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# IMPROVE YOUR PATIENT EXPERIENCE: PROVEN CHANGE AGENTS

A Case Study

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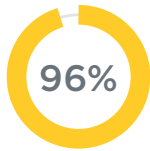




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# PROACTIVELY IMPROVE PATIENT SATISFACTION SCORES WITH THE PX ASSESSMENT TOOL

Patient satisfaction scores are one of the most critical assessments for hospitals and healthcare systems. To boost their scores, they need effective ways to improve patient care services. One tool that is improving scores across the country is the Aramark Patient Experience (PX) Assessment Tool.



**96%** of patient complaints are related to their overall experience, not just medical care.

— ADVISORY BOARD

## A New Way to Boost Patient Satisfaction Scores

The PX Assessment Tool helps create a repeatable business model that can sustain and improve patient satisfaction scores by facilitating patient experience improvements in food and nutrition services (FNS). The PX assessment must be an ongoing process. Moreover, it can be helpful particularly when a facility has an at-risk or low-performing FNS program or when target scores for patient satisfaction incentives are unable to be met or exceeded.

## How the PX Assessment Tool Works

The process begins with an initial assessment of a facility's FNS program. Then programs and change agents are deployed to improve patient satisfaction scores at the hospital. After they've been in place for a specific period of time, PX assessments are deployed to determine the impact. Special features of the assessment include the following factors:

- ▶ Innovation execution
- ▶ Patient, family and caregiver engagement
- ▶ Service excellence



# ARAMARK PATIENT EXPERIENCE TOOL AND CHANGE AGENTS

Aramark utilizes three main programs to assess and measure patient experience scores: Adopt-A-Floor, Encore! Encore! and PatientConnect.

## PX Assessment Scoring Methodology

- FNS assessments are conducted every 30, 60 or 90 days, depending on achievement level and score
- Assessments are executed over one to two days
- Assessment totals 39 points
- Overall goal score of PX Assessment is 90% or greater
- Action planning takes place to establish SMART (specific, measurable, attainable, realistic, time-bound) goals
- Ongoing communication with team members takes place to support continuous improvement

## Adopt-A-Floor Improves Nurse Engagement and Collaboration

This program is a unique approach for increasing patient and nursing satisfaction through stronger nursing engagement. The hallmark of the program is discovering new opportunities to solve patient challenges and allowing nurses to focus on patient outcomes and experiences. A manager is assigned to each unit to:

- ▶ Establish and monitor goals and improvements.
- ▶ Survey nurses a minimum of three times per week
- ▶ Answer patients' FNS concerns and questions
- ▶ Assist nurses with any patient and/or caregivers' needs or requests
- ▶ Ensure food in the unit pantry meets safety requirements, such as storage, labeling and temperature



## Encore! Encore! — Encourage Employee Support

This manager and employee recognition platform acknowledges Aramark managers who perform their jobs according to an hospital's values. The program creates opportunities to celebrate and encourage stellar work, especially work that enriches and nourishes patients' lives. Notably, the managers learn to take every opportunity to say "thank you" to Aramark team members for a job well done. Program highlights include:

- ▶ Team members are honored for their dedication with special recognition and rewards at Milestone Career Anniversaries, including 5, 10, 15 and 20 years
- ▶ Annual Employee Appreciation Day celebrations are held
- ▶ Front-line managers are recognized when they interact with their communities in meaningful ways
- ▶ District managers personally congratulate and thank winners with an award from the Encore! Encore! program
- ▶ Regional senior leadership managers congratulate and thank winners with an award from the Encore! Encore! program

## PatientConnect — Proactively Satisfying Patients

This is a cutting-edge, patient-focused mobile scoring technology that delivers real-time insight to enable hospitality team members to monitor patient satisfaction and take proactive measures to elevate the patient experience. PatientConnect makes it possible for organizations to execute the following actions:

- ▶ **Assess** — Gauge the impact of support services on patients' experiences and satisfaction scores
- ▶ **Empower** — Teams learn to take proactive steps to deliver optimal patient experiences
- ▶ **Respond** — Managers can address patients' needs before they are discharged and address any service recovery instances
- ▶ **Track** — Facilities can analyze patient feedback data along several indicators
- ▶ **Improve** — Facilities gain vital insight to enhance their patient programs and services



The PX Assessment Tool also includes staff training programs, Service Excellence and WEST (Welcome, Engage, Smile, and Thank You) observations, as well as QA programs (i.e., tray accuracy audits, tray tracking and test trays).

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## 4 HEALTHCARE FACILITIES GAIN **STATISTICALLY SIGNIFICANT** INCREASES IN PX SCORES

In the Main Line Health System, four hospitals improved percentile ranking for patient satisfaction by deploying Aramark programs and change agents.



### **Bryn Mawr Hospital**

— **up 6 percentage points** for a **7.4 percentage increase in percentile ranking from 2019 vs 2015**

Elevated percentile ranking from a low of 81 to a high of 87:

- Engaged leadership
- Adopt-A-Floor
- PatientConnect



### **Bryn Mawr Rehab Hospital**

— **up 11 percentage points** for a **15.5 percentage increase in percentile ranking from 2019 vs 2015**

Elevated percentile ranking from a low of 71 to a high of 82:

- Engaged leadership
- Adopt-A-Floor
- PatientConnect



### **Riddle Memorial Hospital**

— **up 5 percentage points** for a **6.9 percentage increase in percentile ranking from 2019 vs 2015**

Elevated percentile ranking from a low of 58 to a high of 63:

- Engaged leadership
- New PX manager position
- PE manager implemented to focus on QA standards (Redbook execution)
- Adopt-A-Floor
- PatientConnect



### **Lankenau**

— **up 12 percentage points** for a **21.1 percentage increase in percentile ranking from 2019 vs 2015**

Elevated percentile ranking from a low of 57 to a high of 69:

- Engaged leadership
- Adopt-A-Floor
- PatientConnect

Dining and staff like dining and staff performance can have a direct impact on patients' experiences and satisfaction scores. The PX Assessment Tool has proven that it can have a direct impact on boosting patient satisfaction and scores. Are you ready to take a proactive step toward higher scores? [\*\*Contact Aramark patient satisfaction experts today.\*\*](#)