

Rose de Lima's NO Pass Zone

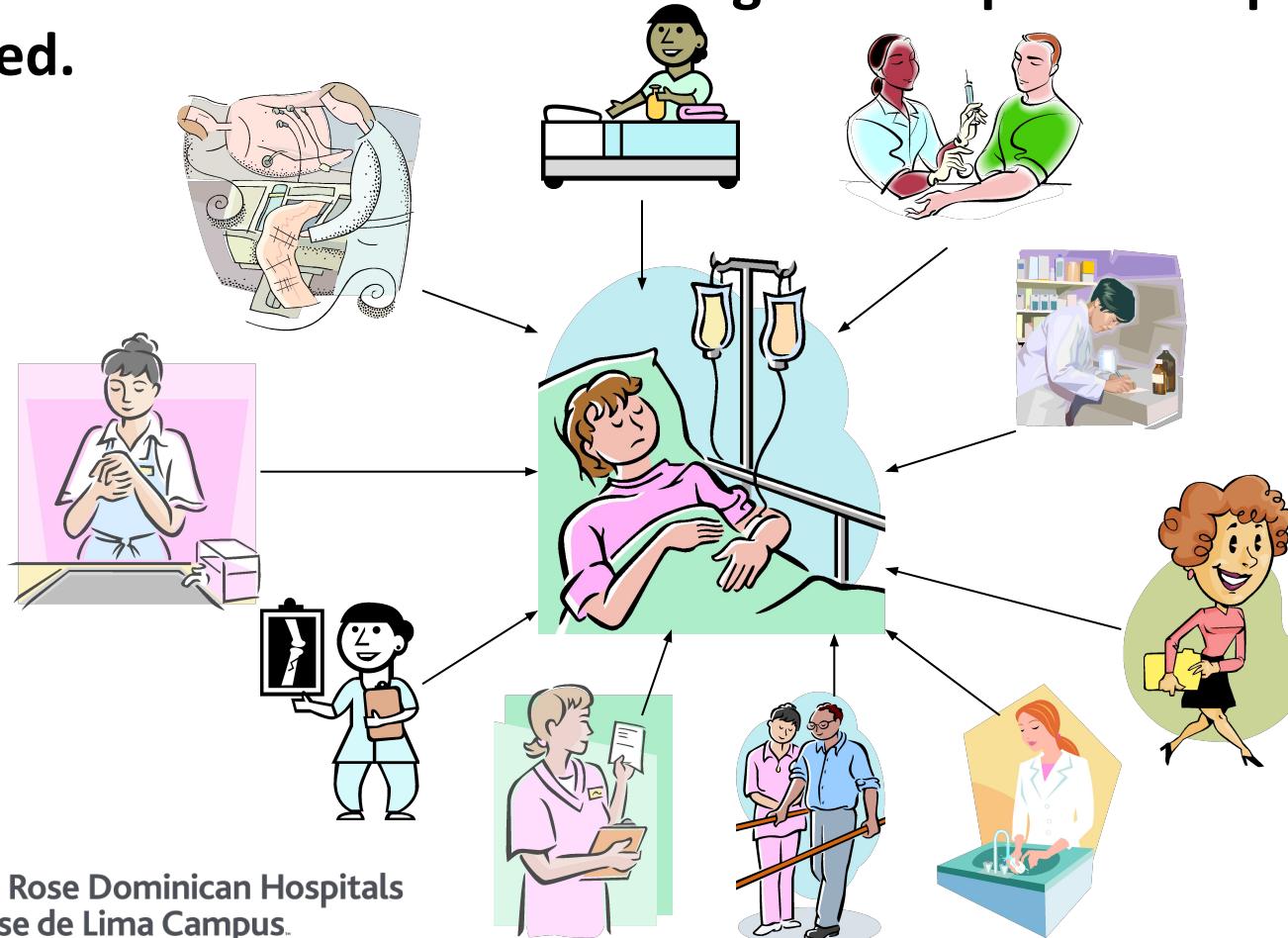


**St. Rose Dominican Hospitals
Rose de Lima Campus[™]**

A Dignity Health Member

What is a NO Pass Zone?

- "No Pass Zone" is an initiative, which empowers all hospital staff members who see a call light to respond to a patient in need.



Why does Rose de Lima need a No Pass Zone?

Today's Practice:

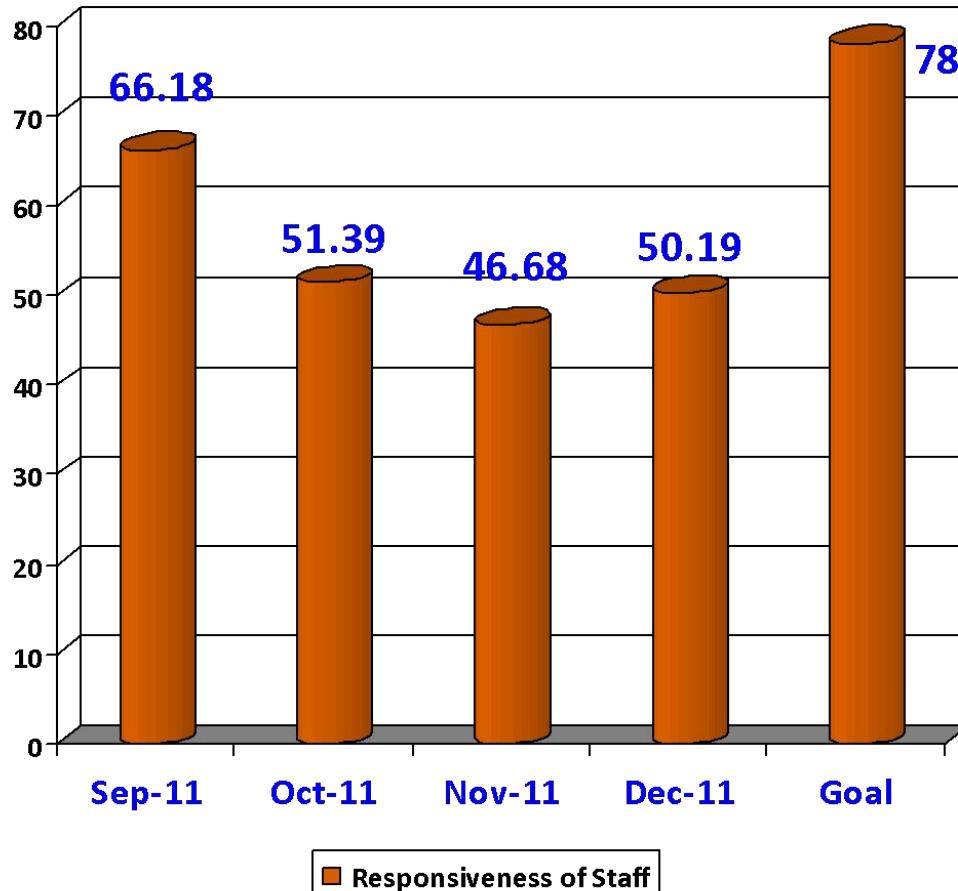
- Call lights are answered by patient's assigned nurse or care aide.
- Although we are answering the call lights it can take time to get to the light.
- Patients/Family verbalize on a daily basis that they see multiple staff walk past their room without offering to help.

The Results of this practice:

- Creation of a negative patient/family experience and overall poor perception of care.
- Increased fall rates because patients are not able to wait for help to go to the restroom.
- Low scores on our patient/family experience surveys related to Responsiveness of Staff.

How will we know if this makes a difference?

HCAHPS Scores for Rose de Lima Campus Sept 2011 thru Dec 2011



These are the 2 questions are patient's are asked to rate us on. They make up our HCAHP score for Responsiveness of Staff.

1. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?
2. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?



Who can answer a call light?

Administration

Laboratory

Palliative Care

Chaplains

Dietary

Case Management

Facilities

EVS

Cardiology

CNA's

Managers

Respiratory

Everyone

House Supervisors

Pharmacy

Distribution

Mission Services

Rehab Services

Medical Records

Admitting

Nurses

Radiology



St. Rose Dominican Hospitals
Rose de Lima Campus
A Dignity Health Member

Where can I answer a call light?

EVERYWHERE



No call light goes unanswered!!!

What can I do when I answer a call light?

Anyone can do the following, if the patient asks you to:

- Obtain blanket, pillow, towel, washcloth, slippers, and toiletries from within the room or from the linen cart located on the unit.
- Open and/or close blinds/curtains
- Turn room lights on/off
- Change TV channels, assist with Get well Network or turn TV off/on
- Move the call bell, telephone, bedside table, chairs, trash can, tissues and other personal items within reach.
- Assist with making phone calls and answering phone if beyond reach
- Obtain miscellaneous items such as a pen, pencil, paper, slippers, sleep mask.

The following is a list things only Nursing/Clinical staff can do:

- DO NOT Silence any alarms (except the Call Light)
- Help the patient in or out of bed
- Get food or drink without the approval of the patients nurse
- Assist with anything clinical (like giving a bandage, giving an ice/heat pack, removing a bandage etc)

How do I answer a call Light?

Remember to “Gel in” when entering a room

Immediately address simple needs:

“How do I change the TV channel?”

“Can you close the blinds?”

“Can you bring my phone closer?”

Before you leave the room: (don’t forget to “Gel out”)

Conduct an environmental assessment Is everything within the patients reach?

Tray table, Telephone, TV remote, Call Light etc.

Ask the Patient: “Is there anything else I can do for you before I go?”

Let the nurse know of the 3 M’s:

Medications, Meals (Food & Water), Movement

Tell the patient: “I’m going to let you nurse know right away”

No Pass Zone

Keys to a great patient encounter

See the light



Take the time to drop in, introduce yourself

Gain information: What does our patient need?

Pass it on if you can't fill the need yourself

Enter the Room: "Hello, my name is _____ from _____. I see your call light is on. Is there something I can help you with or should I find a nurse?"

In the Room: "I'd be happy to do that for you" (approved actions) **OR**

"I'm sorry, I am not trained to do that, and I will get someone to help you right away; **or** "I will find the right person to get that information for you"

Exit: "Is there anything else I can do for you before I go?"

What Expectations will I be held accountable for?

- **Standards of behavior:**

Don't walk past a call light that is going off

“That is not my patient” and “I don’t know what to do” are not allowed

Call lights are to be answered and cancelled in the patients room, NOT turned off at the nurses station

- **We all will hold each other accountable (regardless of position):**

Anyone who sees someone pass a call light is allowed to remind them of our NO Pass Zone.

“Help me understand why you passed a patient in need?”

Questions ?



St. Rose Dominican Hospitals
Rose de Lima CampusTM

A Dignity Health Member