

Hannah Dreher

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Condra: First, I'd like to talk about the HealthStream services you use.

Dreher: We use HealthStream Research to survey three groups of patients—inpatients, outpatient and emergency patients. We also use HealthStream Research to conduct physician and employee satisfaction surveys.

Condra: How do you use the results?

Dreher: The survey results we get are tied directly to our strategic and process improvement plans. We have individual, interdisciplinary teams that analyze each of the surveys and come up with action plans to improve our satisfaction scores and processes.

Condra: Does your administration and CEO support this?

Dreher: Yes, absolutely! The support of the CEO and the rest of the administrative team is crucial when it comes to reinforcing the tie between constituency satisfaction and our mission. It wouldn't work otherwise. The teams wouldn't work otherwise. Our "O" team helps remove obstacles so the teams are able to do what it takes, whether that's celebrating and recognizing success, committing to a new strategy, or fast-tracking a process improvement the team has identified.

Condra: In your organization, are there any formal ways that information is shared with employees?

Dreher: We primarily use employee newsletters and communication boards to share our results on an ongoing basis. Additionally, we share updated results during our quarterly employee forums and in department-specific meetings.

Condra: What is your biggest challenge right now with measurement?

Dreher: In the past, we surveyed our outpatients and emergency patients on an every other month basis. This can sometimes lead to seasonal fluctuations in our scores and limitations in unit-specific data. In 2009, we moved to a new model that will allow us to continuously monitor results throughout the year. This will make a huge difference in helping us track our results against our action plans and decide if what we're doing is working.

Condra: Is there anything HealthStream is doing that is particularly helpful for you?

Dreher: Something that is particularly helpful to our organization is the priority index that comes out with each of our surveys. This information helps us target those key drivers that we need to focus on to improve satisfaction scores more quickly. We have also been actively participating in the monthly webinars to learn new ways to use the data and best demonstrated practices to positively impact our scores.

Condra: Thank you very much for your time and insights!

