

**RELATE™ Real-Time Results**  
**Sarah Bush Lincoln Health System - Mattoon, Illinois**

Learn how **Sarah Bush Lincoln Health System** is improving patient and family communication with the RELATE model to enhance patient outcomes.

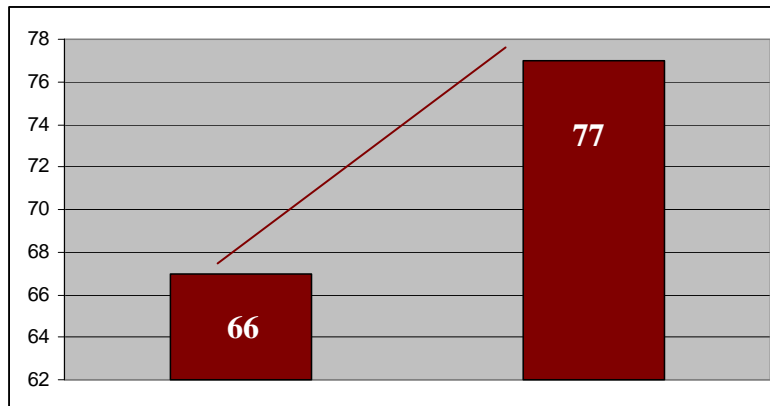


**August, 2009 - deployed RELATE throughout all inpatient floors of the hospital.**

**Inpatient Results:**

- 10% increase from 67% to 77 % in HCAHPS Overall Hospital Rating (where patients rate the hospital)
- Increase of 30 percentile points positioning Sarah Bush Lincoln Inpatient in the top decile

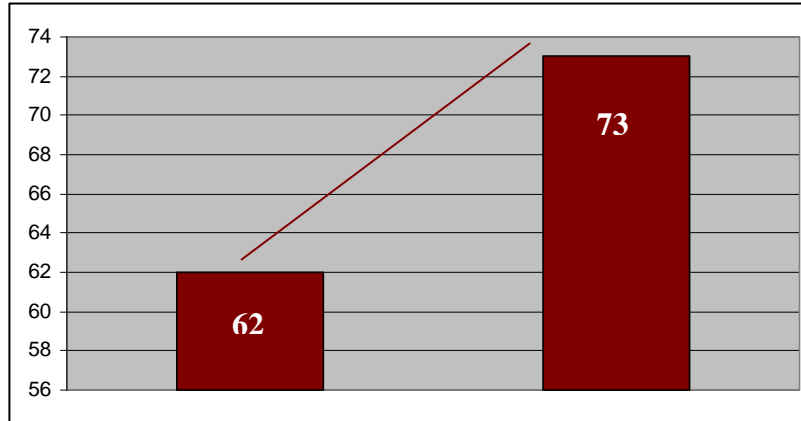
**HCAHPS - Overall Hospital Rating**



## Emergency Department Results:

- 11% increase from 62% to 73% under “would definitely recommend” for Would Recommend for ED Services.
- Increase of 30+ percentile points for Sarah Bush Lincoln ED

**NRC Picker – *Would Recommend for ED Services***



**"Our Emergency Department's patient experience scores are on the rise along with our patient volumes and we've even received positive comments from our ED physicians when they encounter patients whose wait times have been above the norm. Use of RELATE when rounding in the ED lobby has made the difference. This communication model has made even the most difficult patient scenario, waiting in the ED, a positive, "WOW" experience for many patients/families." -- Mary Lou Randolph, VP Patient Care Services, Sarah Bush Lincoln Health System**