



FIRST ADMISSION CARE ENCOUNTER: F.A.C.E. TEAM

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Keywords

- Admission
- Satisfaction
- FIM® score

Objectives

To enhance the patient experience by providing:

- An initial encounter that is impressionable
- Provide information about safety
- Establish an initial relationship with patient and caregiver
- Obtain an accurate FIM® transfer score

Method

It was identified that patients were arriving and sitting in their rooms for lengthy periods of time as the staff were not aware that they had arrived. In addition, transport personnel automatically lifted the patient from stretcher to bed without offering the patient a way to transfer.

Patient satisfaction data was gathered from Press Ganey as well as FIM® transfer scores from the UDSMR® databank and reviewed. The following process was implemented to improve both the initial encounter and the admission transfer FIM® score:

- An overhead announcement to greet the patient upon arrival is heard throughout the hospital
- A group of caregivers, assigned daily to greet the patient within the first five minutes of arrival welcomes the patient and addresses any urgent issues (pain, potty, positioning, possessions)
- A welcome bag is given with a signed welcome card
- Safety instructions are given, including how to use the call light
- FIM® transfer score is obtained after patient is offered a transfer
- Survey conducted to determine effectiveness of team

Results

After five months of trial with the process (April-August 2013) findings include:

- A more accurate FIM® transfer score obtained. Prior to the implementation of the F.A.C.E. team, initial FIM® transfer scores were not captured accurately as the transport personnel were lifting the patient from stretcher to bed. Now, the patient is offered a way to transfer and scored accordingly
- Patient survey showed that they were greeted timely and given a welcome bag

Comments include:

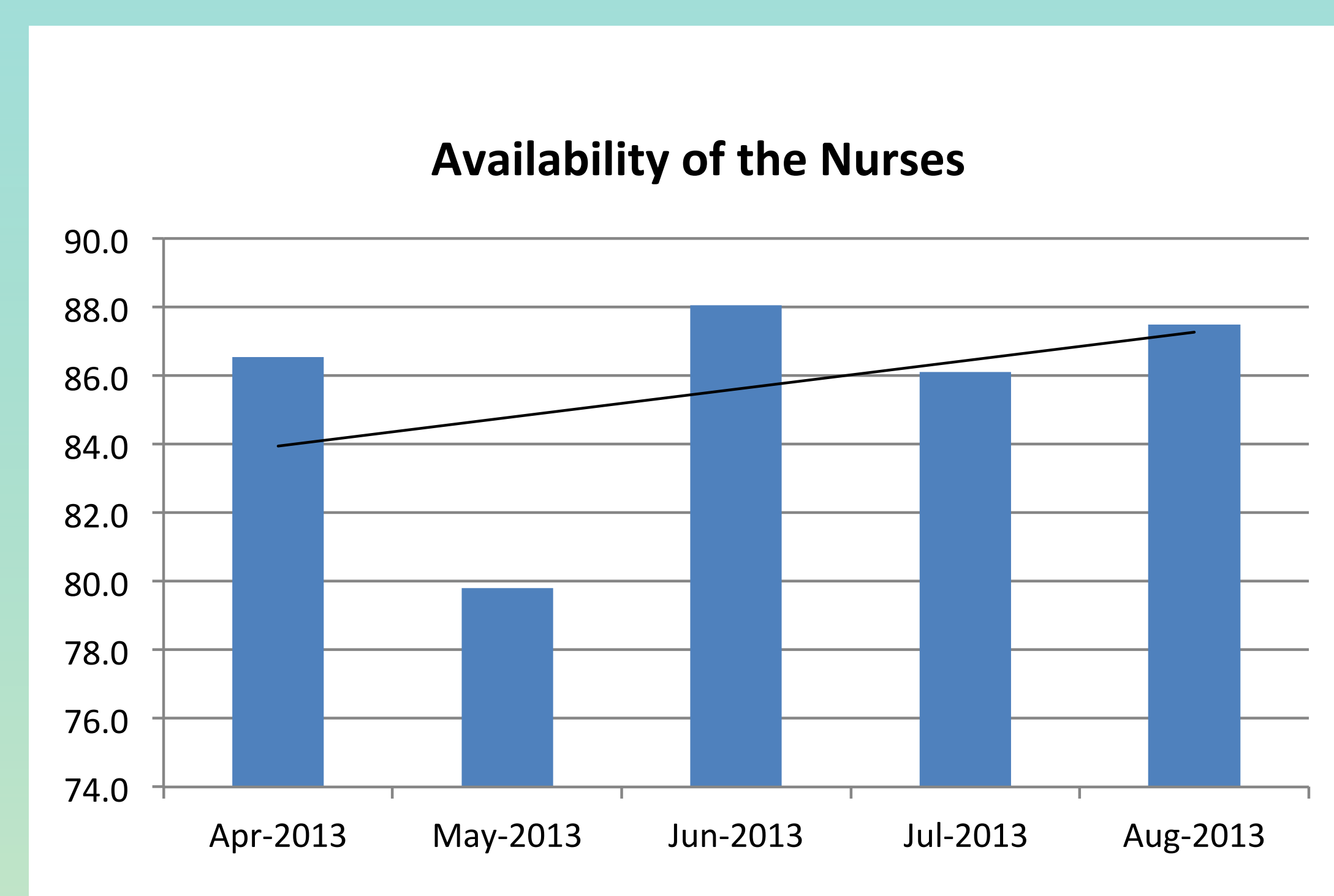
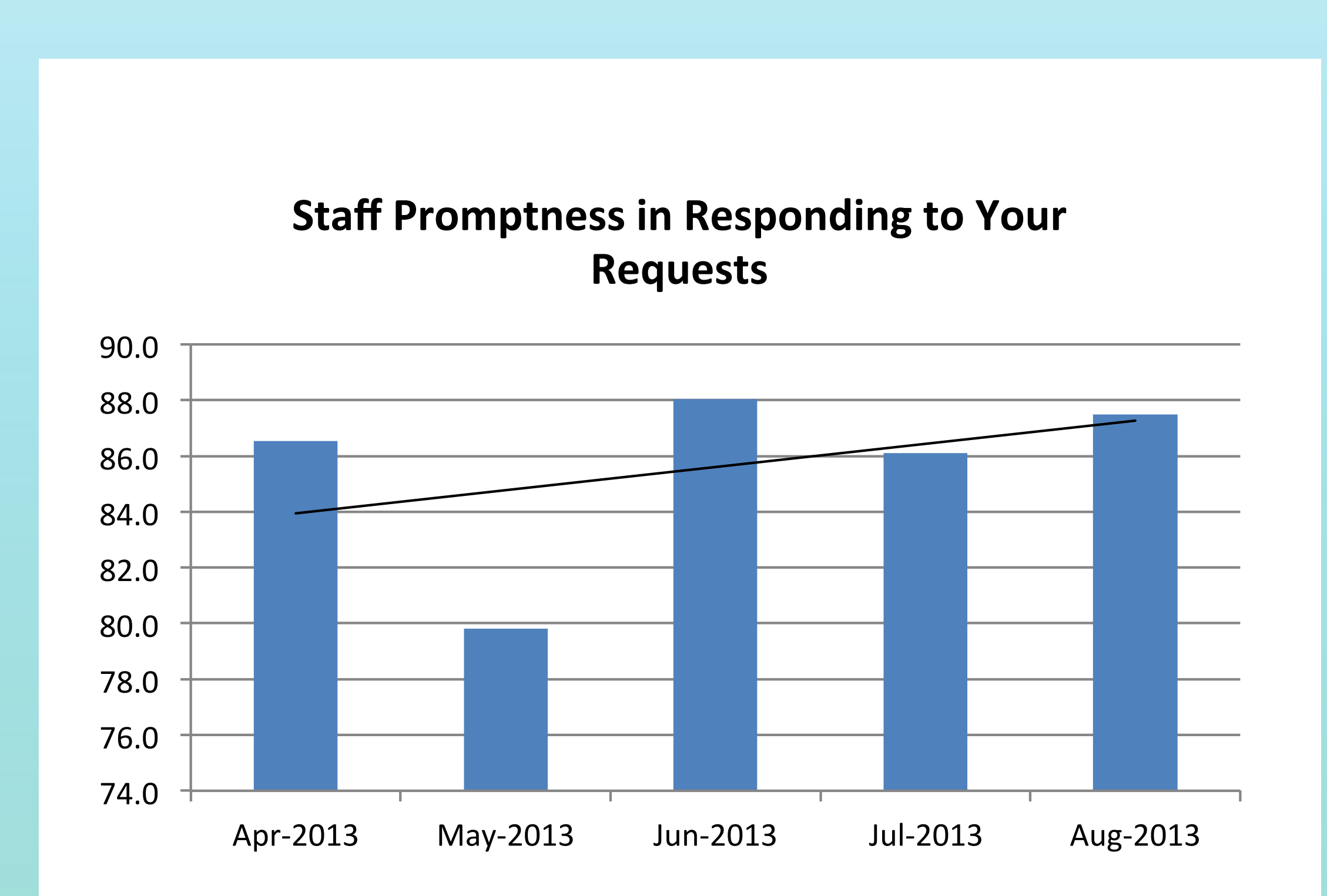
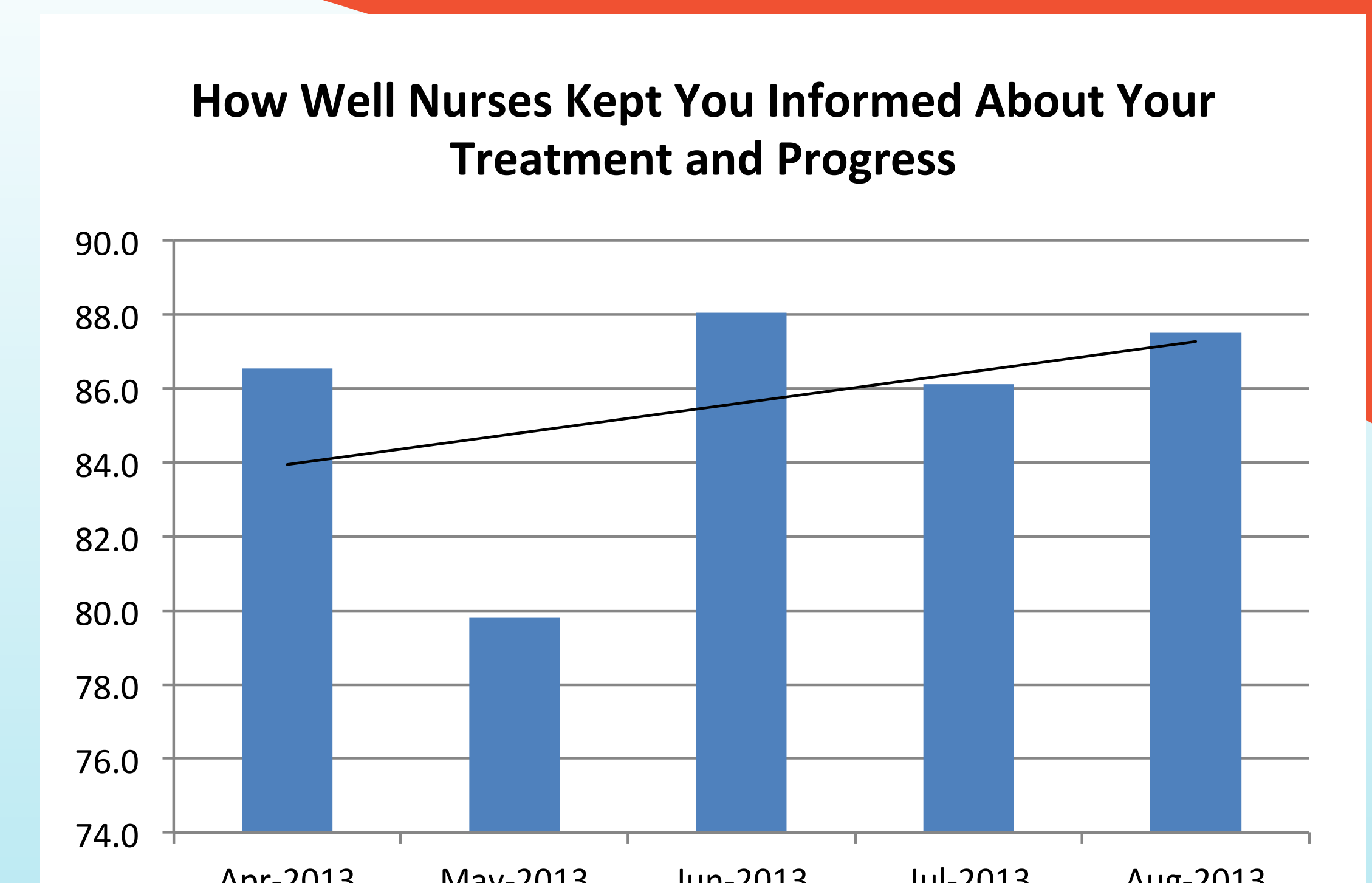
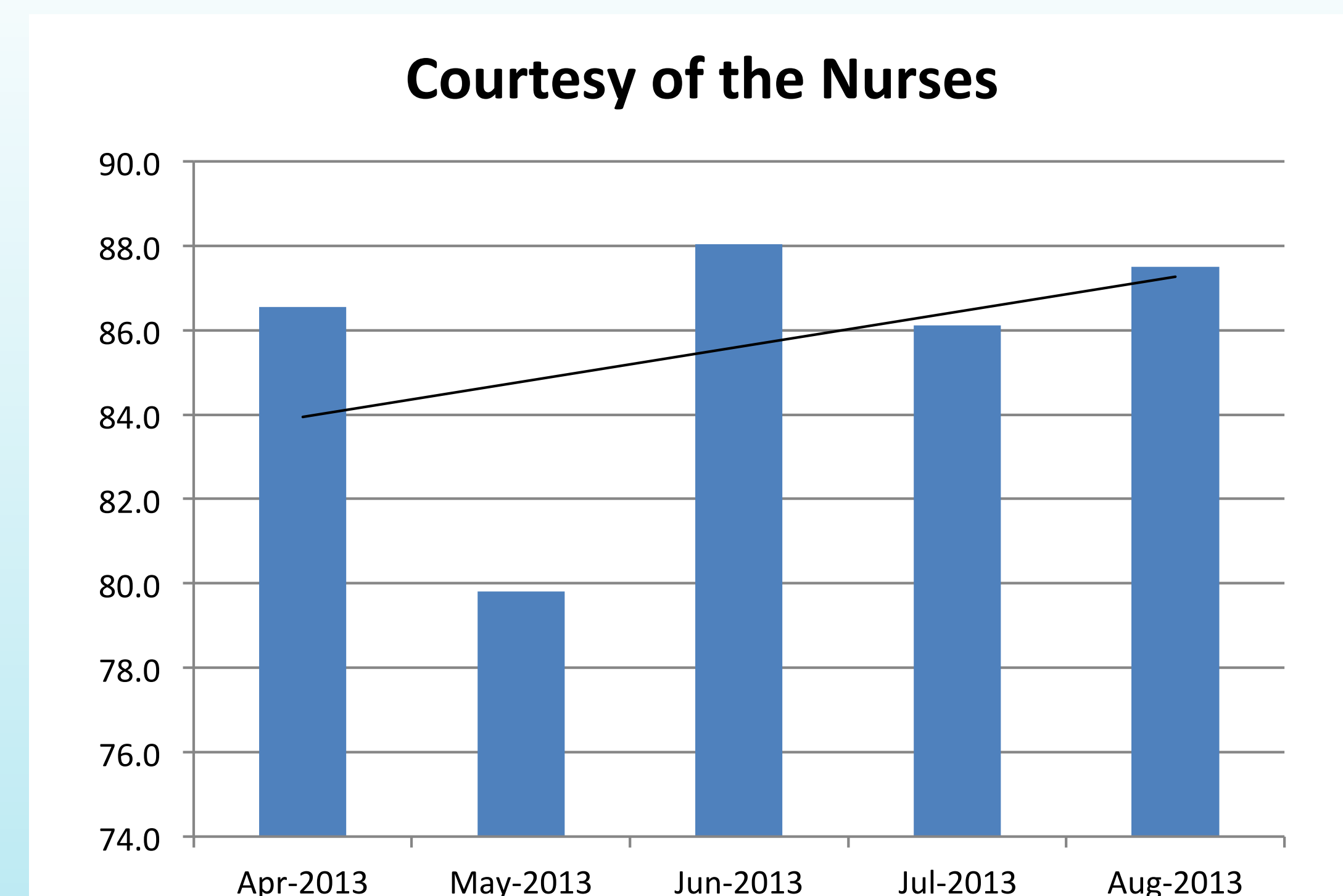
“Everyone is very nice and helpful and they all try to make my stay so pleasant.”

“Very professional”

“Everyone here appears to love their job and it shows.”

“Excellent initial encounter”

- Positive trends with patient satisfaction



Conclusion

Implementing the F.A.C.E. team initiatives appears to have had an impact on the first encounter resulting in positive trends in patient satisfaction and has facilitated more accurate FIM® transfer scores. In addition, it has established an impressionable relationship between patient and caregiver.

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