

Week of April 21, 2014

Responding in Real Time

How do HFHS leaders, physicians and employees demonstrate the Team Member Standard – I am Responsive?

One consistent way is through R.E.A.L., also known as Rounding Embraced by All Leaders.

Leaders from each Henry Ford business unit began rounding nearly two years ago, and they have found that it has been an important element in building a relationship with our patients and employees, as well as facilitating the delivery of exceptional care and proactively responding to any barriers to that goal.

Rounding makes it safe for patients to share their honest feedback and makes it safe to dig deeper with patients into specific issues by using phrases like “Please tell me more about that” or “What is one thing that we could do better?”

A de-brief with staff following rounding allows for communicating outcomes from the patient interaction and identifying follow-up measures, if needed.

The story at right is a great example of the benefits of leader rounding. Grateful family members were able to share their appreciation of a special nurse who responded thoughtfully and quickly to unite a couple who were both receiving care at Henry Ford Wyandotte Hospital.

HFHS Launches New Advance Care Directive Form and Tools

Henry Ford is responding to a national initiative dedicated to providing end-of-life planning tools, resources and processes for patients and their loved ones, including the launch last week of an enhanced, user-friendly advance directive form, Web site and other resources. The new resources were released in recognition of National Healthcare Decisions Day, April 16.

Check out the new form and Web site at www.henryford.com/AdvanceCarePlanning and read more about the System’s efforts in the *April 14 Monitor*.

I AM RESPONSIVE

RESPOND IN A TIMELY MANNER



Rafael Filoteo, R.N.,
Henry Ford Wyandotte Hospital
2013 Star of Excellence
Recipient

During the Wednesday afternoon Leadership rounding, one of the Hospital’s leaders spoke to a woman whose mother and father were both patients in the ICU. She told Henry Ford Wyandotte Hospital leadership about the great care both of her parents were receiving at the Hospital, with Rafael Filoteo as their nurse.

The one event that particularly touched the daughter’s heart is when Rafael wheeled her mother into her father’s room so they could spend time together. Her father didn’t say much, but was able to kiss his wife. Rafael took a photo of that moment, which was their last kiss after 65 years of marriage.

Her father passed shortly after, but Rafael’s kindness always will be with her. He sent the photo to the daughter and she cherishes it every day.