

Just What is Patient Experience?

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Patient Experience

Overview

- What is this thing we call Patient Experience
 - How has it evolved?
 - How is it defined?
 - Why do we care?
 - Who can impact it?
- Tactics (re-imagined)
- Patient Experience Team
- Start Small, but Just Start!

Patient Experience

Evolution

Patient Satisfaction

What it was before we
knew what to call it!



Patient Experience

Evolution

Contemporary Patient Satisfaction

A true PDSA story



Patient Experience

Evolution

[We went to the dark side!](#)



Patient Experience

Evolution

Patient Satisfaction Study - Adjust



Patient Experience

Evolution



Patient Experience

Defined

- Beryl Institute
- Press Ganey
- Hospitalist.org
 - “everything we say and do that affects our patients’ thoughts, feelings, and well-being.”

Patient Experience

Defined

Quality + Safety + Value + Service
(in the eyes of the patient)
= Patient Experience

Patient Experience

Why Do We Care?

- The Business Case for Improved PX
 - Better staff satisfaction
 - Better patient loyalty
 - Lower medical malpractice risk

Patient Experience

Why Do We Care?

- The Clinical Case for Improved PX
 - Commitment to improve workflows that impact care
 - Effort on safety for patients and clinicians
 - Engaged patients have better outcomes

Patient Experience

Why Do We Care?

- The Case for Humanity in Improved PX
 - Treating people well is the right thing to do

Patient Experience

Who Can Impact It?

YOU.

Patient Experience

Who Can Impact It?

YOU.

- Remember, OUR perception of great service is OURS. Patient experience **is the perception of our care by our patients and their families.**

Patient Experience

Who Can Impact It?

YOU.

- Reimagine every aspect of your work with the patients' perception in mind

Patient Experience

Great Tactics – Re-imagined with YOU/Patient in mind

- Hallway Hospitality
- Telephone Etiquette
- Managing Up
- Listening
- Service Recovery
- Narrating Care

Patient Experience

Great Tactics – Re-imagined with YOU/Patient in mind

- Banning Blame
- Banned Words/Phrases
- Body Language
- Teach Back
- Great Handoffs
- Attitude of Gratitude

Patient Experience

Who's On the PX Team?

YOUR BEST ROLE MODELS!

- Leaders
- Staff
 - Clinical
 - Non-clinical



Patient Experience

Who's On the Team?

YOU.

Patient Experience

JUST START!



Patient Experience

JUST START!

How can I look at my work differently?

How does this look to our patients?

Time
to
REFLECT

Are we doing the right things?

Patient Experience

JUST START!

- Start with one thing
- Do that one thing well

QUESTIONS?

CALL US!



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JUST START

