Promoting Best Practice for use of Patient Names

Katelyn Eubank RN, BSN, OCN & Rachael Johnson RN, BSN, MHSA, OCN

UnityPoint Health Des Moines

Contact Information:
Katelyn Eubank: Katelyn.Eubank2@unitypoint.org
Rachael Johnson: Rachael.Johnson@unitypoint.org

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Project Purpose

The purpose of this project was to determine if name signaling increased the number of times staff utilize patient names. It was anticipated this would also positively impact the patient experience.

A patient performed this project and titled it, "Widening the Welcome".

Project Development and Implementation

A patient had an experience while being discharged and he wanted to make a positive impact. The patient was in the hospital for five days and had the same nurse for 12 hours for two days. Upon discharge, the nurse called the Patient Care Technician and said, "Would you take 360 to the front door for discharge?" The patient arrived for his next round of treatment and asked the supervisor if he could perform a quality improvement project. He described his previous experience and expressed his desire to improve this process. The supervisor discussed this project with the manager. It was approved and the patient began his project.

Methods

The patient had split his chemotherapy treatment into two sections; 50.5 hours each. During the first timeframe, he made observations and kept notes on whether or not staff used his name. This was the control period. During the second timeframe, also known as the intervention period, he again made observations and kept notes on whether or not staff used his name. He also implemented his intervention, which included a name tag he wore on his shirt, a sign with his name over his bed, and a sign by the computer in his room.

Results

During the control period, the patent had 67 interactions with staff. This was a total of 327 minutes and his name was used 31 times, equaling 10.5 minutes per interaction. During the intervention period, the patient had 61 interactions with staff. This was a total of 312 minutes and his name was used 51 times, equaling 6.2 minutes per interaction. The overall outcome and goal of the project was for staff to understand the importance of calling patients by name.

Conclusion

The project was successful, as the patient's name was used more frequently. Due to the increase in use of the patient's first name with this small-scale project, a video was created of the patient talking about his project. It has been shared at nursing leadership meetings, physician co-management meetings, and will be a key source in patient experience efforts going forward.

Nursing Action

The project was shared at the unit level, organizational level meeting, and with nurse leaders and executives at their monthly meeting.

Through the patient's work a video was made discussing his experience and his project. This video will be highlighted during Patient Experience Week within our organization.

The use of patient names can be generalized to any healthcare setting. Simple training and coaching at the elbow would assist in increasing staff's success in providing more personalized care. This directly impacts the patient experience.

Supportive References

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