



**Mount
Sinai**



Mount Sinai Patient Experience Newsletter

The Joseph F. Cullman, Jr. Institute for Patient Experience

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Grace Marin, right, coaching Nicole Singletary, NA (left) of Mount Sinai Roosevelt



*Sandra Myerson, Senior Vice President,
Chief Patient Experience Officer
The Joseph F. Cullman, Jr. Institute for
Patient Experience*

Hourly Rounding... It's Not Just About the 4 P's

By Grace Marin, MSN, MBA, RN

When I began educating Registered Nurses (RN) and Patient Care Associates (PCA) on hourly purposeful rounding about six years ago, I thought rounding was mainly focused on asking patients about the 4 P's: Pain, Position, Potty (bathroom needs), Personal belongings/Possessions. Now, my understanding and experience of purposeful hourly rounding has changed significantly. Rounding is more than reciting a script, it is about connecting with patients and their loved ones as they go through unfamiliar procedures, a foreign environment, and deal with the unknown.

Let me share a personal story. Approximately three years ago, my eldest brother who resides in Costa Rica required a renal transplant. He chose to have the transplant at The Mount Sinai Hospital due to our wonderful reputation. I didn't know what to expect while functioning as an advocate and spokesperson for my family. The other pressing matter on my mind was the real possibility of his two sons being left without either parent... you see, their mother suddenly passed away just 3 years prior. Fortunately, my brother did very well!

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MOVING FORWARD

**By Sandy Myerson, MBA, MS,
BSN, RN**

I am delighted to be part of the leadership team at here at Mount Sinai, and to work with all of you to improve the patient experience across every aspect of the Health System.

My role as Chief Patient Experience Officer is to develop, lead, and foster the growth of a patient-centered culture that provides safe, compassionate, coordinated, and exceptional care across all inpatient and outpatient settings throughout the Mount Sinai Health System. Our aim is to be the best healthcare provider in the metropolitan region, and in the top ten percent of all healthcare organizations in the country by 2019 – just four years from now!

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Moving Forward *(Continued from Page 1)*

I am confident that with all the talented Team Members we have across our system, we will be successful!

There are five key drivers to achieving this goal – and many of you are already working on these:

- Hourly Rounding on patients (see Grace Marin’s article on Page 1)
- Daily Rounding on patients by Clinical Nurse Managers
- Leadership Rounding on Team Members
- Enhancement of Physician Communication Skills
- Transparent Patient Experience Scores by Physician

I listed hourly rounding first, as it is the most important activity caregivers can do to instill confidence in our patients that we will provide safe, compassionate care. When done well, we make a personal connection with our patients, and this in turn helps reduce their anxiety and improves their confidence in our ability to care safely for them. We need all caregivers to round consistently - with care, concern, and compassion. Very good communication skills do not come

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easily to everyone; we all know that “practice makes perfect” and so, we must practice and grow our skills

so we routinely communicate with empathy and compassion. Although our primary focus right now is on inpatient areas, hourly rounding on patients also works well in the Emergency Department and other ambulatory areas to keep patients informed and to reduce their fear and anxiety.

Similar to hourly rounding by frontline caregivers, daily rounding by Clinical Nurse Managers is another best practice that provides patients with the assurance that the leader responsible for that clinical area is aware, involved, and committed to ensuring patients receive the highest quality care possible. And as with hourly rounding, although we are focused primarily on inpatient areas currently, this best practice for improving the patient experience is easily applied in outpatient and ambulatory settings.

I will provide more details about the remaining key drivers in the next edition of the *Mount Sinai Patient Experience Newsletter*, so stay tuned!

As we partner on this journey to improve the patient experience, I would love to hear your feedback and suggestions! Please let me know if you have found something to improve how we deliver care that we can implement throughout the Mount Sinai Health System. Please email me at: sandra.myerson@mountsinai.org

A History of the Cullman Institute



From Left to Right: Edgar M. Cullman, Jr., Susan M. Cullman, Edgar M. Cullman, Sr.

The Cullman family has been a part of The Mount Sinai Hospital from its establishment in 1852. With two family members serving on the first Board of Directors, there has been a Cullman on the Board of the hospital ever since. The Cullman family has proudly watched and participated in Mount Sinai’s growth, always celebrating in its excellence and being particularly proud of front-line staff members who provide compassionate and high quality care.

The Cullman Institute was established in November of 2002 through the generosity of Trustees Edgar Cullman, Joseph Cullman, and Lewis Cullman in honor of their father, Joseph F. Cullman, Jr. At the present time, Susan Cullman and Edgar Cullman, Jr. serve on the Board of Trustees and oversee the activities of the Cullman Institute.

The Cullman Family recognizes that hospitals face enormous challenges in today’s world, including soaring expenses, lower government reimbursements, increases in the number of patients served, changes in delivery systems, advances in medical science, and complicated and time consuming paperwork. In short, hospitals face enormous distractions from providing individualized and personal attention to patients.

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Sitting Left to Right: Arthur Cullman, Frances Cullman Jacobs, Joseph Cullman III. Standing on Left: Lewis Cullman, painting behind him is his father Joseph F. Cullman, Jr. Standing on the Right: Edgar M. Cullman, Sr, painting behind him is his Grandfather, Joseph Cullman, Sr.

A History of The Cullman Institute

(Continued from Page 2)

Often patients and families feel lost in the system. The Cullman Institute seeks to be a leader in the world of health care by discovering the means and resources to promote not only quality technical care, but also care that is sensitive and compassionate.

The Cullman Institute works in partnership with the Board of Trustees, hospital leadership, physicians, nurses, trainees, clinicians from other disciplines and all staff members from the Mount Sinai Health System, as well as volunteers and members of the community, recognizing that each individual makes a unique contribution to the patient’s experience. The Cullman Institute makes visible the belief that an excellent patient experience is tantamount to quality health care.

The Nurse Manager Rounding Cards are Here!

The Cullman Institute is providing inpatient Nurse Managers with Rounding Cards across the health system. The cards began as a pilot for select units at Mount Sinai Hospital, and they have been such a huge success they are being provided system-wide to all Nurse Managers. Double sided in English and Spanish, the cards feature a photograph of the manager along with their contact information and space for a personal note.



Welcome to Neonatal Intensive Care Unit (NICU)!
Hello, my name is Shaina Martinez MSN, RN
Nurse Manager, Patient Care Services

Your care, safety, and comfort are our priority.
Please let me know what my team and I can do to make your stay with us excellent!

Please call or email me:
Office: 212-420-4123 • Cell: 347-541-1412
smartinez@chpnet.org

Courtesy of The Joseph F. Cullman, Jr. Institute for Patient Experience

Note:

*Thank you for choosing
Mount Sinai Beth Israel*



¡Bienvenido a Séptimo Piso!
Hola, mi nombre es Lenny Gorelik MSN, RN, NEA-BC
Enfermero Clínico Supervisor

Es nuestra prioridad brindarle atención médica, seguridad y comodidad. Dígame lo que mi equipo y yo podemos hacer para que su estadía con nosotros sea excelente.

Ullámeme o envíeme un correo electrónico/email:
Oficina: 212-979-4197
lgorelik@nyee.edu

Courtesy of The Joseph F. Cullman, Jr. Institute for Patient Care

Notas:

*Gracias por elegir al
New York Eye and Ear*



Hourly Rounding...It's Not Just About the 4P's

(Continued from Page 1)

Although I have been a nurse for over 26 years, the experience of being a helpless family member was very different and quite frankly... extremely SCARY! I found myself being "one of those family members" who often made the day challenging for healthcare providers. However, this experience changed my perception on why patients/families "ask incessant questions, become angry for no apparent reason, are overly demanding, and are not compliant". I now have an intimate understanding about what is really beneath the often unpleasant retorts; patients/families are often consumed with the more primal and intense emotions of fear and anxiety. Hourly purposeful rounding is beyond the 4 P's, it is also about actively choosing to "step into the shoes" of our patients/families, even for a moment, and to express a sincere concern for their well-being.

*Hourly Rounding Simulation Training is in progress at Mount Sinai Hospital, Mount Sinai Queens, Mount Sinai Beth Israel, Mount Sinai Beth Israel Brooklyn, Mount Sinai Roosevelt, and Mount Sinai St. Luke's.



Role playing to refine and enhance meaningful patient-team member interaction during hourly rounding. From Left: Grace Marin, MSN, MBA, RN and Nicole Singletary, NA of Mount Sinai Roosevelt.

Leadership Rounding

Leadership Rounding is a powerful tool that positively affects both employees and patients! It gives front-line caregivers an opportunity to connect with senior leaders, share how they are providing kind and compassionate care to their patients, and to let leaders know what they need to improve the care they provide. It is a very good way for leaders to understand more fully the challenges that exist in delivering exceptional compassionate care, to recognize those team members who are going above and beyond, and to help remove barriers to providing great care. The information collected is enormously valuable; leaders discuss, review, and share with leaders at every level of their organization as we all work to improve the patient experience. Mount Sinai Queens was the first hospital in our healthcare system to implement leadership rounds, and by the end of this month, leadership rounding will be occurring in every hospital in the Mount Sinai Health System.



Rounding with Senior Leadership at Mount Sinai Hospital. From left to right: Maureen Holley, RNC, MSN, Case Manager; Tao Xu, MD, Clinical Instructor, Medical Director, 9-West; Keisha Berglund, LMSW, Social Worker; Helen Brannon, MBA, RN, Senior Director of Admitting and Throughput



From left to right: David C. Thomas, MD, MHPE, Professor of Medicine, Icahn School of Medicine at Mount Sinai; Angie Begonia, DNP, ACNP-BC, RN, Clinical Nurse Manager; Maureen Holley, RNC, MSN, Case Manager

The Joseph F. Cullman, Jr. Institute for Patient Experience

Phone: 212-659-9333

E-mail: thecullmaninstitute@mountsinai.org

Mount Sinai Health System Hospital Campuses:

Mount Sinai Beth Israel, Mount Sinai Beth Israel Brooklyn, The Mount Sinai Hospital, Mount Sinai Queens, Mount Sinai Roosevelt, Mount Sinai St. Luke's, New York Eye and Ear Infirmary of Mount Sinai