

case studies



Concierge-Style Service

Patient Ambassador program leads to an average NPS increase of 5.15% & reduced falls at Carondelet.

At Carondelet St. Joseph's in Tucson, Arizona, patients in the ED are warmly greeted by John Carlo Porciuncula.

John Carlo is a TouchPoint Patient Ambassador that serves the Carondelet ministries. Carondelet and TouchPoint collaborated to realize the vision of a department floater, called a Patient Ambassador, whose responsibilities would be to improve the comfort of patients during their stay.

The Little Things

Patient Ambassadors are primarily focused on providing person-centered care revolving around the TouchPoint service lines at Carondelet (EVS, FNS, and Patient Transport) as well as assisting in other areas outside of TouchPoint's normal scope. These areas include: getting extra pillows and blankets, providing directions, and offering additional assistance to anyone in need.

Representatives from both Carondelet and TouchPoint worked together to determine

that an ideal Patient Ambassador should be caring, compassionate, outgoing, and able to connect with a diverse patient and guest population. From there a job description was created and the journey to increased HCHAPS scores began.

Making it Work

The program began in April 2014 at St. Mary's and in May 2014 at St. Joseph's. **Since the implementation, Net Promotor Scores have increased an average of 5.15% at the two facilities.**

Our Patient Ambassadors spent an average of 15.73 minutes with each patient.

The value of having a Patient Ambassador program is that your ministries will benefit from a dedicated resource who addresses the needs of your patients and guests. For example, at St. Joseph's, John Carlo was able to find a pet sitter for a patient that was concerned about her animals who were left alone at home. Once she knew her pets were safe, she was able to relax and heal more quickly without the added stress. Patient Ambassadors are like concierges for your hospitals, providing added value at a minimal cost.

Savings from the Patient Ambassador program could be in the millions based on the actualized reduction in falls seen since implementation of the program. **In the months following the introduction of Patient Ambassadors, HCAHPS score increased an average of 2.5 points at Carondelet St. Mary's and 3 points at Carondelet St. Joseph's in a year-over-year comparison. Additionally, falls have consistently been below the target at St. Joseph's for the first time in 2 years.**

Hospital Snapshot

Carondelet St. Mary's
Tucson, Arizona
350 licensed beds

Carondelet St. Joseph's
Tucson, Arizona
428 licensed beds

