Does the availability of seating for healthcare partners improve the patient’s perception of effective listening and create an environment for patient-centered care?

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Background

As the patient experience movement continues to expand, organization senior leadership must commit to the patient experience and frame it as part of the strategic imperative. Additionally, clinicians must develop strategies to enhance the experience and create an environment conducive to the experience at the point of care.

Objectives

- Measure the impact of placing chairs in the room for healthcare partners to use.
- Determine if HCAHP’s are sensitive enough to detect the change in patient experience.

Methods

- Designed to compare HCAHP scores on two units with similar patient populations
- Units selected had to have HCAHP scores above the 50th percentile
- Scores for the Communications with Nurses, Communications with Doctors, and Overall Rating Composites for the three months prior to implementation and three months post implementation were compared

RESULTS

Figure 1. Percent Positive Patient Responses to Communication with Nurses and Communication with Doctors composites during the study period.

![Figure 1](image1)

Figure 2. Mean positive patient responses to each HCAHPS composite pre- and post-implementation.

<table>
<thead>
<tr>
<th>Composite</th>
<th>Pre-Implementation Mean</th>
<th>Post-Implementation Mean</th>
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</thead>
<tbody>
<tr>
<td>Communication with Nurses</td>
<td>82.43</td>
<td>84.56</td>
</tr>
<tr>
<td>Communication with Doctors</td>
<td>82.20</td>
<td>85.23</td>
</tr>
<tr>
<td>Overall Rating Composite</td>
<td>81.19</td>
<td>84.50</td>
</tr>
</tbody>
</table>

CONCLUSIONS

- Improvement in HCHAP composites
- Net change for Doctor communication was greater than Nurse communication composite

SUMMARY

The results of this study support the need to continue to examine innovative strategies to enhance the patient experience. The implementation of folding chairs allowed caregivers to engage in communication with patients at eye level without displacing visitors. While not statistically significant, the results do appear to reinforce the importance of sitting at the bedside to enhance patient and family communication, thus creating a more positive patient experience.

REFERENCES