

# SEVEN STRATEGIES TO IMPROVE PATIENT SATISFACTION

White Paper (May 2013) by  
**Amcom Software**  
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## TIPS WHEN RESEARCHING COMMUNICATION SOLUTIONS:

- Determine whether messages can be sent to the variety of mobile communication devices used by the different staff roles
- Ensure that there is integration with existing relevant systems
- Make sure that the system includes receipt acknowledgement and audit trail support
- Ensure that the system has the ability to escalate unacknowledged notifications
- Ask if alerts/alarms from monitoring systems can be sent directly to the caregivers' mobile devices for fast resolution
- Explore the capabilities for ensuring patient data protection (encryption, remote message removal, etc.)

A 2012 Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey developed by the United States' (US) Centers for Medicare and Medicaid Services and the Agency for Healthcare Research and Quality, revealed that poor communications affected patients' satisfaction levels. This white paper by Amcom Software, a leading US communications software developer, elaborates on how technology can help address some of these issues by:

### 1. Giving Patients a Fast, Smoother Admissions Process

Delays are often caused by inefficient communication processes between various departments and slow connections between hand-off discussions. In addition to having an overall well-coordinated workflow for smoother transitions between departments, tools such as mobile devices can ensure that direct and non-care staff can be reached quickly for tasks (e.g., alerting nurses when a patient is arriving on their floor, etc.)

### 2. Communicating Test Results Promptly

Implementing software solutions like a critical test results management system can reduce manual processes (e.g., entering data, notifying staff, etc.) by automating the test results notification process and eliminating the need for faxes, etc. This shortens waiting times, enables faster treatments and ensures nurses have more time to focus on providing direct patient care.

### 3. Responding Quickly to Patients

The time taken to respond to patients' calls for assistance impacts happiness and perceptions of the facility. Technology can be put in place to ensure patients reach the right person for each situation, (e.g., a Nursing Aide, instead of a Nurse, for requests for assistance to the bathroom. This frees

Nurses to focus on patient duties that specifically require their attention (e.g., medication administration).

### 4. Keeping Patients Informed and Showing Compassion

Patients desire to be informed and involved in care decisions. A potential outcome of utilising technology to improve workflows is more time providing direct care or for fostering relationships through conversations. Connections can be as simple as making more eye contact but it makes a big difference to the patient's experience.

### 5. Coordinating Providers' Communication

Mobile devices and intelligent software such as integrated Nurse call and interactive patient care systems can route messages to Nurses' mobile devices directly, enabling speedy responses, positively impacting patient safety, length of stay and satisfaction.

### 6. Promoting a Quieter, more Restful Healing Environment

Text messages, instead of overhead paging and noisy hallway/phone conversations, can reduce sleep interruptions and noise levels near the wards. Gentle music can also be played to signal the start of quiet time at night.

### 7. Quickening the Discharge Process

Automated messaging to alert all relevant staff (nursing, transport, etc.) eliminates unnecessary calls/waiting.

## CONCLUSION

Patient satisfaction can be boosted by harnessing technology like communications software and devices to minimise manual processes, ensuring frequent and efficient (getting the right information to the right person at the right time) communication.

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