Date: July 8, 2021
Time: 10:30 a.m. to 11:05 a.m.
Place: Remote

Abstract

Problem
Delayed nurse response times in an inpatient setting can have a negative impact on patient experience, and is reflected in patient satisfaction surveys such as The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The purpose of this project is to improve HCAHPS scores related to “responsiveness” in an antepartum unit.

Methods
A prospective observational study designed to improve HCAHPS scores regarding nurse response time conducted as a retrospective and prospective review of data. Results of HCAHPS scores related to “responsiveness”, and actual nurse response times were examined before and after a nurse education tool was implemented.

Results
Of 37 (N=37) patients who completed the HCAHPS survey, 20 surveys were collected retrospectively and 17 were collected prospectively. The mean percentage for retrospective Responsiveness HCAHPS surveys was 65.26%. The mean percentage for prospective Responsiveness HCAHPS surveys was 89.68%. Of 957 (N=957) instances of patients utilizing their call light, 527 occurred prospectively, and 437 occurred retrospectively. The two-tailed independent samples t-test was not significant based on an alpha value of 0.05, \( t(925.34) = 1.66, p = .098 \). The two-tailed Mann-Whitney U test was not significant based on an alpha value of 0.05, \( U = 111454, z = -0.51, p = .611 \).

Implications for practice
Promoting purposeful rounding and nurse communication education in order to improve patient experience, HCAHPS scores, and nurse response time.

Defense of Dissertation Committee
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