

RELATE™ Real-Time Results Baptist Hospital – Pensacola, Florida

Learn how **Baptist Hospital** improved patient personal issues with the RELATE model.

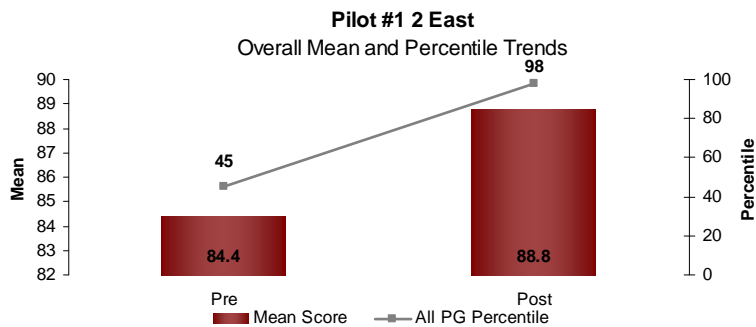


Deployed RELATE on 2 East Medical Floor to address:

- Low patient satisfaction scores in the 45th percentile, at an otherwise high performing organization where drops below the 95th percentile are rare
- Patient feedback about the persistence of ineffective communication with patients and families
- Poor HCAHPS results

Results:

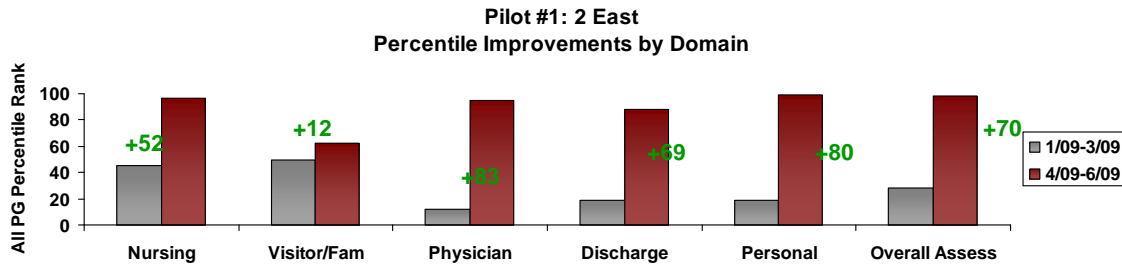
- 53 percentile point increase in patient satisfaction
- 60 percentile point increase in HCAHPS overall hospital rating
- Improved overall perception of the Unit



“RELATE is an excellent communication model for all hospital caregivers. It has helped us better care for our patients and their families. I recommend RELATE™ to all healthcare facilities.” *Daphne Scordato, Chief Nursing Officer, Baptist Health Care*

Patient Domain Results:

- Increase of over 80 percentile points for Physician and Personal Issue domains



“The best part about the process is it doesn’t take anymore time. We can spend less time going over things with patients because we are communicating more effectively instead of rushing through important topics that are key to their care.”

2 East Medical Floor Nursing Staff