



Digestive Health Clinic, LLC

Idaho Endoscopy Center, LLC

Erin Brown, RN

Director of Nursing Services



Digestive Health Clinic (DHC)



- State-of-the-art physician-owned outpatient healthcare facility
- Provides for the comprehensive care of diseases of the digestive system and liver for adult patients
- Performs endoscopic procedures (EGD and colonoscopy) in the Idaho Endoscopy Center (IEC), an AAAHC accredited free-standing ambulatory surgery center (ASC)



DHC's Medical Staff

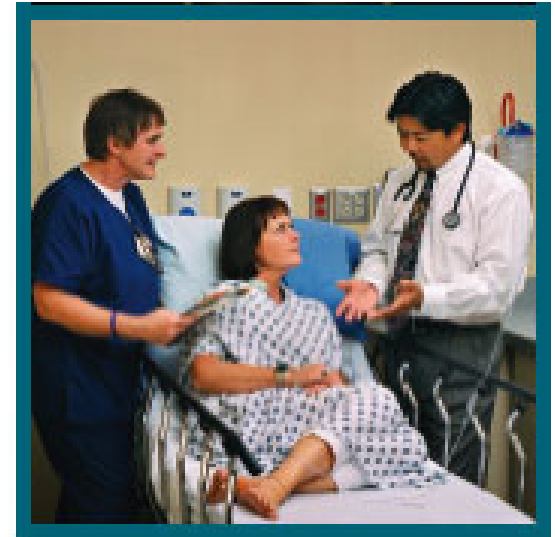
- DHC's seven physicians and two nurse practitioners evaluate and treat patients in the outpatient clinic area.
- Our physicians practice in the ASC and other outpatient/inpatient hospital facilities in the valley.



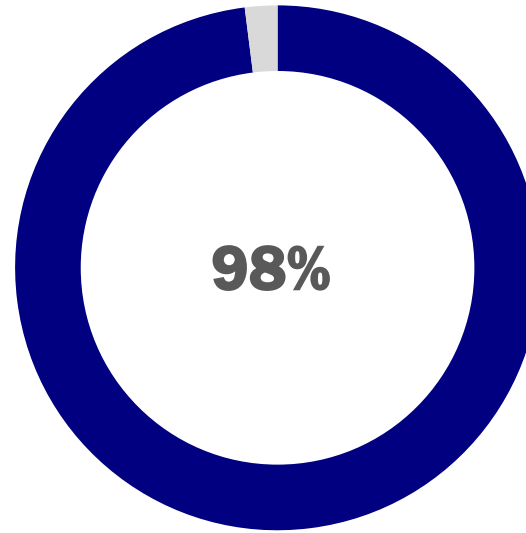
Idaho Endoscopy Center Structure



- 4 pre-op rooms, 4 procedure rooms, 5 recovery rooms, and 5 step-down stations
- Full time staff: 11 RNs, 1 LPN, 7 CMAs
- Part time/prn staff: 3 RNs
- One Endoscopy Manager
- Only our physicians practice in the IEC

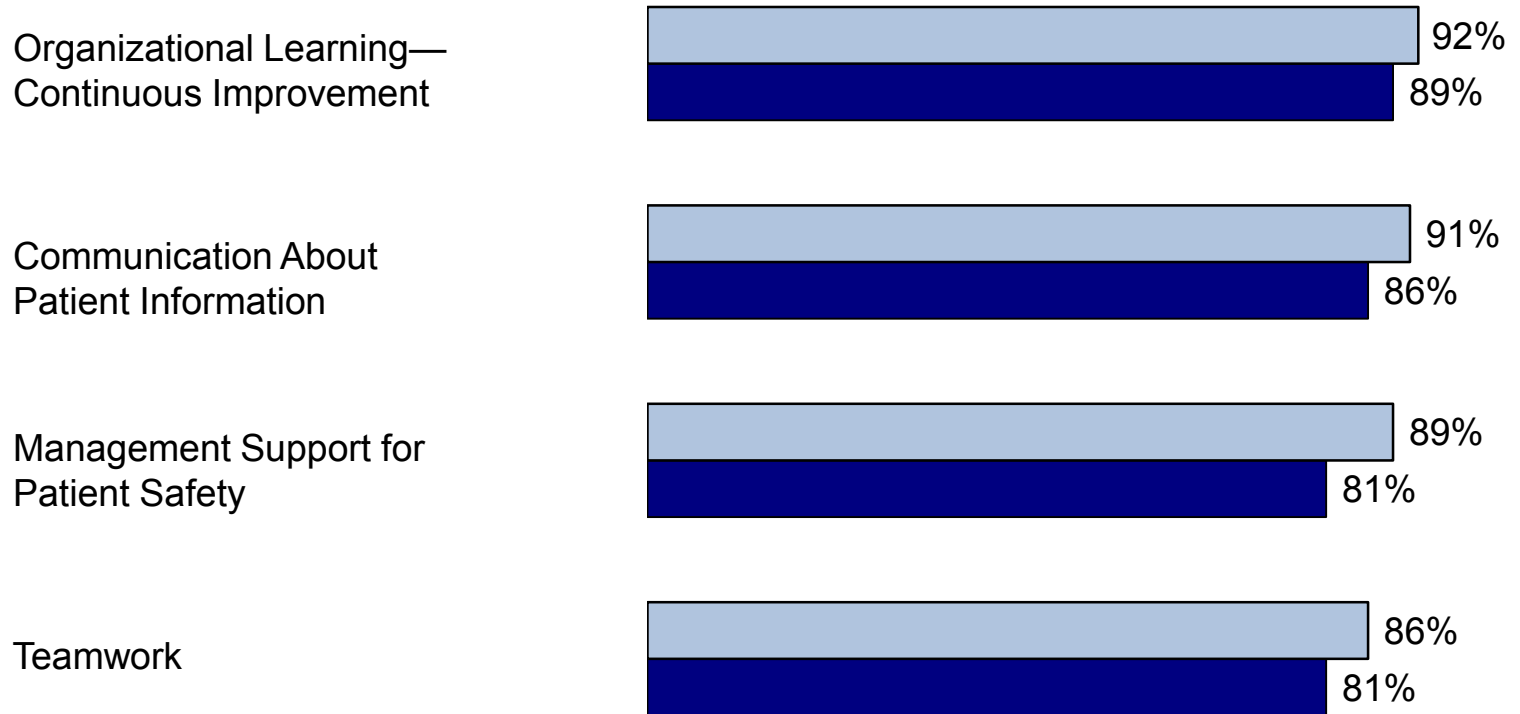


Response Rate



- 49 out of 50 surveys were completed

Survey Results



□ Pilot ASCs
■ DHC ASC

Survey Results



□ Pilot ASCs
■ DHC ASC

Reactions & Follow Up



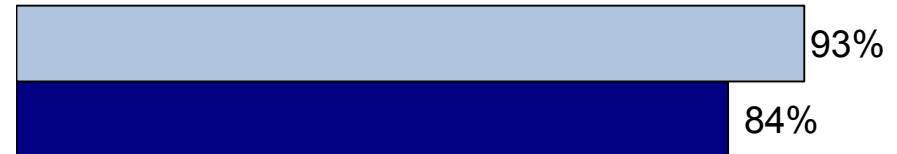
- Shared results in a staff meeting
 - Managers were surprised about some of the results because staff do not always speak up during meetings
- During the survey period, our endoscopy center was going through a staff transition
- Decided to focus on
 - Communication Openness
 - Staffing, Work Pressure and Pace
 - Staff Training
 - Response to Mistakes

Communication Openness

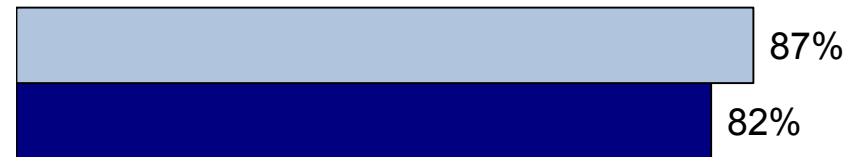


- 73% positive for DHC vs 85% for pilot ASCs

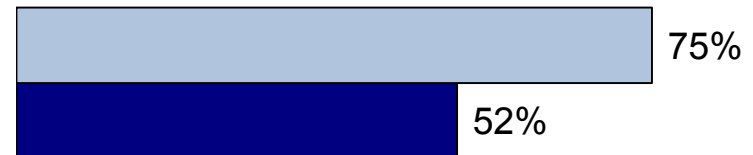
We feel comfortable asking questions when something doesn't seem right.



When we see someone with more authority doing something unsafe for patients, we speak up.



Our ideas and suggestions are valued in this facility.

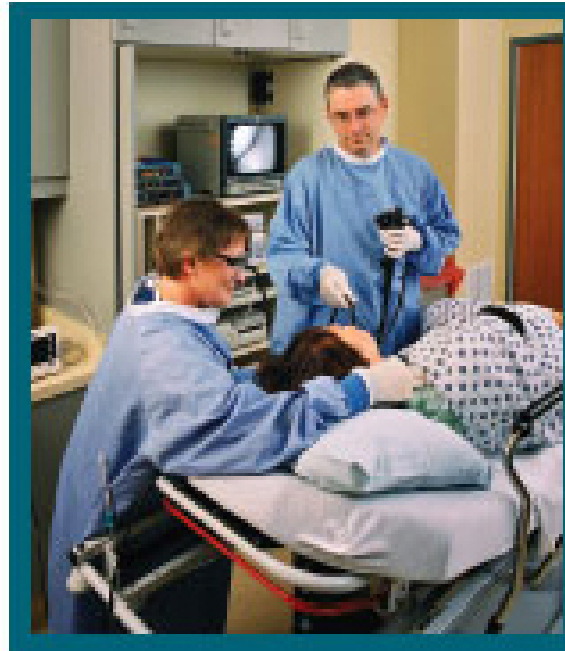


□ Pilot ASCs
■ DHC ASC

Change Implemented



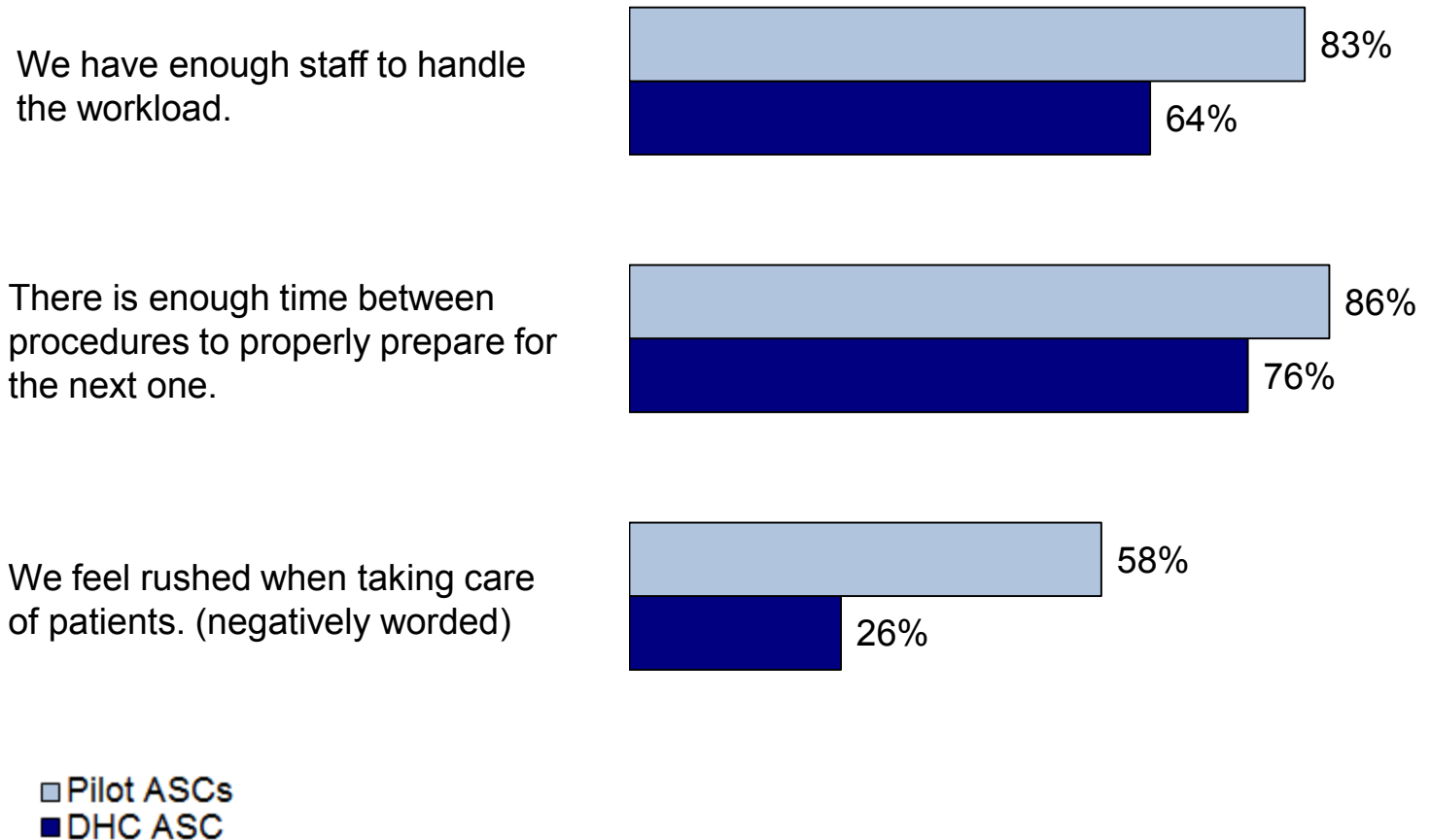
- Assigned recovery nurses to specific rooms each day to help improve face-to-face communication with physicians, facilitate continuity of care, and validate staff concerns



Staffing, Work Pressure & Pace



- 55% positive for DHC vs 76% for pilot ASCs



Change Implemented



- Trained certified medical assistants to remove patient IVs prior to discharge when there is a shortage of nursing staff



Staff Training



- 79% positive for DHC vs 78% for pilot ASCs

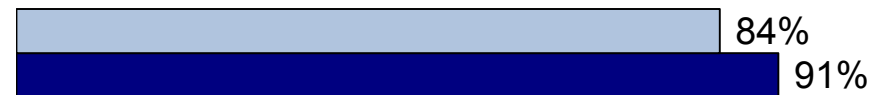
Staff who are new to this facility receive adequate orientation.



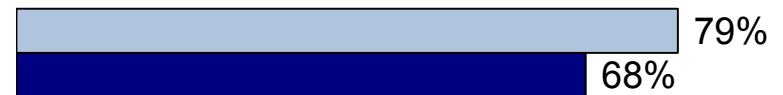
Staff feel pressured to do tasks they haven't been trained to do. (negatively worded)



We get the on-the-job training we need in this facility.



Staff get the refresher training they need.

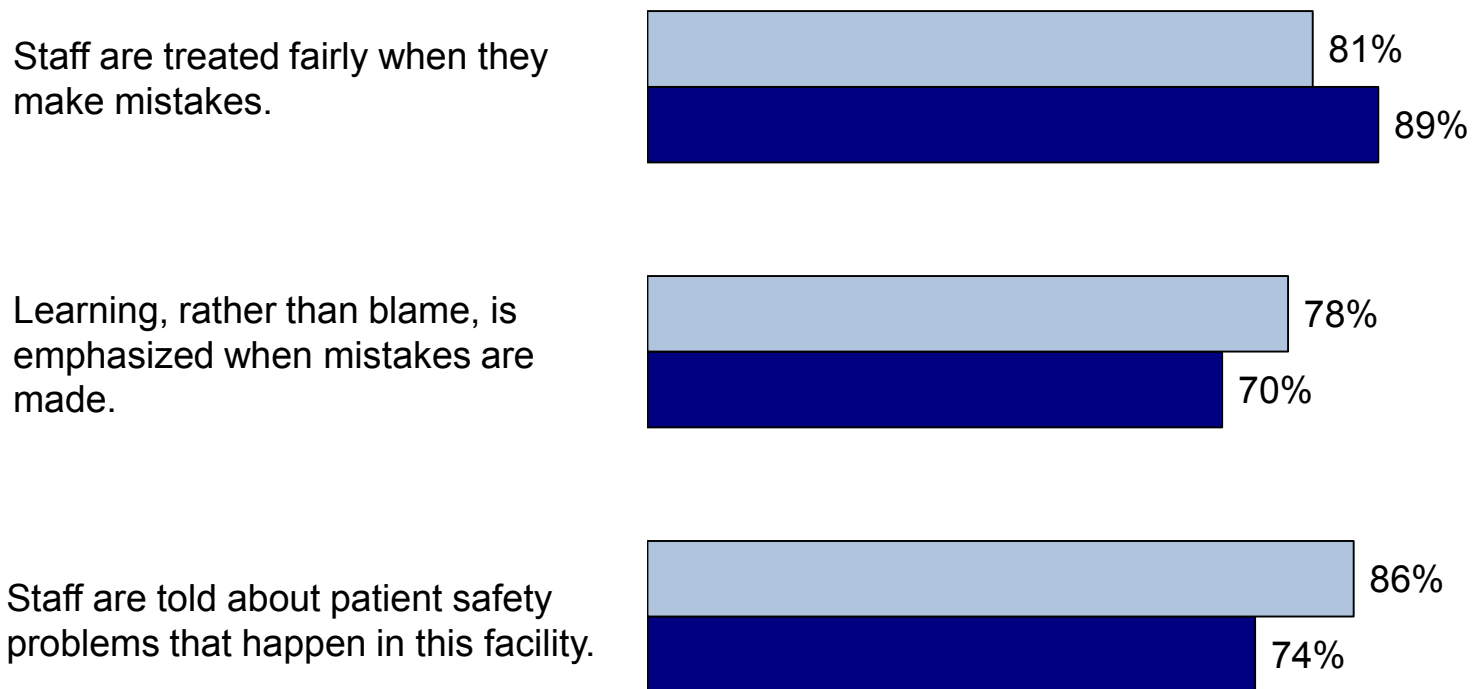


□ Pilot ASCs
■ DHC ASC

Response to Mistakes



- 78% positive for DHC vs 82% for pilot ASCs



□ Pilot ASCs
■ DHC ASC

Change Implemented



- *Staff Training:* Provided additional drills and staff training to develop more confidence in performing tasks
- *Response to Mistakes:* Continued treating mistakes as learning opportunities



Going Forward



- Continue to collaborate with other departments on workflow improvements
- Initiate staff competencies evaluations more frequently
- Perform periodic company-wide re-surveys
- Continue to share survey results
- Strengthen Patient Safety Sustainability Plan

