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Johns Hopkins Sibley Hospital, Innovation Hub reimagines how we deliver care at the hospital. This case study focuses on a discharge initiative. Our chief nurse challenged our design team to impact our low discharge HCAHPS scores (Hospital Consumer Assessment of Healthcare Providers and Systems).

SUCCESS METRICS



Discharge HCAHPS scores



Engagement with stakeholders across Hospital

DESIGN ACTIVITIES

- Observation of 25 discharges
- Interviews nurses and patients
- Follow up patient interviews post discharge
- Analogous Inspiration
- Concept Brainstorming
- Sacrificial Prototyping
- Iterative Prototyping

INVESTMENT IN DESIGN



TEAM

- 3 designers full time for one month
- 3 nurses as extended team members

FINANCIAL IMPACT

Inspired by room service hang tags in hotels, we created a tool that prompts conversations between patients and clinical staff. Use of these tools resulted 27-40% improvement on the various HCAHPS scores related to discharge. These improved scores strengthened Sibley's value based purchasing position.

HEALTH IMPACT

The success of this project led to two other nursing units adopted the same solution. The spread across the hospital led to a significant increase in nursing staff requesting participation in our design training and activities.

WHAT'S NEXT

Over the next year, the Innovation Hub team will grow with a focus on critical operational goals for the hospital, e.g. improving patient engagement, employee engagement and the performance of the hospital.