

icare FOSTERING A WELCOMING ENVIRONMENT

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M.S. in Project Management

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PROJECT OBJECTIVE



Project Title: **icare** Fostering a Welcoming Environment

Objective: Foster a warm, welcoming environment across hospital settings to improve patient experience through staff trainings



PROJECT OVERVIEW



Setting: Major academic medical center

Goal: Improve patient experience through the fostering of a warm, welcoming environment across hospital settings

Deliverables:

Creation and facilitation of in-person and virtual **icare** Learning Lab training sessions

Development of **icare** Huddle message template

Additional hospital-wide communications as needed

PROJECT OVERVIEW



Timeline: July 31, 2020 – June 30, 2021

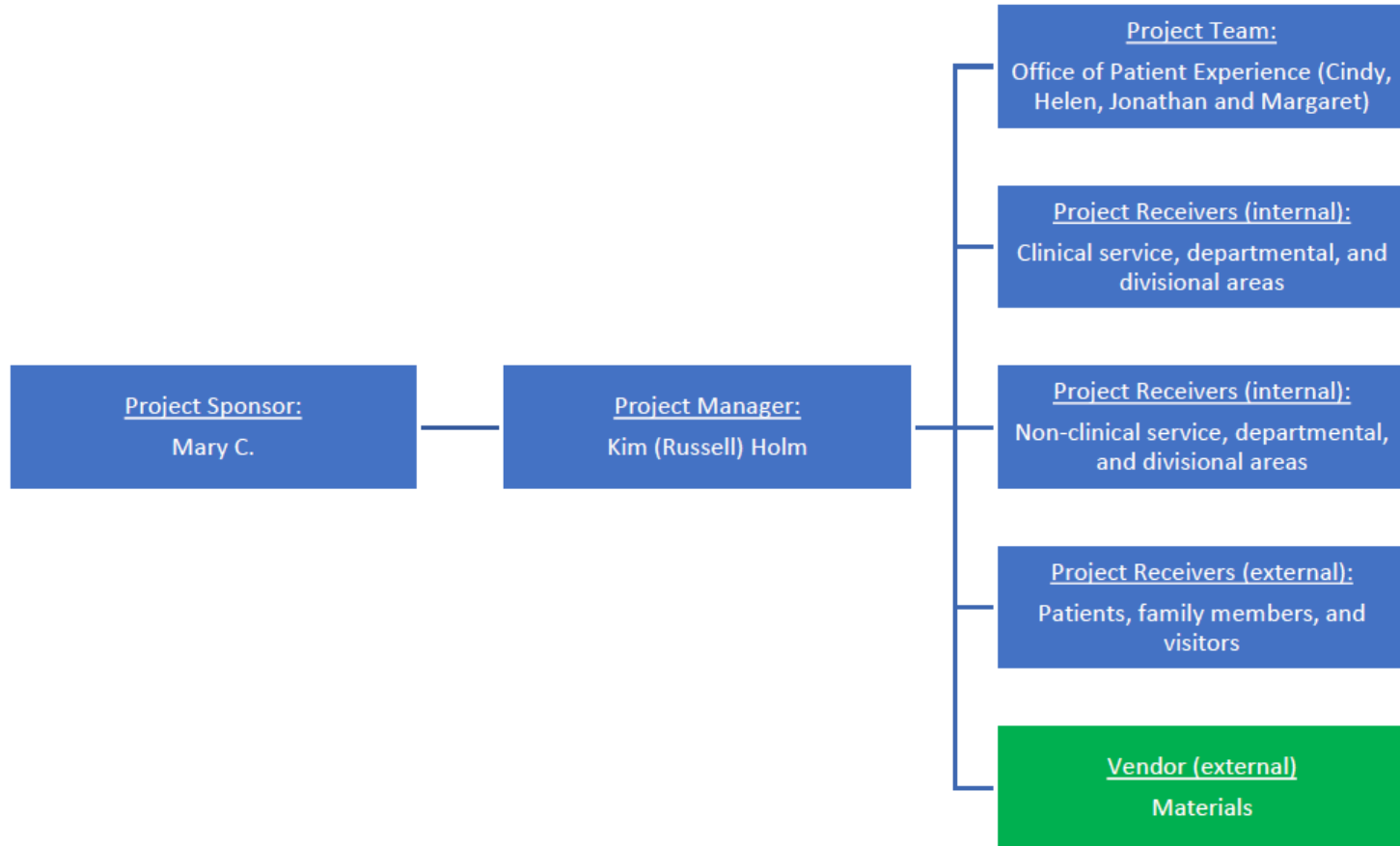
Budget: \$10,000 or less

Success Factors:

At least 250 staff members complete training by June 30, 2021

Significant improvement shown (defined as $\geq 40\%$ increase) in pre and post training session measurements

PROJECT ORGANIZATIONAL CHART



HIGH-LEVEL TIMELINE

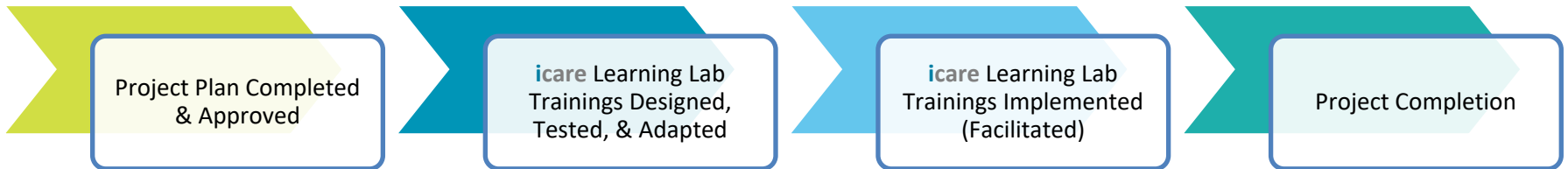


July 31, 2020

August 2020 – January 2021

February 2021-June 2021

June 30, 2021



TOP CHALLENGES



Unpredictable operational demands:

- Hospital staffing and capacity challenges prevent staff from attending **icare** Learning Lab training session

COVID-19:

- Acknowledging and coping with staff burnout
- Navigating restrictions for in-person gatherings

Technology:

- In-person **icare** Learning Lab training session – presentation slide deck fails
- Virtual **icare** Learning Lab training session – trouble with Zoom platform and/or staff members joining

RESULTS



- Attendees: 348 staff members
- Pre and Post Training Session Measurements:
 - Knowledge of **icare** model = 45% improvement
 - Importance of nonverbal communication = 53% improvement
- Materials: 51% spent (\$5,120 spent of \$10,000 budget)

Success!



CONCLUSION



Fostering a warm, welcoming hospital environment is accomplished one interaction at a time

icare Learning Lab training sessions provided staff with:

- Increased staff awareness that everyone, regardless of role, impacts the patient experience
- Support and skill development to enhance their interactions with others including patients, their families, visitors, and colleagues
- Real-life patient comments on their experience as related to their departmental/divisional area

CONCLUSION

How we **Communicate**, **Advocate**, **Respect**, and **Empathize** makes an impact



Patient Comments

“Even with the COVID requirements, staff did a great job of being friendly and welcoming.”

“They always treated me with respect and dignity and made me feel relaxed and not anxious. Professional, empathetic, and kind.”

“The entire staff has been amazingly warm and supportive...they really care about people.”

CONCLUSION

How we **Communicate**, **Advocate**, **Respect**, and **Empathize** makes an impact



Staff / Attendee Comments

“I really enjoyed how informative this lab was.”

“Thanks so much for reminding all of us on how to interact with others no matter what our title is. Very important topic as with our busy schedules we need to remember to put ourselves in other people’s shoes.”

“It was engaging and helpful.”

Questions?

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