Race for Relevance
In the Care Experience

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Objectives

• Discuss LAMC’s journey and the partnership between Care Experience and Volunteer Services in achieving organizational objectives.

• Share processes for integration and development of the Care Partner program

• Develop a strategic plan for DVS’s to become an integral partner of the care experience/service team.
Los Angeles Medical Center

- 560 bed hospital
- 780+ physicians
- 6,000+ employees.
- Kaiser Permanente’s largest facility in Southern California and serves as tertiary referral hospital for more than 3 million Kaiser Permanente members.

Our Mission and Vision

Mission: to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.

Vision: To be a leader in Total Health by making lives better.
Care Experience at LAMC

https://www.youtube.com/watch?v=ooCUJiIVvCw&feature=youtu.be
Volunteers are No Longer Optional!

- How many DVSs are here?
- How many DVSs know who their Care Experience/Service Leader is?
- How many meet with their CEL on a regular basis?
- Does your organization have a Care Experience/Service Council?
- How many DVSs sit at your organizations’ Care Experience/Service Councils?
- How many people report program-specific metrics to your Care Experience/Service Councils?
- How many of you know what your organization’s mission statement is?
What the present looks like...

- HCAHPS
- PFCC
- VBP
- ACA
- CMS
- CAVS
Why is data important? (WIIFM)

- What doesn’t get measured, doesn’t get done
- Evidenced-based thinking
- Roadmap for our progress
  - Realistic targets
  - Realistic and actionable measures
- **How can I make data meaningful?**
  - Make the measures relevant to your care setting
  - Limit the number of measures to the most essential criteria
  - Provide feedback in easy to understand graphics
  - Provide that feedback quickly, sooner the better
  - Show the team progress, be transparent
  - Move on to the next challenge
Metrics

- Care Partners
  - Touch points = 14,257 in 2014
  - Care Partner shift completion: 653/762 = 85.7% from January 2014-December 2014.
    - 4 hour shifts, once per week.
    - Accountability: Findings resulted in 4 CPs removed due to lack of participation.

- Director Volunteer Services role eliminated in 2014

= 6 in California
What we learned?

- Restructuring location of Care Partners
- Revise education materials
- Emphasize key expectations
- Revised data collection tool
- Select unit based on volume and ability to collect data
- 1:1 training
- Rounding on frontline staff and managers to obtain feedback
- Attendance in Unit staff meetings
- DVS rounds on unit.
How to begin the conversation?

- Self-assessment
  - Mindset
  - SWOT Analysis
- Internal Environment Assessment
- External Environment Assessment
- Department Assessment – Relevance? Adding value?
- Understand your department’s role in the Care Experience
- Understand Care Experience metrics and goals
- Identifying the Care Experience/Service Leader and infrastructure
How to begin gathering your team

- Recruitment and Retention of Volunteers
  - Community partnerships
  - Work-Based learning programs
  - Linked learning
  - Nursing schools
Take a Seat!

- How do you get a seat at the table?
- How do you get involved?
- What are your barriers? How do you plan to overcome these barriers?
- How can you support the organization's goals?
- Data… lose the “fluff and stuff”
- How do you build your confidence level
Market demands that we improve 20-40% every year to remain competitive.

Staying the same, no change, same performance = decreased results

Insanity: doing the same thing over and over again and expecting different results.
Race for Relevance: Ready, Set, Go!

https://www.youtube.com/watch?v=-sUKoKQIEC4
Where do we go from here?

- More work needs to be done to study the impact of Care Partners on the patient’s perception of care.
- We continue to seek the insights of the Care Experience Council members to make enhancements to our programs.
WE CAN MAKE A DIFFERENCE
Contact us

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