
How do I discover internal best practices on EasyView®?

Determining how to meet your objective should be informed by your patients' definition of your Key Driver® as well as current best practices. While innovation is valuable, you may want to consider those tactics that have already been proven to enhance patients' perceptions of care and think how you can apply them specifically to your patients.

In researching best practices, managers frequently turn outward before looking at their own internal best practices. PRCEasyView.com® has valuable information to help you find what's going right.

Dashboard

This application enables users to find the units which have hardwired behaviors necessary for high quality care by displaying the data in an easy-to-read table format. The chart is color coded to show high, middle, and low scores. High scoring units are high scoring for a reason; find out what that reason is so that it can be replicated in other units.

Rankings & Scorecard

The Rankings and Scorecard applications can be used to determine which units are top performers within the hospital or system. Those at the top of the graph help users identify best practicing units within an organization and may be used as teachers to the other middle- and low-performing units.

Voices

Within Voices, users can play patient responses from two questions asked at the end of the survey. One of the questions asks, "During your visit, was there anything you felt was outstanding?" and then probes for specific examples. Many of our top performing clients use Voices to share stories of what's working within their department or unit. These units play the recordings in staff meetings to serve as recognition for the persons involved, and to better understand what defines a patient experience as excellent.

Another way to recognize best practices is by being in tune with service excellence interactions. As you walk the halls and watch patient-employee interactions, ask:

- *"What did I see an employee do that he/she didn't have to do?" or*
- *"What did an employee do that will generate a story for that patient?"*

Answers to these and similar questions reveal the types of behaviors worth replicating. When so much of each day is spent on what went wrong, recognizing a best practice means turning your attention to what goes right.

