Ideas at Work are case studies or action plans that were submitted to PRC by clients and evaluated by an independent board of judges. These action plans were implemented by clients and improved certain aspects of care at their organization. Action plans displayed won gold or platinum awards.

For further information, contact Denise Rabalais or Jennifer Dix
- denise.rabalais@vanderbilt.edu (6-6066)
- jennifer.dix@vanderbilt.edu (6-6067)
How to View “Ideas at Work”

Ideas at Work are case studies or action plans that were submitted to PRC and evaluated by an independent board of judges. Action plans displayed are ones that won gold or platinum awards. You can find these Ideas at Work under the drop-down menu for applications and by clicking on the light bulb icons seen beside graph titles in some sections of the website. There are over 300 action plans for various topics, such as “nurses’ promptness”.

Martha Jefferson Hospital
Charlottesville, VA

Applicant
Kelly Craig
Senior Analyst
kelly.craig@mjh.org

After receiving multiple patient and family complaints, we focused on nurses’ promptness to patients’ calls as a unit. We made it our COI goal to better meet the patient’s needs promptly. Previously, we discussed individual complaints at staff meetings and with appropriate staff, realizing some of the decrease in response time is due to the high acuity levels on South 7. With both nurses and aids carrying full loads, expectations get tossed back and forth between them, which leads to some confusion and a longer response time.

The improvement effort began with educating the staff on improving communications between nurses and nursing assistants. A plan was devised that called for the unit secretary to call the patient’s nurse first, then if they can’t be located or are tied up, to call the aide. If unable to get a nurse or aide to respond, the charge nurse is
Next to the titles of certain questions in the Key Drivers, Snapshots and Home Page you may see a “light bulb” icon. Click on the light bulb to view the Ideas at Work for that question. These are updated annually and provide action plans from some of PRC’s clients who have successfully improved their scores for that question. Contact information is available here as well as in Best Practices.

---

**Ideas At Work**

We have interviewed many of our clients and have compiled this list of action plans that helped improve Overall Quality of Care.

*From Jane Firth, RN at Mercy Hospital South*

Mercy Hospital South wanted to recognize those who gave exceptional customer service, wanted to focus on teamwork, and wanted to let employees know on an ongoing basis that they were appreciated and special because they were part of Mercy Hospital South. To do these things they implemented the Stars in the Southern Sky Award. The award, which is given quarterly, provides a way to recognize employees who promote excellence in customer service.

All employees and volunteers at MHS are eligible to receive the award based on the criteria of:

- Demonstrating customer service beyond normal duties and job expectations;
- Providing a positive effect on customers of MHS (customers were defined as patients, families, visitors, physicians, coworkers and other MHS employees);
- Demonstrating an improvement in the quality of service.

There are generally five to seven award recipients each quarter. Those selected are given a letter from Administration, an award certificate, a Star pin, and a gift certificate to a local restaurant. In addition, their pictures are placed in a frame on their units, on the employee bulletin board and in the employee newsletter.

Do you have an Idea that worked and improved a service or aspect of care at your Organization? [Tell us about it](#)