

HealthStream Engagement Institute presents...

THE INNOVATION GAME

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Objective

Describe at least **4** ideas for innovating patient care and service across the continuum of care.

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Innovation

Many definitions exist...

In many ways, a definition is not helpful...

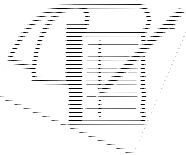
A new or different approach, idea, tool or tactic implemented to solve a problem...

What is innovation to one person might not be to someone else...



Rules

- You will see a screen that resembles JEOPARDY.
- Audience members (using microphones) will select which topic from the board you would like to hear more about...
- Behind each topic is an innovative tool, tactic or idea.
- Behind some topics are secret prizes.



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Some Ideas from You...

- Think of a tool, tactic or approach that you are using that might be considered innovative.
- Write it down (in Twitter version) on an index card.
- When called on, select one of the "Audience Idea" sections and be prepared to share your idea.
- We will collect your ideas at the end of the conference.



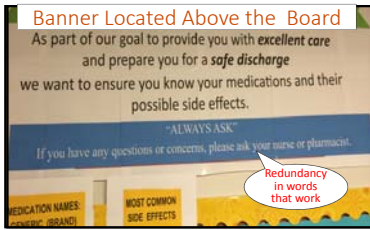
Audience Idea #5

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Medication Administration	Safety Rounds	Doctor Wait Times	Audience Idea #4	Message from Our Patients	Audience Idea #4
Weekend "Tuck-in"	Audience Idea #1	Mother/Baby Board	Whiteboards 2.0	The Big A	Staff Ideas
Audience Idea #10	Go Surfing	First Impression for Volunteers	Employee Engagement	Audience Idea #6	Secret Weapon
A Staff Legend	Tech Communication	Audience Idea #3	Passive Words That Work	Audience Idea #7	Fuzzy Dots
Let's Be Happy	Audience Idea #2	ED Quick-Pass	Audience Idea #5	No-Pass Zone	Audience Idea #9

Medication Education



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GRAND PRIZE

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DAILY DOUBLE

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Doctor Wait Times

Using an electronic signage...



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Employee Engagement

Using Some Fun...



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Passive Words that WorkSM

Using an electronic signage...



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Color Code Team Members

Using a Legend

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The Power

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The Power

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The Power

Use TVs & Monitors to Communicate

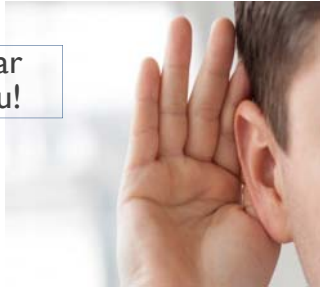
It might take up to 7 times to hear something before...



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Let's Hear From You!



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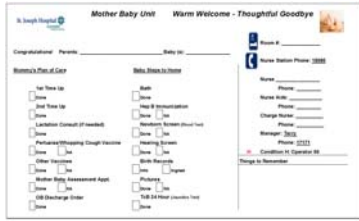
DAILY DOUBLE



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Mother/Baby Board



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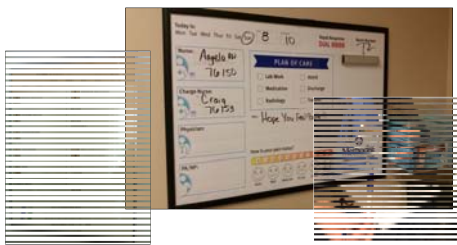
Ready for Weekend "Tuck In" Call



- Done by Volunteers on Friday afternoon
- Uses WTW for we want you to have a good restful weekend
- Checks for meds and supplies
- Advises who is on call and verifies they have #
- Closes with any questions or concerns you have

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First Impressions for Volunteers



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In-Room Scripting



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“Begin with  in Mind”

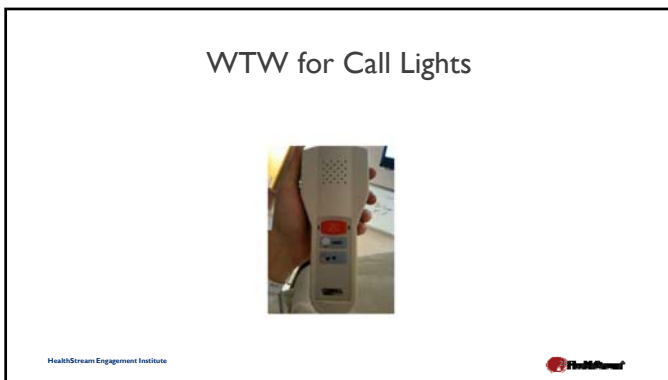


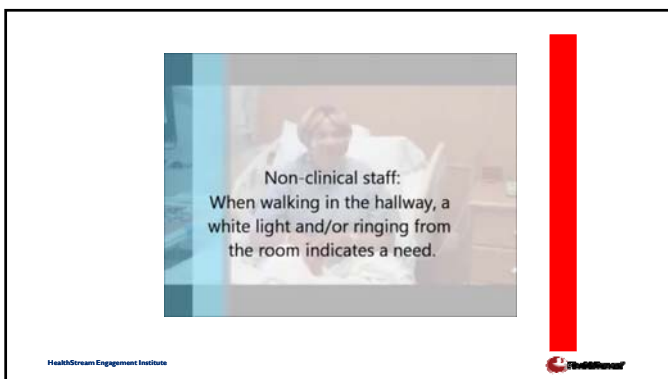
Attract, Qualify, and Select
the **BEST**
Candidates

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Shift Evaluation Report Form (SERF)

- Worked well?
- Not work well?
- What would have made it GREAT?

SERF
Shift Evaluation Report Form

Name: _____

Date: _____ Shift: _____

What worked WELL during the shift?

What did NOT work well during the shift?

What would have made it a great shift?

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Call It Quick Pass



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Ambulation



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Post-Discharge Phone Calls



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Quick Commercial: *We can all listen better!*

- Lean in
- Make eye contact
- Use mmm-hmms, ummms, head nods...
- Reflect what you heard...
- Remember RELATE™



Brought to you by:
Patients & Families Everywhere!

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