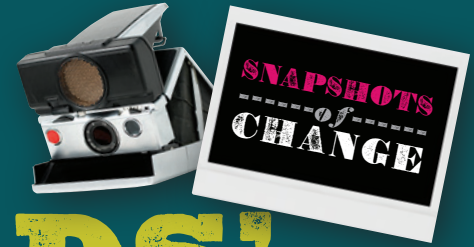


FEATURED TEAM:
Medical-Surgical 4B, Irvine Medical Center



'CARE CARDS' GIVE PATIENTS A VOICE



WHAT THEY DID:

The Medical/Surgical 4B UBT developed “care cards” that patients can use to write questions and comments for nurses and doctors. Nurses collect the cards and address patient concerns. Download the card for your team to use at LMPartnership.org/tools/patient-care-card.

RESULT:

The unit's composite score leapt from the 15th percentile in April 2010 to the 89th percentile in May 2010 on the national HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) index, which reflect patient satisfaction with care and service during a hospital stay.



Read more about this team on the Labor Management Partnership website, www.LMPartnership.org