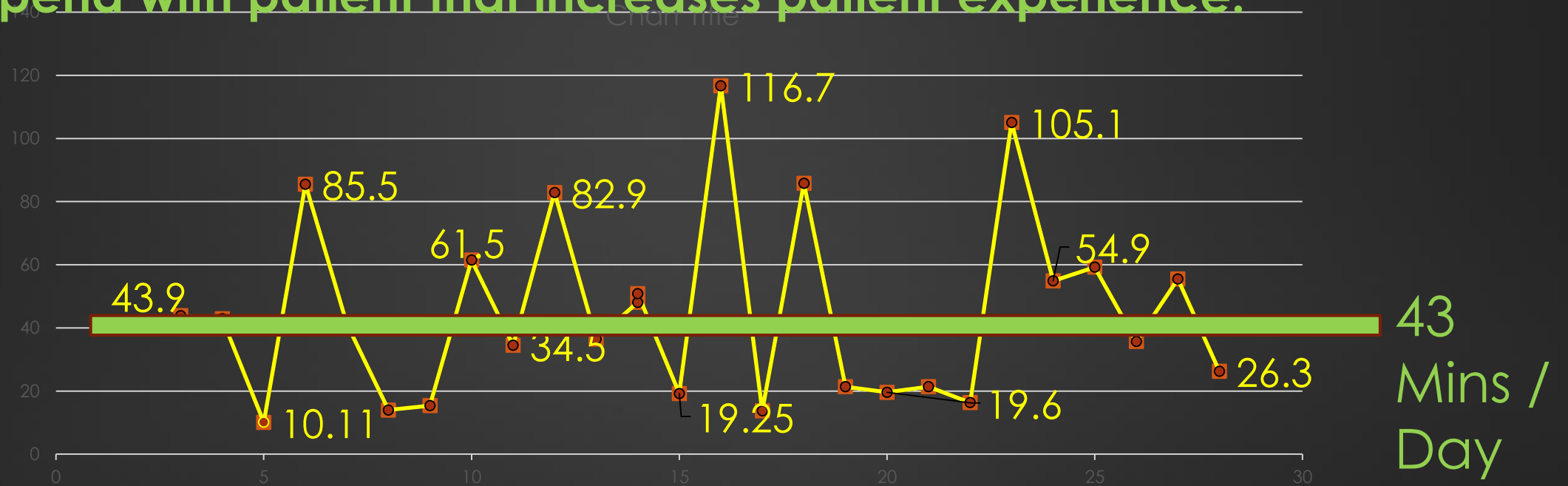
Patient Experience Result

Very high patient satisfaction across all dimensions.



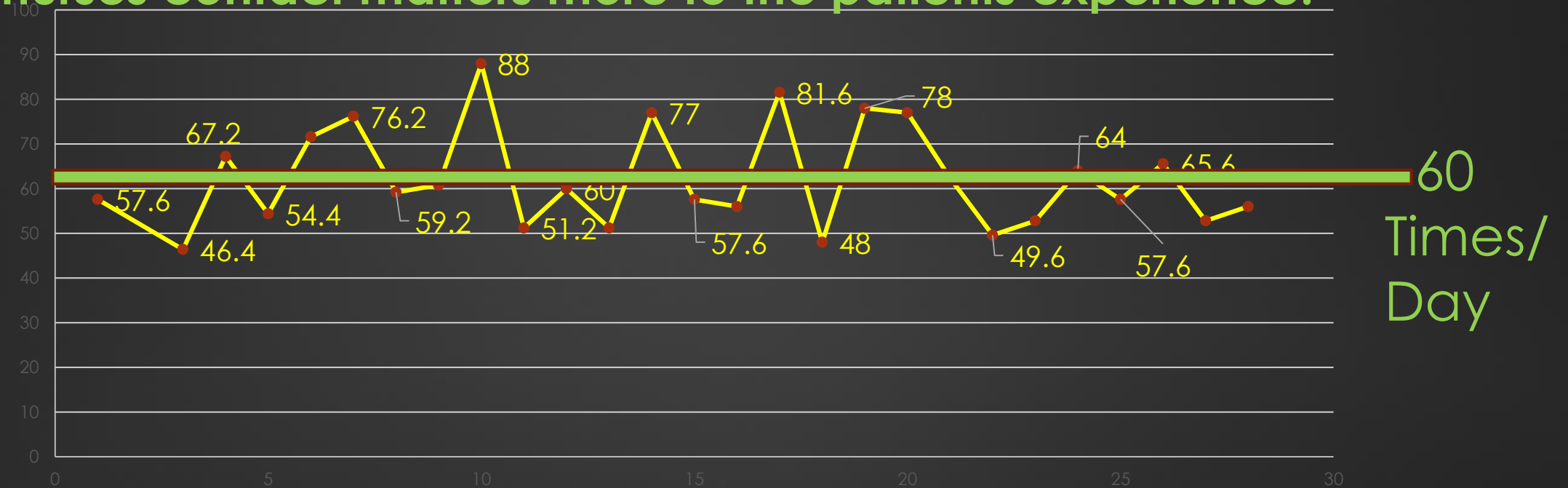
Direct Nursing Time

Wide variances from the mean, suggest It is not how long nurses spend with patient that increases patient experience.



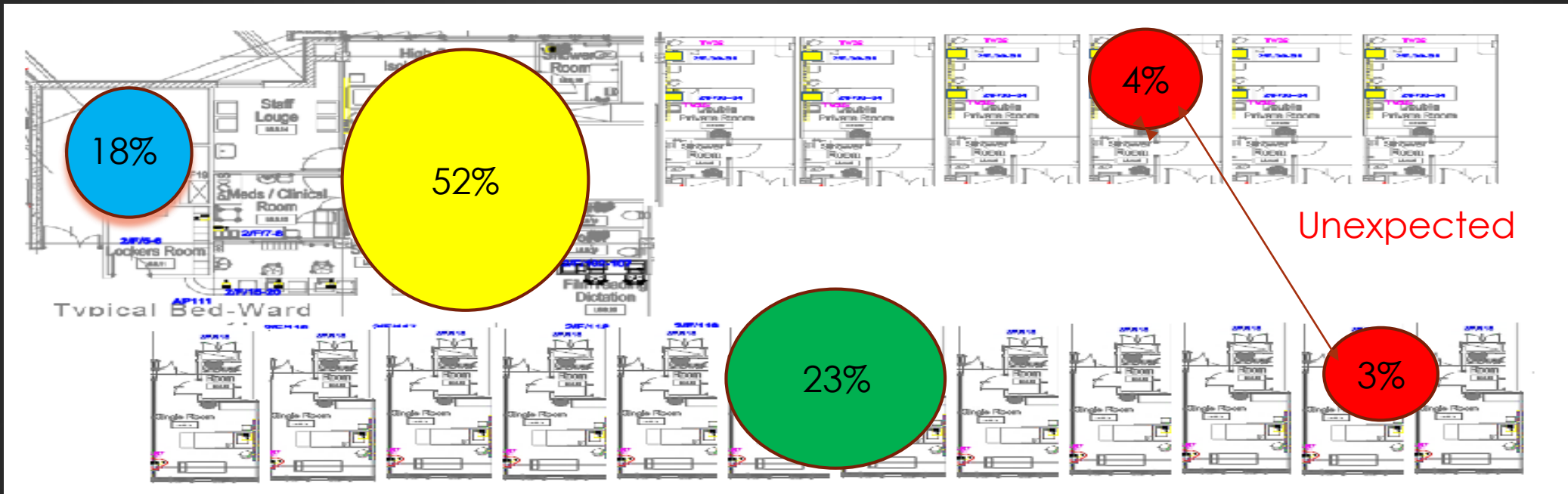
Direct Nursing Contact

The narrower variance from the mean, suggest the frequency of nurses contact matters more to the patients experience.



Direct Nursing Workflow

Inefficient work patterns, poor pharmacy supply, time consuming data entry, lower direct nursing time.



The Learning

- Frequency matter more than duration
- Low direct care time chocked nurses
- Patient experience is multidimensional
- Direct nursing care is only one dimension



The Journey

- Immediate, large volume and accurate data can help us to drive patient value in our healthcare system



Thank YOU!