

## Attachment 1

### Always Responsive Quality Demonstration Project Interventions

1. **Safety Rounds:** Nurses and patient care associates conduct predictable, need-driven, and scripted rounds hourly on the day shift and every two hours at night to assess the patient's need for pain relief, toileting, positioning, placement of personal items, and review of the care plan to improve communication.
2. **Care Team Face Sheets:** The face sheets are documents given to the patient and/or family on admission which describe care team roles (i.e. resident physician, registered nurses, physical therapist, etc.) in order to increase patient/family understanding about what to expect from their care team. Some sheets also include pictures of specific caregivers to enhance care team recognition.
3. **Patient/Family-Centered White Boards:** Scripted dry erase boards are mounted in each patient's room in order to enhance communication and engage the patient and family in the care plan. Fields include the date, patient's name, nurse's name, physician's name, anticipated discharge date, goal for the day, and questions for your care team.
4. **Care Team Communication Boards:** These large dry erase boards, mounted in the nurses' station, are designed to provide a feedback loop to staff regarding quality and safety information including the monthly, quarterly and year-to-date patient satisfaction scores and the fall and pressure ulcer rates.
5. **Support Service Report Cards:** These cards are used to provide feedback to three central departments (materials management, specimen transport and pharmacy) in order to improve service delivery and increase process efficiency so that nurses can spend more time with patients and less time on tasks.
6. **Welcome Video:** This six minute video, accessible through the hospital's Patient Education TV Channel, is designed to welcome patients and families to the hospital and explain our commitment to excellence every day and staff responsiveness. It is available in both English and Spanish and includes open captioning for patients who are deaf or hearing impaired.
7. **Learning Coaches:** Experts from operations, service, and quality, who were members of the project team, worked closely with unit leadership and staff to implement and evaluate the interventions including initial education, ongoing coaching and remediation, and consultation.