

# The Greeter Program

## Enhancing The Patient and Visitor Experience During COVID-19

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#### Introduction

- Northshore Medical Center (NSMC) is the largest healthcare provider in the North Shore area and it's a member of Mass General Brigham (MGB). They offer a variety of advance inpatient and outpatient care.
- Due to COVID 19, NSMC - Salem Hospital had to close some of their entrances to the public.



#### What is the Greeter Program?

- Prior to COVID-19, the greeter program was created to help guide patients and visitors to appropriate floors within the hospital.
- The Greeter program continues to focus on guiding patients and visitors within the hospital but it also has become the new way to ensure safety for all patients, visitors and staff.
  - Greeters are responsible for ensuring that all patients and visitors are sanitized and provided a new mask prior to their visit.
  - They are also responsible for screening all visitors by asking them a set of COVID-19 screening questions.
- The Greeter Station is located in the Main Entrance on Davenport 4. Due to the outbreak the greeter station was moved outside in order to practice social distancing and implement safety precautions.

#### Related Literature

- "To enhance the safety of patients, visitors and staff, all visitors will be screened for COVID-19 risk before being permitted to visit or accompany patients in NSMC facilities. All visitors will also be provided with a mask, which must be worn for the duration of your visit. This helps to create the safest environment possible at NSMC". New Visitor Policy. (2020, June 15).
- Based on the CDC, "Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19: fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting and diarrhea. This list does not include all possible symptoms. CDC will continue to update this list as we learn more about COVID-19". Symptoms of the Coronavirus. (last updated, 2020, May 13).
- According to the Mass.gov website, "Effective August 1, 2020, all visitors and returning residents entering Massachusetts must follow new travel orders". I constantly used this website to update the visitor screening process because every week there was either new lower risk states added to the listed or some were removed. COVID-19 Travel Order. (n.d.).

#### Internship Responsibilities

- Provided insight on how to improve the program by brainstorming ideas such as having whiteboards, adding two phone lines, staffing more greeters during busier hours and etc.
- Observed and assisted with greeting and screening.
- Reviewed current procedures and update them as needed.
- Communicated changes to greeters via several different channels by updating greeter guides, creating signs, and reminder emails for greeting schedules.
- Restocked greeter stations and ensured that they were filled with supplies, (masks, cleaning supplies, printed visitor labels, and etc.)
- Created and updated visitor screening process
- During my internship, for 2 weeks the greeter station was temporarily moved from outside NSMC to inside due to scheduled construction on Davenport 4. As a part of my project, I collected data to monitor this transition and to determine if the screening process of patients and visitors would increase or decrease due to a change in location.
  - Materials used to collect data: notebook, pen and timer.

#### Visitor Process

- Sanitize hands and provide mask.
  - Ask the following screening questions:
    - Have you traveled to a state other than Maine, Vermont, New Hampshire, Connecticut, Rhode Island, New York, New Jersey or Hawaii within the last 14 days?
    - If answer is yes, visitor needs to self-quarantine for 14 days or MUST have a negative COVID-19 test result within 72-hours prior to their arrival in Massachusetts.
    - Have you had a positive or pending COVID-19 test?
    - Have you had a fever or felt feverish within the last 24 hours?
    - Do you have trouble breathing or new cough?
    - Do you have a new rash?
    - Do you have any of the following new symptoms?
      - Sore Throat
      - Muscle Aches
      - Chest Pain
      - Nasal Congestion/Running Nose
      - Loss of Smell or Taste
  - If visitor answers yes to any of the questions, ask them to hold off their visit until they are feeling better.
  - If visitor answers no, call the appropriate floor and staff on floor will advise you whether it's a good time for the visitor.
  - If no one on the floor answers the phone, wait a couple of minutes and call back. On the second call, if no one still answer send the visitor directly to the floor.
- All visitors need a Visitor Badge. (write their name, date, your initials on badge)
- All patients are screened prior to their visit and upon check in to their appointments. ONLY visitors are screened upon arrival.

Photo to the left: The first visitor process I created

#### Visitor Process

- Sanitize hands and provide mask.
  - Ask the following screening questions:
    - Have you had a positive or pending COVID-19 test?
    - Have you traveled out of MA in the past 2 weeks?
      - If yes, where have you traveled?
      - APPROVED LOW RISK STATES:
        - Connecticut, District of Columbia, Maine, NH, NY, Vermont (as of 10/2/20)
      - If person has been to a state listed above move to next question.
      - If they traveled to a state NOT LISTED above:
        - Have you quarantined 14 days upon your return, or gotten a COVID test with a negative result?
    - Have you had a fever or felt feverish within the last 24 hours?
    - Do you have trouble breathing or new cough?
    - Do you have a new rash?
    - Do you have any of the following new symptoms?
      - Sore Throat - Muscle Aches - Chest Pain -
      - Nasal Congestion/Runny Nose - New Loss of Smell or Taste
    - If visitor answers yes to any of the symptom questions, ask them to hold off their visit until they are feeling better.
    - If visitor answers no, call the appropriate floor and staff on floor will advise you whether it's a good time for the visitor.
  - All visitors need a Visitor Badge.
    - Write their first name, date, and your initials on badge
- > All patients are screened prior to their visit and upon check in to their appointments. They need to sanitize and mask. ONLY visitors are screened upon arrival.

Photo to the right: updates made to visitor process

#### Results

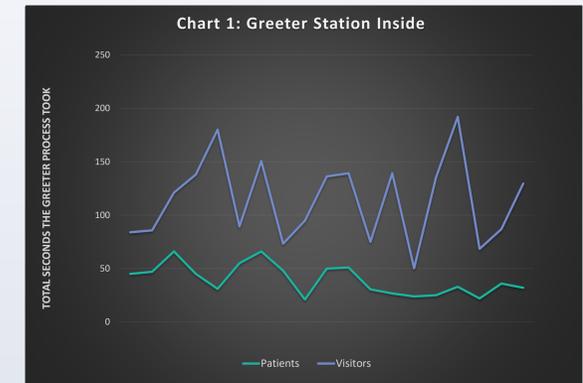


Chart 1 showed that the the greeting process for patients took approximately 30 to 65 sec. The visitor process took approximately 100 to 200 sec ( 1.4 to 3.3 mins)

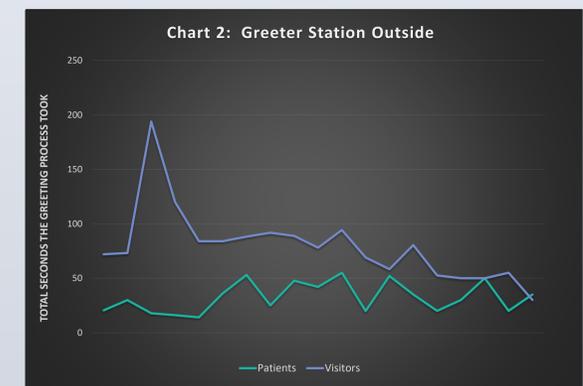


Chart 2 showed that the greeting process for patients took approximately 25 to 55 sec. The visitors process averaged less than 100 sec (1.4 mins), expect for one visitor it took approximately 190 sec (3.1 mins)

#### Conclusion

- Based on the data collected the greeter station was more efficient and faster when located outside. I observed that it was easier to maintain a safe 6ft distance when the greeter station was outside. I also observed that patients, visitors and staff were confused due to the change of location. The data above also includes some seconds that the greeter took to provide directions on how to get to certain floors within the hospital. I concluded that the greeting process took longer during visiting hours because greeters had to call appropriate floors to ensure that the patients were allowed to have a visitor.
- Throughout my internship experience, there was constant changes within the greeter program. I constantly updated the visitor screening process due to the new travel order. The greeter team and I discussed many ideas on how to improve the greeter program. We discussed some construction ideas for the greeter station outside such as adding a registration window, air conditioning and heating system. We also discussed ideas on how to improve the visitor process. One of the ideas we discussed has recently been implemented. NSMC has recently updated their visitor policy to allow only one visitor per patient and stay. This new policy will improve the overall greeter program because the greeting process will be much faster for patients and visitors.

#### Acknowledgments

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