

NO PASS ZONE: GO TOWARDS THE LIGHT

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ABSTRACT: *A call light represents a patient need, the simplest requirement to reach a facial tissue to as complex as the necessity to be relieved with pain. Health care workers are critical in responding to these needs and thus patients are not to be considered interruptions in one's work. The No Pass Zone is a quality initiative that emphasizes patient is the reason why nurses are existent in the hospital. In this descriptive correlational study, the No Pass Zone is premised on provision of direct assistance to patient thus the need for help has to be satisfied. The study has the following research questions: What is the degree of satisfaction and agreement of nurses and health care workers on the No Pass Zone Program? What is the Patient Satisfaction rating on the following parameters: Call Bell Response and Courtesy of Nurses? Is there a relationship between Patients and Nurses Satisfaction Rating? Is there a relationship between Nurses Satisfaction and Agreement in the No Pass Zone Program? The researcher devised Satisfaction Survey Tool have assessed the level of agreement and satisfaction of Nurses in No Pass Zone Initiative as to agreement and satisfaction using a four point-likert scale where 4 is Strongly Agree and Very Satisfactory, 3 Agree and Satisfactory, 2 Fairly Agree and Fairly Satisfactory, 1 Do not agree and not satisfactory. The satisfaction rating was evaluated as very satisfied. The highest ratings were in the elements related to increasing awareness to safety and its integration in the daily routine of nurses, development of team work and improvement in the satisfaction of both patients and nurses and all were rated as very satisfactory. The agreement of nurses as to the No Pass Zone revealed a strong agreement. The highest ratings were likewise in the elements related to increasing awareness to safety and its integration in the daily routine of nurses and improvement in the satisfaction of both patients and nurses and were rated as very satisfactory. The rating on promptness of needs being attended reflects a very satisfactory rating with mean of 3.59 in a four point-likert scale. The findings revealed that patients evaluated the attention to needs as very satisfactory. Likewise, a rating of 3.78 on courtesy was noted. The correlation statistics show a moderate correlation between nurses and patients satisfaction rating. ($r=0.06$) Correlation of nurses' satisfaction and agreement on the No Pass Zone initiative revealed a very high correlation. ($r=0.98$) The following conclusions are derived: The No Pass Zone initiative has been proven useful in addressing the needs of patients. The No Pass Zone increases cognizance of nurses in patient safety and prompt need provision. The following recommendations are proposed: Roll out of the No Pass Zone initiative to all nursing units of the hospital. The need to have consistency in monitoring of the No Pass Zone standard script utilization is critical. Random Audits of the No Pass Zone implementation in piloted units. Future investigation on other nursing outcomes and its relationship with the program may be explored.*

KEYWORD: No Pass Zone, Go Towards the Light, Never Pass, Observe for Privacy, Provide What is Needed, Access Someone Who Can, Safety First, Smile Before Leaving.

INTRODUCTION

A call light represents a patient need, the simplest requirement to reach a facial tissue to as complex as the necessity to be relieved with pain. Health care workers are critical in responding to these needs and thus patients are not to be considered interruptions in one's work. Nurses and other health professionals are in best position to address those needs.

The need to address increasing number of complaints related to nurse response to call bell is vital in-patient experience and satisfaction. As of July 2018, patient satisfaction feedback related to call bell response of nurses was only 50%. In line with the Medical Center's Key Result Areas and Key Performance Indicators, Nursing's quality initiative of "No Pass Zone" may improve the satisfaction rating and eventually contribute to great patient experience.

The No Pass Zone is a quality initiative that emphasizes patient is the reason why health care workers are existent in the hospital. The call light being a representation of a need requires all in the medical center to never pass a call light. This initiative further requires anyone to respond to the need of the patient. If unable to help, the health care worker is expected to find someone to address the need.

NO PASS is an acronym for **N**ever Pass, **O**bserve for Privacy, **P**rovide what is needed, **A**ccess someone who can, **S**afety First, **S**mile before leaving, is a reminder to go towards the light.

THEORETICAL FRAMEWORK

The No Pass Zone is premised on the framework of Ida Jean Orlando's process discipline theory. It explains that the role of the nurse is to find out and meet the patient's immediate needs for help.

The patient's presenting behavior might be a cry for help. (Orlando, 1961) It is focused on the process of care in an immediate experience, and is concerned with providing direct assistance to a patient in whatever setting they are found in for the purpose of avoiding, relieving, diminishing, or curing the sense of helplessness in the patient. The Nursing Process Discipline Theory labels the purpose of nursing to supply the help a patient needs for his or her needs to be met. That is, if the patient has an immediate need for help, and the nurse discovers and meets that need, the purpose of nursing has been achieved.

In this study, the No Pass Zone is premised on provision of direct assistance to patient thus the need for help has to be satisfied.

Research Questions

1. What is the degree of satisfaction and agreement of nurses and health care workers on the No Pass Zone Program?
2. What is the Patient Satisfaction rating on the following parameters:
 - a. Call Bell Response
 - b. Courtesy of Nurses and other Health care Workers

3. Is there a relationship between Patient Satisfaction Rating and Nurses Satisfaction?
4. Is there a relationship between Nurse Satisfaction and Agreement in the No Pass Zone?

Significance of the Study

The study will be beneficial to the following stakeholders:

Patients: Patient’s need is vital to one’s being and critical to recovery. The No Pass Zone will serve as a means towards the end of providing the needs of the patient. This means that when needs are provided this can contribute to the well- being and recovery of patients.

Nurses and other Health Care Workers: The No Pass Zone will ensure that needs of patients are provided on time all the time. When their needs are fulfilled it contributes to their well-being and recovery. Ultimately it is translated to patient satisfaction.

Administration: The No Pass Zone will ensure that nurses and health care workers are providing the requirement of patient care. This means that administrators are assured of the satisfaction of patients as to the care received.

Instrumentation

The Researcher devised the Satisfaction Survey Tool assessing the level of agreement and satisfaction of Nurses in No Pass Zone Initiative as to their agreement and satisfaction using a four point-likert scale where 4 is Strongly Agree and Very Satisfactory, 3 Agree and Satisfactory, 2 Fairly Agree and Fairly Satisfactory, 1 Do not agree and not satisfactory. Statistical range for the tool as follows: Very Satisfactory 4.0-3.59, Satisfactory 3.0 -3.58, Fairly Satisfactory 2.0-2.59 and 1.0-1.59 Unsatisfactory.

RESULTS AND DISCUSSION

Research Question 1: What is the degree of satisfaction and agreement of nurses and health care workers on the No Pass Zone Program?

Table 1: Nurse Satisfaction on No Pass Zone Program (n=13)

	Mean	S.D	Verbal Interpretation
1. The No Pass Zone increases staff awareness of safety issues like fall	3.8		Very Satisfactory
2. The No Pass Zone increases patient and staff satisfaction	3.8		Very Satisfactory
3. The No Pass Zone fosters team work in the unit	3.8		Very Satisfactory
4. The No Pass Zone decreases complaints of patients	3.6		Very Satisfactory
5. The No Pass Zone provides staff with confidence in addressing calls of patients with needs	3.6		Very Satisfactory

6. The No Pass Zone decreases time spent for other works in the unit	3.6		Very Satisfactory
7. The No Pass Zone provides patient with assurance that their needs will be addressed promptly	3.5		Very Satisfactory
8. The No Pass Zone integrates safety into the daily routine	3.8		Very Satisfactory
9. The No Pass Zone improves overall delivery of care	3.7		Very Satisfactory
10. Overall Satisfaction of the No Pass Zone Initiative	3.7		Very Satisfactory

Legend: 4.0-3.50: Very Satisfactory (VS), 3.0-3.49: Satisfactory (S); 2.0-2.49 Unsatisfactory (US); 1.0-1.99 Very Unsatisfactory (VUS)

The table shows an overall satisfaction of nurses on the implementation of No Pass Zone Program in the Pilot Unit.

This suggests that nurse in the pilot unit was satisfied with the program. The satisfaction was rated as very satisfied. The highest ratings were in the elements related to increasing awareness to safety and its integration in the daily routine of nurses, development of team work and improvement in the satisfaction of both patients and nurses, all were rated as very satisfactory. The findings suggest that the program was perceived to be useful in-patient care particularly on fostering safety in the nursing unit. This means that nurses are becoming more cognizant with the concept of safety first. Likewise, it means that nurses being in the forefront of health care delivery must be on top of patient safety and patient satisfaction. The lowest satisfaction rating was noted in the element: No Pass Zone provides patient with assurance that their needs will be addressed promptly with 3.5 still with very satisfactory rating. This means that nurses perceived that the program may assure patient's needs to be addressed promptly. A very satisfactory overall satisfaction of the program was noted with 3.7 rating. This means that nurses felt that the program is satisfactory as to its objective. The study is supported by the study of Lee (2016) on the No Pass Zone: A Multidisciplinary Approach to responding to Patient Needs. A successful implementation of this intervention resulted in patients' needs being met more quickly as indicated by improved Hospital Consumer Assessment of Health Care Providers and Systems performance post-implementation.

Table 2: Nurse Agreement on No Pass Zone Program (n=13)

	Mean	S.D	Verbal Interpretation
1. The No Pass Zone increases staff awareness of safety issues like fall	3.7		Strongly Agree
2. The No Pass Zone increases patient and staff satisfaction	3.8		Strongly Agree
3. The No Pass Zone fosters team work in the unit	3.7		Strongly Agree

4. The No Pass Zone decreases complaints of patients	3.7		Strongly Agree
5. The No Pass Zone provides staff with confidence in addressing calls of patients with needs	3.7		Strongly Agree
6. The No Pass Zone decreases time spent for other works in the unit	3.3		Agree
7. The No Pass Zone provides patient with assurance that their needs will be addressed promptly	3.6		Strongly Agree
8. The No Pass Zone integrates safety into the daily routine	3.8		Strongly Agree
9. The No Pass Zone improves overall delivery of care	3.7		Strongly Agree
10. Overall Satisfaction of the No Pass Zone Initiative	3.7		Strongly Agree

Legend: 4.0-3.50: Very Satisfactory (VS), 3.0-3.49: Satisfactory (S); 2.0-2.49 Unsatisfactory (US); 1.0-1.99 Very Unsatisfactory (VUS)

The agreement of nurses as to the No Pass Zone revealed a strong agreement. The highest ratings were in the elements related to increasing awareness to safety and its integration in the daily routine of nurses and improvement in the satisfaction of both patients and nurses, were rated as very satisfactory. This means that nurses in the pilot unit agrees that the program addresses safety and improves satisfaction. The lowest satisfaction rating was noted in the element: The No Pass Zone decreases time spent for other works in the unit with 3.3, suggesting only an agreement. This means that nurses do not perceive the initiative as an interruption in the other tasks in unit. In Iowa, in one of the hospitals in 2014, that implemented the No Pass Zone evaluated it as not an intrusion into the workflow; but rather, it had helped to meet the patients' needs more effectively.

Research Question 2: What is the Patient Satisfaction rating on the following parameters: Call Bell Response and Courtesy of Nurses and other Health care Workers

Satisfaction of patients refers to the measure of the extent to which a patient is content with the health care which they received from their health care provider.

It is an important and commonly used indicator for measuring the quality in health care. Patient satisfaction affects clinical outcomes, patient retention, and medical malpractice claims. It affects the timely, efficient, and patient-centered delivery of quality health care. (Prakash, 2010)

The No Pass Zone as an initiative has to be evaluated on patient standpoint. The satisfaction rating on the call bell response and courtesy of nurses was evaluated.

Table 3: Patient Satisfaction Rating on Call Bell Response and Courtesy of Nurses (N=57)

Performance Element	Rating	Verbal Interpretation
The Nurses and other health care workers promptly attended to my needs	3.59	Very Satisfactory
The Nurses and other health care workers are courteous	3.78	Very Satisfactory
Weighted Mean	3.68	Very Satisfactory

Legend: 4.0-3.50: Very Satisfactory (VS), 3.0-3.49: Satisfactory (S); 2.0-2.49 Unsatisfactory (US); 1.0-1.99 Very Unsatisfactory (VUS)

The table shows satisfaction rating of patients during the pilot run of the initiative. The rating on promptness of needs being attended reflects a very satisfactory rating with 3.59 rating in a four point-likert scale. This finding suggests that patients are very satisfied with the way their needs are provided by nurses and health care workers in the unit. Provision of needs is critical to patient's satisfaction, as this reflects the kind of quality service health care institution provides. Many organizations conduct satisfaction rating to enable them improve processes. (Ofili, 2015) In DLSMC, the process of improving the way call bell is responded to have been perceived to be critical in the quality care. Critical to quality patient care in Nursing is the core value of Empathy hence the culture is practiced through dealings with patients, visitors, families, colleagues, superiors and subordinates. Empathy is an essential characteristic for nurses; it is defined by Merriam Webster as "the feeling that you understand and share another person's experiences and emotions; the ability to share someone else's feelings". Empathy then is seeing with the eyes of another; listening with the ears of another and feeling with the heart of another.

The findings revealed that patients evaluated the attention to needs as very satisfactory, a rating of 3.59. Likewise, a rating of 3.78 on courtesy was noted. These findings suggest that the No Pass Zone was useful in addressing needs and concerns of patients right away. In a similar study by Baird (2013) it revealed that No Pass Zone, improves patient experience and provided quick responses to patients' needs. The No Pass Zone in place contributes to quality, safety and service. At the same time, it sends a strong message to every employee in the organization that these are "our" patients.

Research Question 3: Is there a relationship between Patient Satisfaction Rating and Nurses Satisfaction?

The relationship of satisfaction is critical in any quality initiative. Patient Satisfaction and Nurses Satisfaction is relevant in achievement of organizational effectiveness.

Table 4: Relationship of Patients Satisfaction Rating and Nurses Satisfaction Rating on the No Pass Zone?

Pearson R	
Nurses and Patients Satisfaction Rating on No Pass Zone	r=0. 66

The correlation statistics show a moderate correlation between nurses and patients satisfaction rating. This means that as nurses’ satisfaction improves, the rating of patients likewise increases. The No Pass Zone appears to be satisfactory as a quality initiative in the pilot unit. The moderate correlation suggests that in the future roll out of the program, the No Pass Zone can be useful in addressing patients need. Baird (2016) in similar initiative found out that the No Pass Zone is a patient experience initiative to provide quick responses to patients’ needs, thereby improving patient satisfaction. Lancaster General Hospital in 2013 Pilot run of the program revealed likewise a very successful implementation and showed not only a reduction in patient falls, but also increased patient satisfaction overall as measured on the unit NDNQI Press Ganey Nursing Quality Indicator scores.

Research Question 4: Is there a relationship between Nurse Satisfaction and Agreement in the No Pass Zone?

Satisfaction and Agreement are two related concepts however satisfaction may not always meant to be an agreement.

Table 5: Relationship of Nurse Satisfaction and Agreement Ratings on the No Pass Zone?

Pearson R	
Nurses Satisfaction and Agreement Rating on No Pass Zone	r=0.98

Correlation of nurses’ satisfaction and agreement on the No Pass Zone initiative revealed a very high correlation. This means as nurses’ satisfaction improves the rating on agreement likewise increases. This suggests that there is a strong link between satisfaction and agreement. Nurses are satisfied and agreeing with the No Pass Zone contribution in patient safety and satisfaction.

CONCLUSION

The following conclusions are derived from the findings of the study:

1. The No Pass Zone initiative has been proven useful in addressing the needs of patients. This is evident in the very satisfactory rating of patients in the Patient Feedback Form
2. The No Pass Zone increases cognizance of nurses in patient safety and prompt need provision.

RECOMMENDATIONS

In light of the conclusions drawn, the following recommendations are proposed:

1. Roll out of the No Pass Zone initiative to all nursing units of the hospital
2. Consistent monitoring of the No Pass Zone standard script utilization
3. Random Audits of the No Pass Zone implementation in piloted units
4. Future investigation on other nursing outcomes and its relationship with the program may be explored.

Implications

1. The No Pass Zone Program as a Quality and Patient Safety Initiative improves satisfaction of patients in the area of patient needs provision. It likewise asserts that patients are considered not interruptions in one's work.
2. The No Pass Zone supports the organization's value of empathy as nurses become critical in addressing the needs of patients

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APPENDIX

Satisfaction Survey on No Pass Zone Initiative

Name: (Optional)

Age:

Tenure:

Position:

Rate the “No Pass Zone” Initiative as to your agreement and satisfaction using a four-point likert scale where 4 is Strongly Agree and Very Satisfactory, 3 Agree and Satisfactory, 2 Fairly Agree and Fairly Satisfactory, 1 Do not agree and not satisfactory

Areas	Agreement				Satisfaction			
	4	3	2	1	4	3	2	1
1. The No Pass Zone increases staff awareness of safety issues like fall								
2. The No Pass Zone increases patient and staff satisfaction								
3. The No Pass Zone fosters team work in the unit								
4. The No Pass Zone decreases complaints of patients								
5. The No Pass Zone provides staff with confidence in addressing calls of patients with needs								
6. The No Pass Zone decreases time spent for other works in the unit								
7. The No Pass Zone provides patient with assurance that their needs will be addressed promptly								
8. The No Pass Zone integrates safety into the daily routine								
9. The No Pass Zone improves overall delivery of care								
10. Overall Satisfaction of the No Pass Zone Initiative								

Comments:

Thank you for your feedback!