



MEMORIAL HOSPITAL OF TEXAS COUNTY

11-9-2009

Patient Care Champions:

Shayla Koehn--Nursing
Brenda Calsing--Nursing
Juliana Maldonado--Nursing
Julie Hicks--Nursing
Nan Sancho--Laboratory
Annette Guinn--Housekeeping
Kim Ray--Business Office
Judy Webb--Respiratory Therapy
Veronica Martinez--Dietary
Jun Chiu--Radiology

Chosen because you show:

Always 10-MHTC Always Service With a Smile:

- 1) Always Courtesy and Respect**
- 2) Always Listen Carefully**
- 3) Always Explain Things**
- 4) Always Help Quickly**
- 5) Always Keep Clean**
- 6) Always a Quiet Stay**
- 7) Always Pain Controlled**
- 8) Always Explain Medications**
- 9) Always Discharge Instructions**
- 10) Always Recommend MHTC**

Our Challenge to you is to make sure our Culture at MHTC Always reflects an Always 10- Always Service With a Smile attitude from all of the staff. Our Challenge Is to encourage each and every employee to be a Patient Care Champion. MHTC strives for 100 % of our staff to be Patient Care Champions.

HOW??

- ❖ We challenge each of us to Memorize and recite the above Always 10!**
- ❖ Attendance at any and all HCAHPS In services offered!**

- ❖ **Thank-You cards signed by all staff that has had contact with our patient!**
- ❖ **Wear your Button proudly, each day to work! Either the Patient Care Champion button or you're colored Always Ten-MHTC-Service With a Smile button!**
- ❖ **We challenge the Patient Care Champions to find staff members who are doing the below. Write down the staff members name and what they have done in response to the below Always 10 – Culture of MHTC!**
- ❖ **Keep a record which will be the points for your team. We challenge all of you on the same team to also find staff members who are doing the below!**
- ❖ **Tell you Patient Care Champion team member to: Document:**

DEED, DOER, DATE

1) Always Show COURTESY and RESPECT-With a SMILE

- Can you catch someone smiling?
- Can you be the first to walk a patient to the department they are headed?
- Did you get a wheelchair for a patient?
- Can you be the first to bring coffee or tea or water to a person waiting in the lobby?
- Did you greet someone in the hallway?
- Did you check and ask the patient **“One More Time”** what you could do for them, before you left the patient's room?

2) Always LISTEN CAREFULLY-With a SMILE

- Did you answer the phone –with a Smile
- Can you find **staff sitting down to visit with their patients**
- Can you find **staff introducing the oncoming nurse for the next shift?**
- Can you find **staff going into the patient's room-every hour?**
- Did you hear staff asking the patient about one of the **4 P's**
- **Position**-can I rearrange your pillows? Can I get you a warm blanket? Can I adjust the temperature of the room for you? Too warm or too cold?
- **Pain**-how is your pain? Can I get you something for pain?
- **Possessions**- Can you reach the call light, your telephone? Can I get you some Kleenex? Is your bedside table in an okay place for you to reach? Can you reach your trash can?
- **Potty**-Did you hear any staff telling the patient they want to help them to the bathroom?
- Who when they went into the patients room, introduced themselves and their department?

3) Always EXPLAIN THINGS-With a SMILE

- Did you notice a patient's **White Board signed by the Staff?**
- Can you be the first staff member to fill out the White Board for the Patient?
- Can you get pen and paper for the patient and encourage them to write down questions?
- Did you hear anyone asking the patient if they understand fully what you just told them?

- Have you heard any staff **talking with the patient about their medications?** Have you heard the 6 rights being talked with to the Patient? 1) Right Name 2) Right Drug 3) Right Dose 4) Right Time 5) Right Route 6) Right to Refuse the drug?
- 4) **Always HELP QUICKLY-With a SMILE**
 - Did you see a staff member **checking on the patient BEFORE the call light went off?**
 - Did you see a staff member going into the room as soon as the call light went off in the hallway?
 - Did you hear the staff checking to see if the patient did get some help?
 - Can you be the **first person into the patient's room when the call light does go off?**
 - Who is **checking on their patients every hour to see what can be done for the patient?**
- 5) **Always KEPT CLEAN-With a SMILE**
 - Who did you see empty the trash can in a patient or a public bathroom?
 - Who did you see get a new specihat for the patient?
 - Who did you see put on a pair of gloves and do some cleaning?
 - Did anyone empty the urinal, the speci hat for the patient?
 - Did someone clean off the Bedside Table?
- 6) **Always a QUIET STAY-With a SMILE**
 - Did you catch someone whispering in the hallway?
 - Did you pull the patient's door shut?
 - Who entered the room quietly in case the patient is sleeping?
- 7) **Always PAIN CONTROLLED-With a SMILE**
 - Who asked our patient's about our **pain scale on a scale of 1-10?**
 - Can you see if the patients **white board is filled out for the pain scale part of this?**
 - Who called the nurse for the patient who was complaining of pain?
 - Did someone **offer pain medication Before the patient asked?**
- 8) **Always EXPLAINED MEDICATIONS-With a SMILE**
 - Did you hear **X-Ray department explaining the medications** before they gave any medicine to the patient?
 - Did you hear any staff explain what the medication is used for, any side effects they may experience?
 - Can you listen for **Respiratory to explain the medications** they are giving to the patient? Side effects?
 - Who actually **sat down and explained the medications/side effects** and made sure the patient did not have any questions?
 - Did a nurse explain the patient's medications to them before they had the patient take the medication? The side effects?
 - Who of the staff took in a drug book and went over the medications using the drug book?
- 9) **Always give DISCHARGE INSTRUCTIONS-With a SMILE**
 - Who did you see taking the patient out to their vehicle in a wheelchair?
 - Did anyone walk the patient to the car when they were discharged?
 - Did you hear someone ask the patient, **who is at home to help them?**
 - Can you ask the patient who is at home to help them?
 - Can you be the first to **explain dismissal plans to a patient?**
 - Who explained to the patient about their **discharge medications the side effects of this medication?**
 - Who is the first person to start Dismissal Plans on our patient's? DC plans begin on admission.

- Did you notice the **staff sitting down to talk with the patient?**
- 10) **Always RECOMMEND MHTC- And Recommend MHTC to your family and friends.**
- What staff asked **before leaving the patient room, what they could do for the patient?**
- Who **asked the patient if they had any questions?**
- Did you see staff helping pass the meal trays?
- Did you go and get fresh Ice Water for the patient?
- Who went and offered snacks and or juice to the patients?
- Who went and rearranged pillows for the patient?
- Did you see any staff just go in and sit down to visit with the patient?
- Did you see any staff get a warm blanket for the patient
- Who adjusted the room temperature for the patient?
- Did any staff go in and clean off the bedside table and make sure all items are in reach of the patient.
- Who helped walk a patient in the hallway?
- Did anyone go to the canteen and pick out a book to give to the patient to read?
- Which of the staff is smiling?