



common *fire*

*Partnering with healthcare leaders
to forge quality & safety outcomes.*

Meeting of the Minds How Can we ACE the Patient Experience?

Getting in Gear - What Drives Exceptional Patient and Family Experience?

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What percentage of our success as an organization in the next 5 years will be due to our success with Patient Experience and Patient Partnerships?

A. 100%

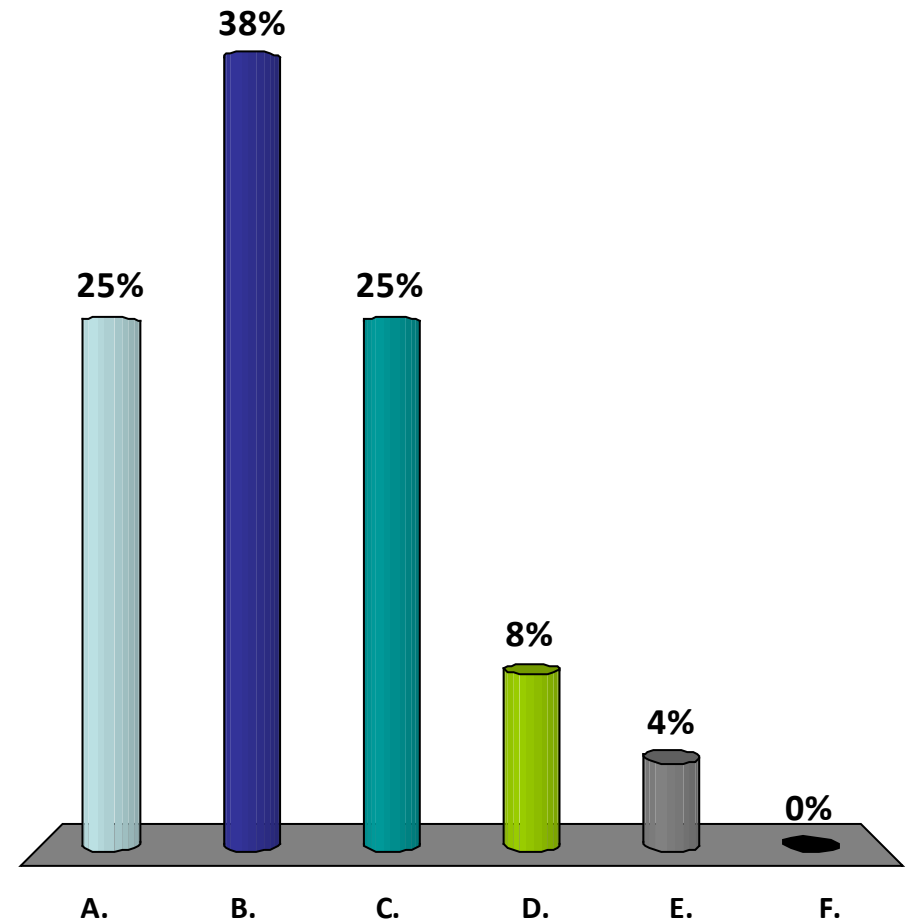
B. 75%

C. 50%

D. 25%

E. 10%

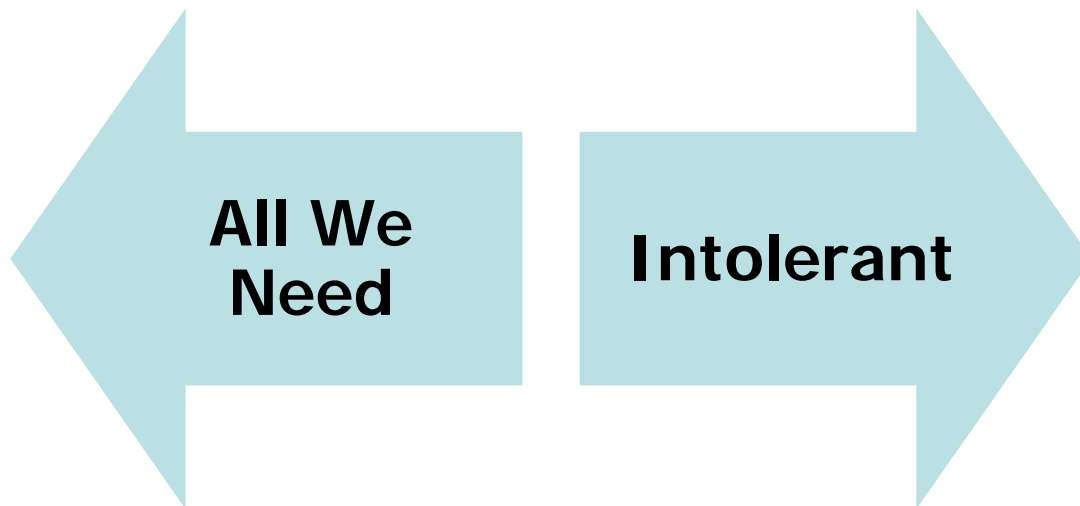
F. 0%





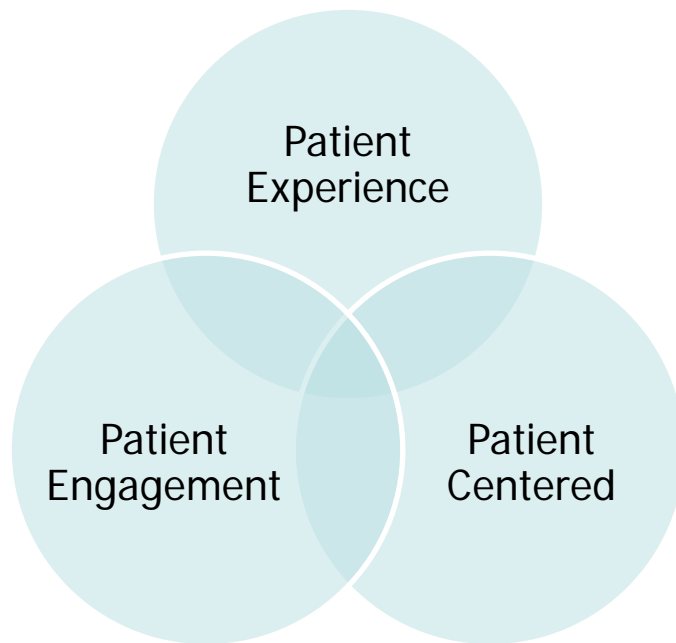
What We Know

Enough!





What We Know – P3



Are parts of a whole
Never achieved by institution or professional view
A source of discovery and innovation



How We Know

- Learning from Exemplars over three years
 - Expert resources
 - Work with organizations to improve experience
 - Preventing rehospitalization efforts
 - Hospitals
 - Clinics
 - Long term care facilities
- Balik B, Conway J, Zipperer L, Watson J. *Achieving an Exceptional Patient and Family Experience of Inpatient Hospital Care*. IHI Innovation Series white paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2011. (Available on www.IHI.org)
 - Interviews with Exemplars in HCAHPS 2011; B. Balik



What We Know

AIM

Exceptional patient and family inpatient hospital experience (patient centered, safe, effective, timely, efficient, equitable) as measured by HCAHPS (Hospital Consumer Assessment of Health Care Providers and Systems – US national metric) **willingness to recommend to friends and family**



Key Learning

Exceptional Patient and Family Centered Care as evidenced by exceptional patient experience is

- An outcome of a designed, implemented, and continually improved system not a loose variety of actions
- An evidence based approach to achieving an ambitious aim



What We Know

Leadership

Hearts and Minds

Respectful Partnerships

Reliable Care

Confidence through Evidence
Based Care



Primary Drivers

- **Governance and executive leaders** demonstrate that **EVERYTHING** in the culture is focused on patient and family centered care
- The **hearts and minds** of staff and providers are engaged
- Every interaction reflects **respectful partnerships**
- Systems deliver **reliable quality care 24/7**
- Care team instills **confidence** through collaborative, **evidence based care**



Leadership

Governance and executive leaders demonstrate that **EVERYTHING** in the culture is focused on patient and family centered care, practiced everywhere

- Leaders communicate that the patient's safety and well being is **the** critical decision guiding decision making
- Patients and families are treated as partners in care at every level
- Patient/family partnerships are publicly verifiable with a relentless focus on measurement, learning, and improvement
- Sufficient staff are available with the tools and skills to deliver the care the patient needs

Hearts and Minds

The hearts and minds of staff and providers are fully engaged

- Staff and providers are recruited for values and talent, supported for success, and are accountable individually and collectively for results
- Compassionate communication and teamwork are essential competencies

Respectful Care Partnership

Every care interaction is anchored in a respectful partnership anticipating and responding to patient and family needs

- Patients and families are part of the care team
- Care for each patient is based on a customized interdisciplinary shared care plan
- Communication uses words and phrases that the patient understands and meets their emotional needs



Reliable Care

Hospital systems deliver reliable quality care 24/7

- The physical environment supports care and healing
- Patients have to access care and say that there were not long and unreasonable waits and delays
- Patients say “there were staff available to give the care I needed”



Confidence

The care team instills confidence by providing collaborative, evidence based care

- Care is safe, concerns are addressed; if things go wrong, there is communication and apology
- Care is coordinated and integrated, through use of a shared care plan, and everyone has the information they need
- Patients get the outcomes of care they expect



What We Know

Enough!



The amount of time I spend as a leader on Patient Experience and Patient Partnerships is:

- A. Time every day
- B. 2-3 times a week
- C. Once a week
- D. Infrequently

