
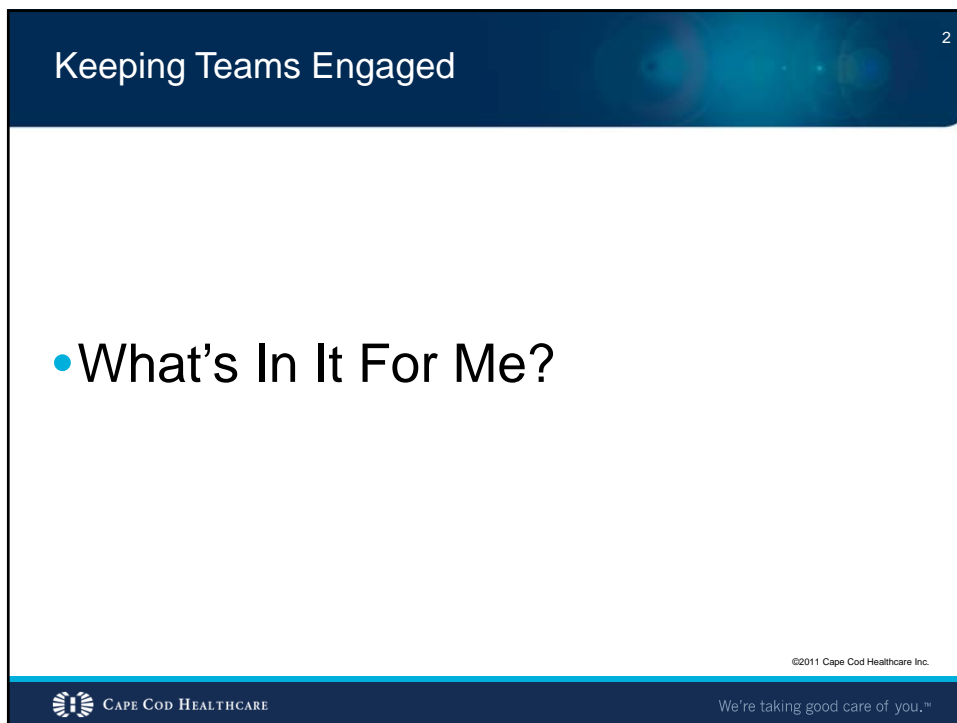


Using Data to Drive Change

Presented by Cathleen Bachert
Date: 4/23.12

 CAPE COD HEALTHCARE

©2011 Cape Cod Healthcare Inc.




2

Keeping Teams Engaged

- What's In It For Me?

©2011 Cape Cod Healthcare Inc.

 CAPE COD HEALTHCARE

We're taking good care of you.™

So What's the Message?

3

- “What do I want them to know?”
- Who needs to know this?
- How can this data impact a change or create a response?
- Who is the Data About?
- Is it meaningful for the people in the process?

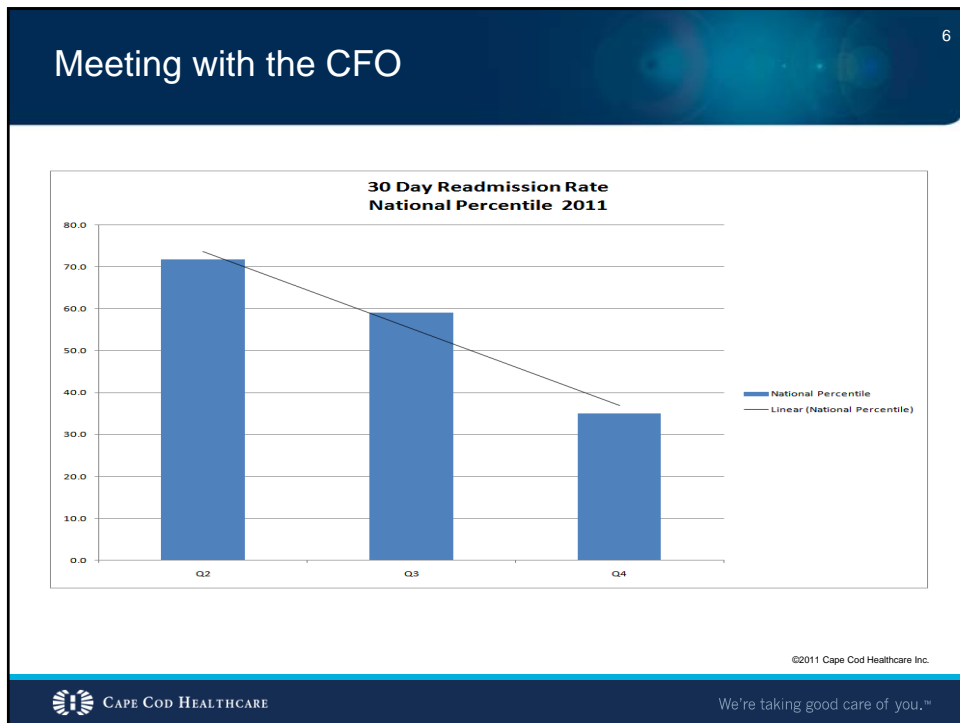
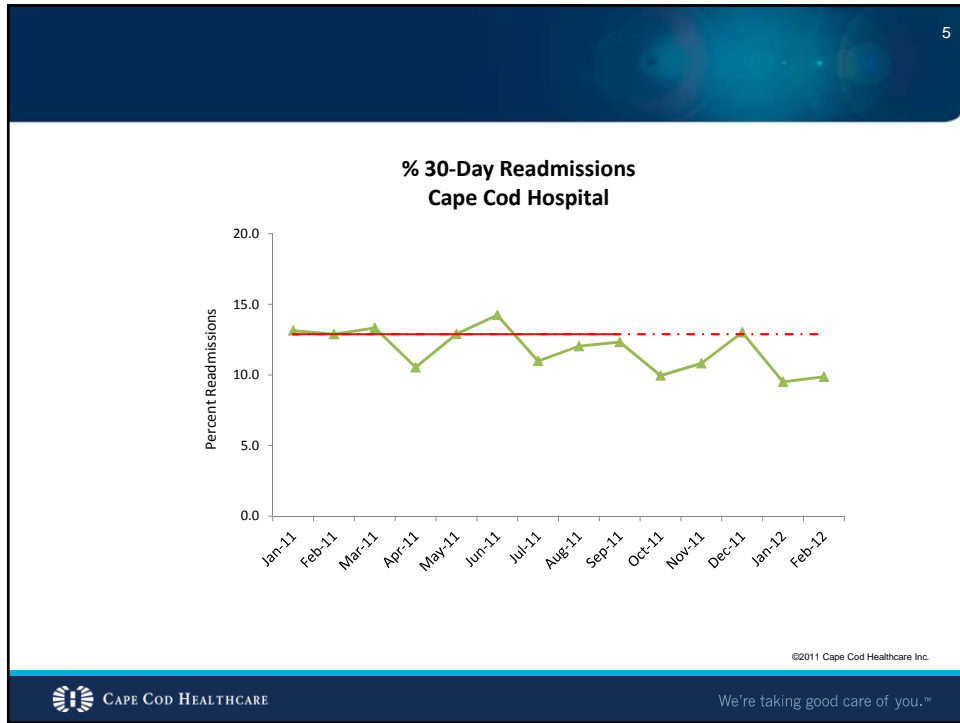
©2011 Cape Cod Healthcare Inc.

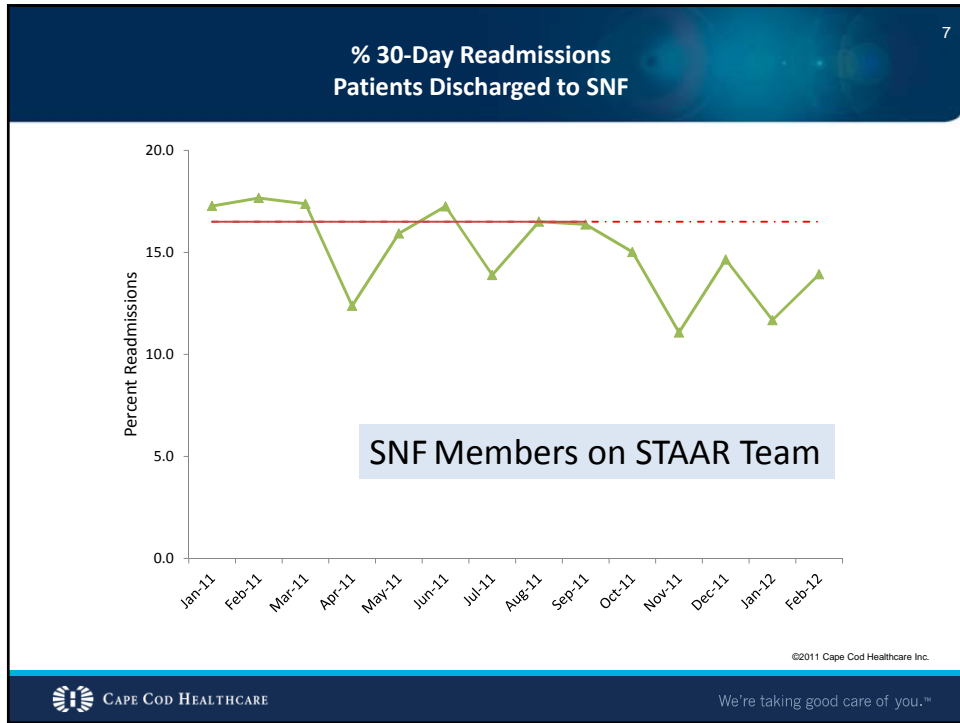
Behind Every Data Point is a Person

4

Nurse to Nurse Communication Measurement Tool							
	Name of SNF (initials)	Call Occurred Y/N	Time of Call	Did call take place prior to patient transfer? Yes or No	Did the call add value to the information needed to care for the patient? Yes or No	Duration of the Call in minutes	Number of calls about this handoff
MRN		Y N		Y N	Y N		
MRN		Y N		Y N	Y N		
MRN		Y N		Y N	Y N		
MRN		Y N		Y N	Y N		
MRN		Y N		Y N	Y N		

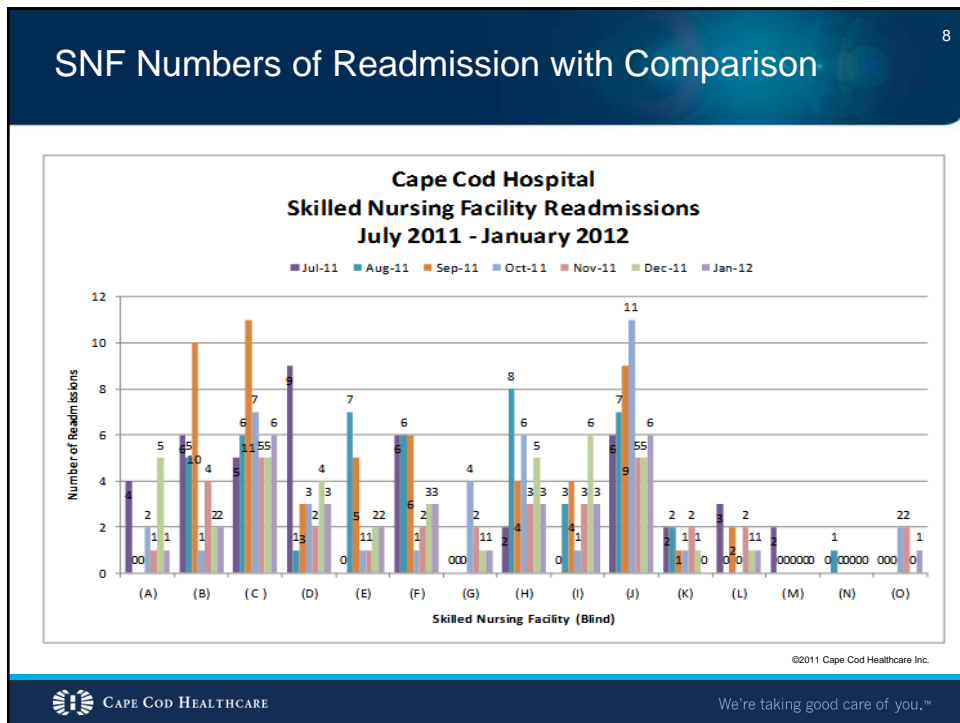
©2011 Cape Cod Healthcare Inc.





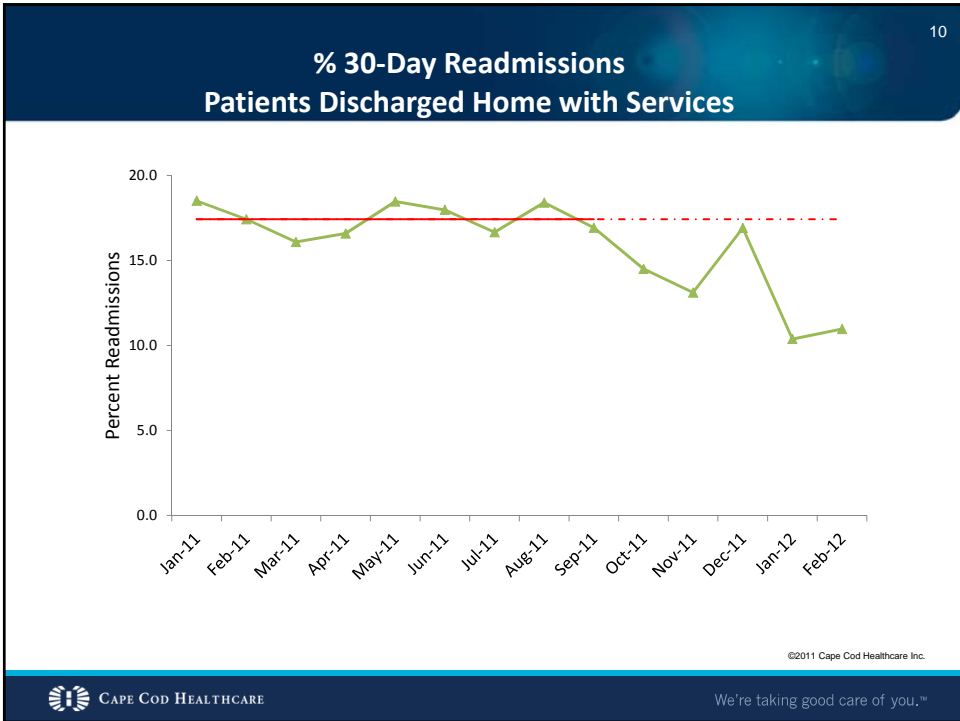
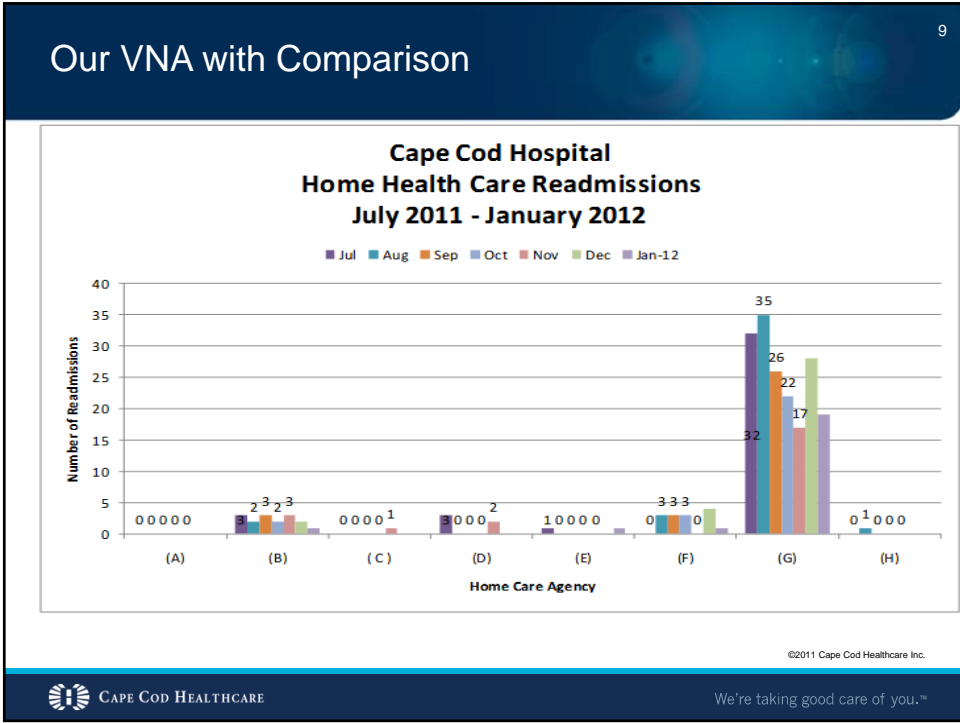
CAPE COD HEALTHCARE

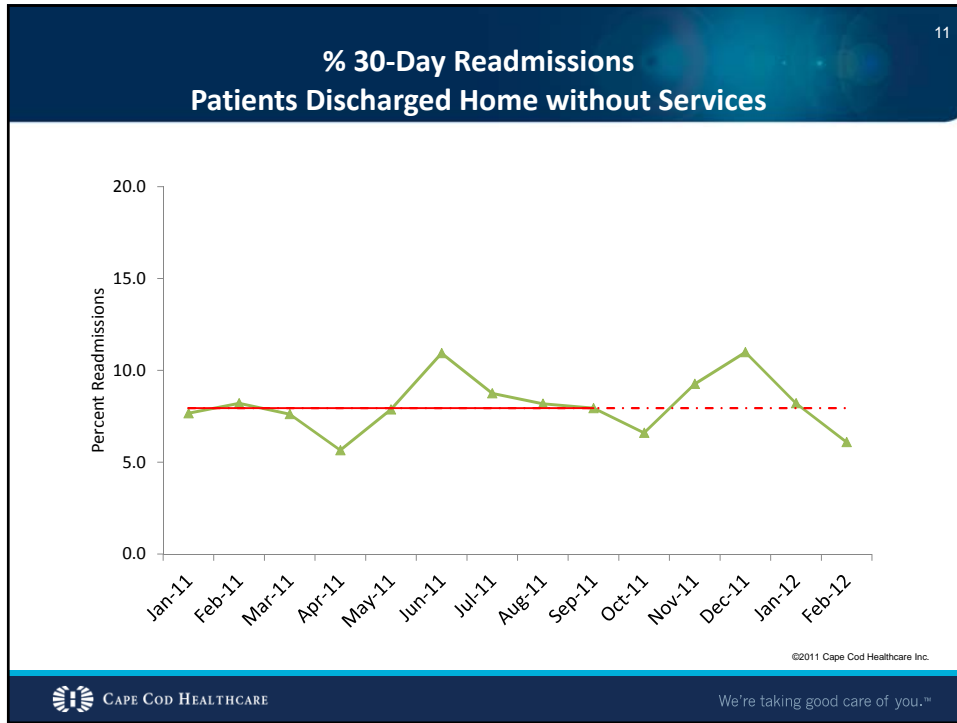
We're taking good care of you.™



CAPE COD HEALTHCARE

We're taking good care of you.™





Staff Engagement and Motivation

12

- Somebody Needs to Say "YEAH!"

©2011 Cape Cod Healthcare Inc.

CAPE COD HEALTHCARE We're taking good care of you.™

