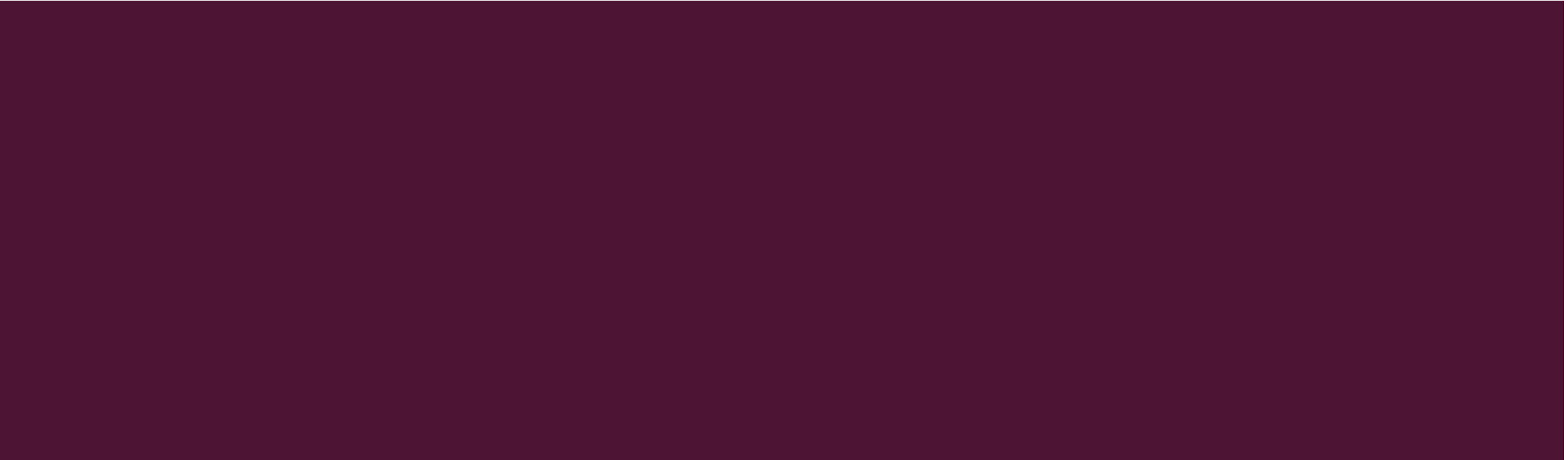
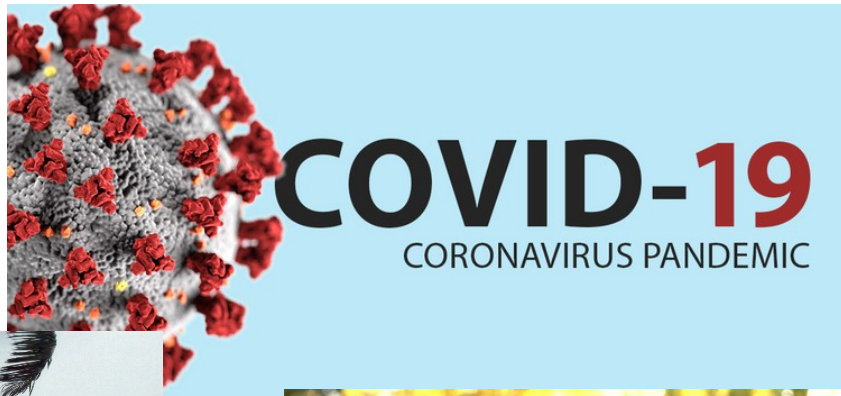




PATIENT EXPERIENCE IN A BRAVE NEW WORLD

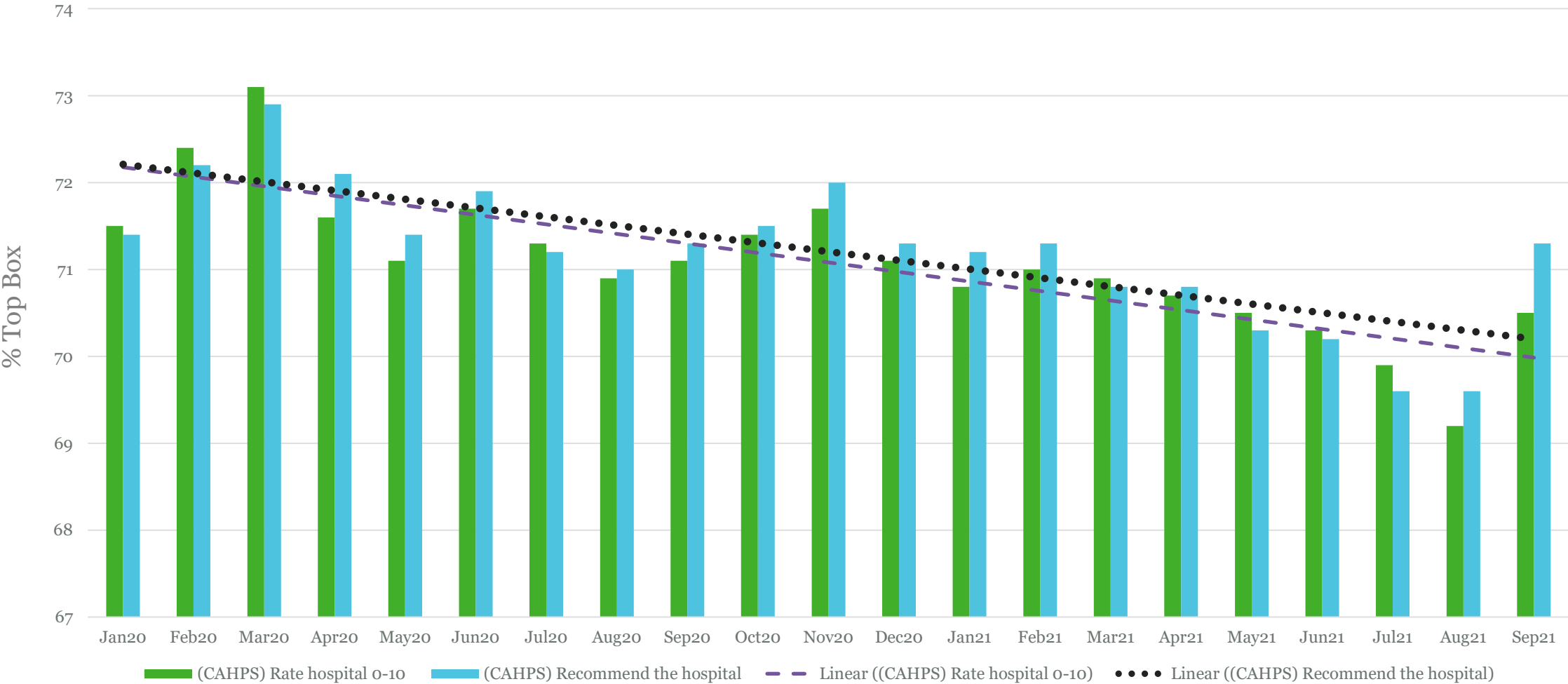
KRISTY GAY, MHA





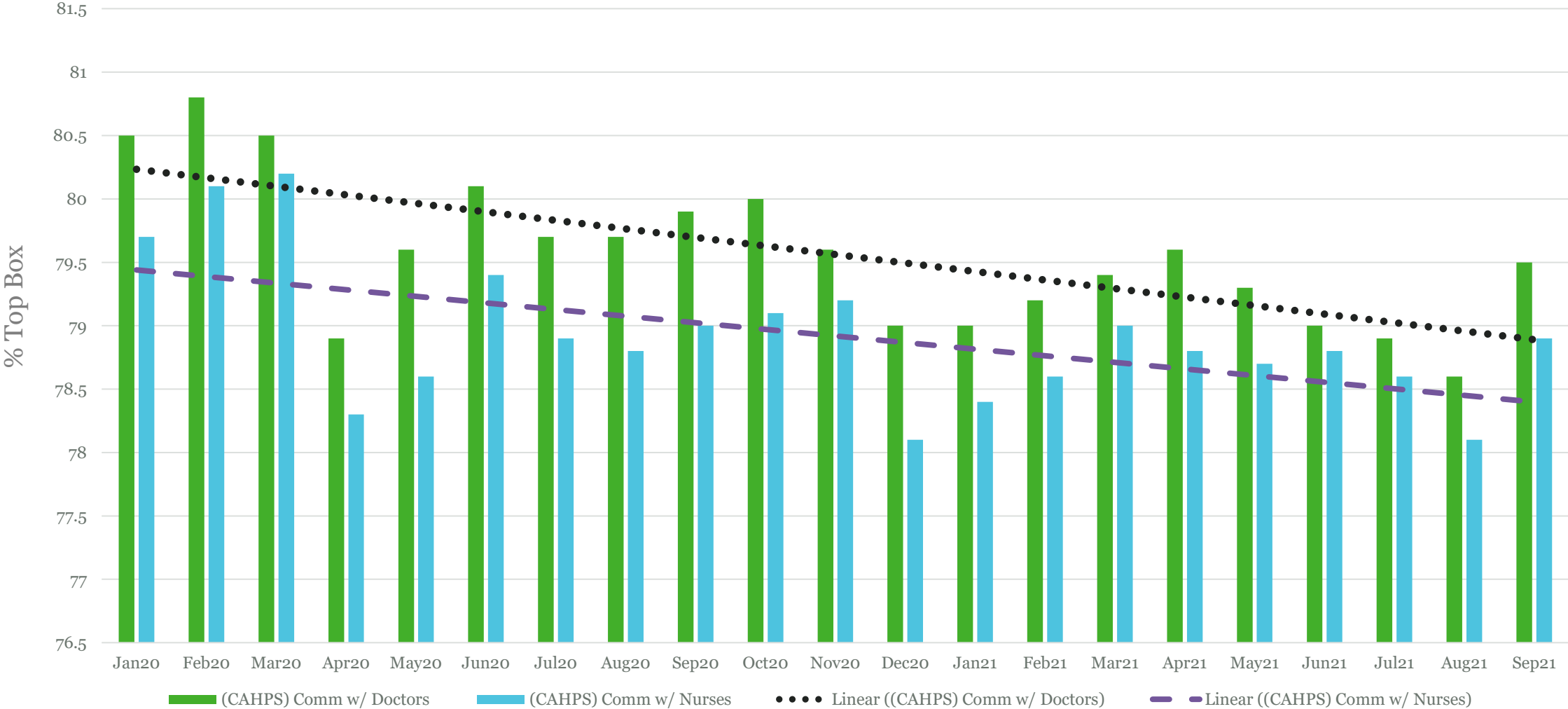
NATIONAL TRENDS IN PATIENT EXPERIENCE

HCAHPS Global Items: Rate 0-10 and Likelihood to Recommend



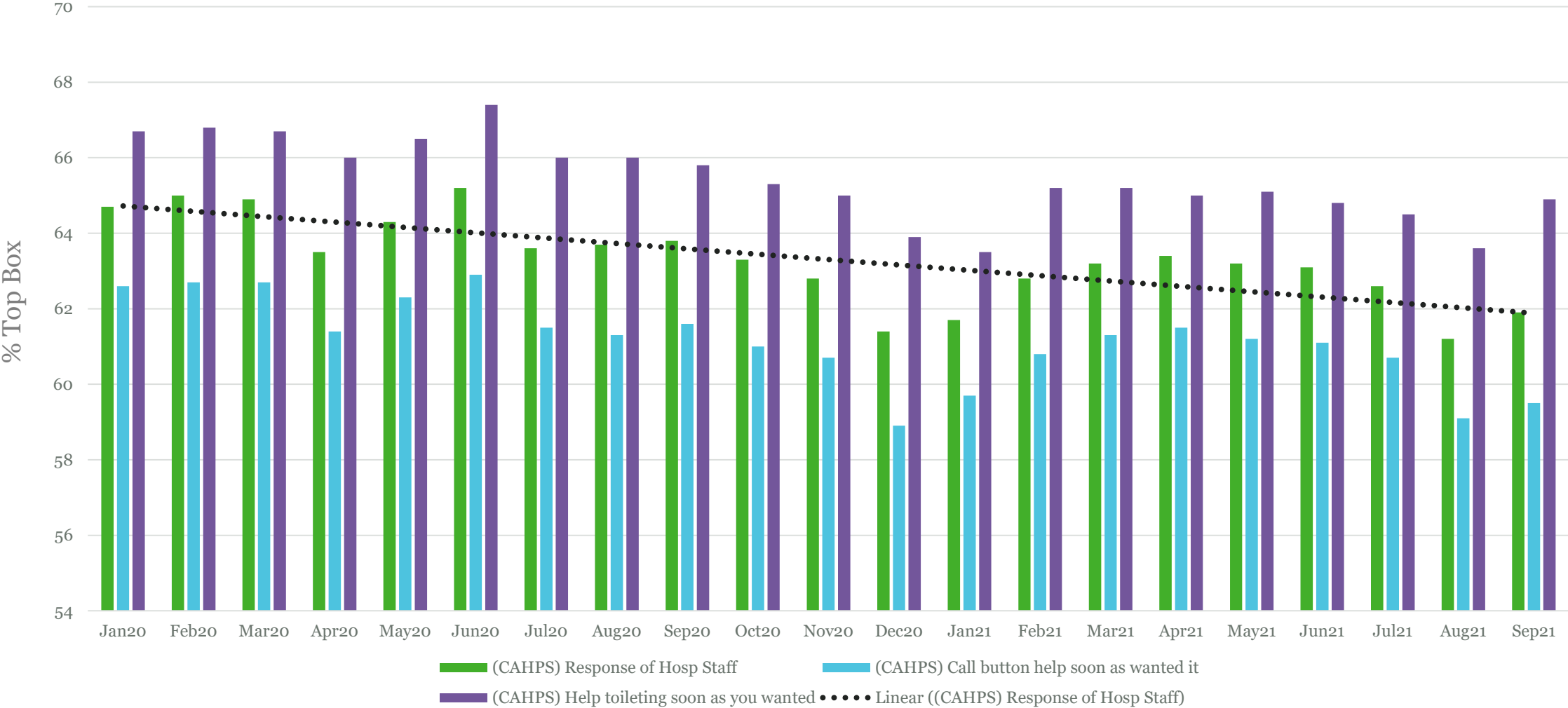
NATIONAL TRENDS IN PATIENT EXPERIENCE

HCAHPS Items: Communication with Doctors and Nurses Domains



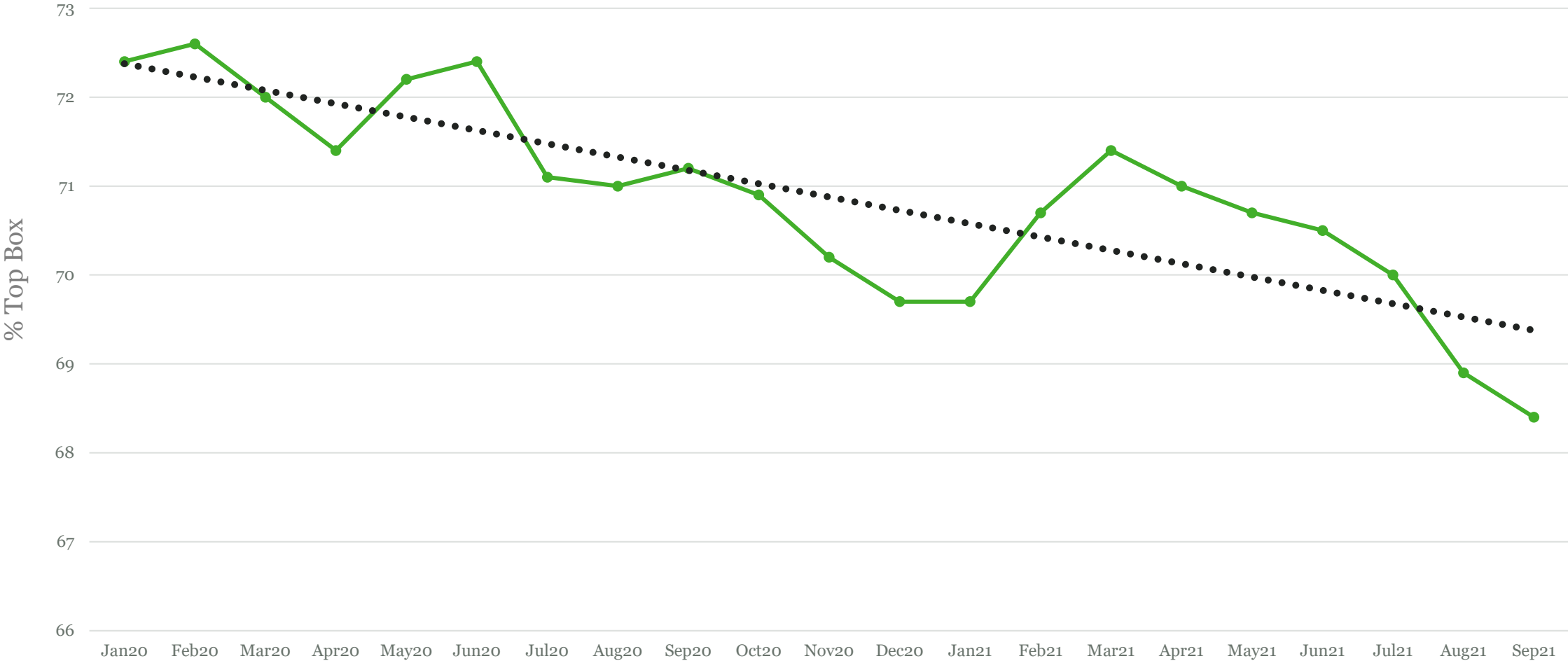
NATIONAL TRENDS IN PATIENT EXPERIENCE

HCAHPS Items: Responsiveness Domain and Questions



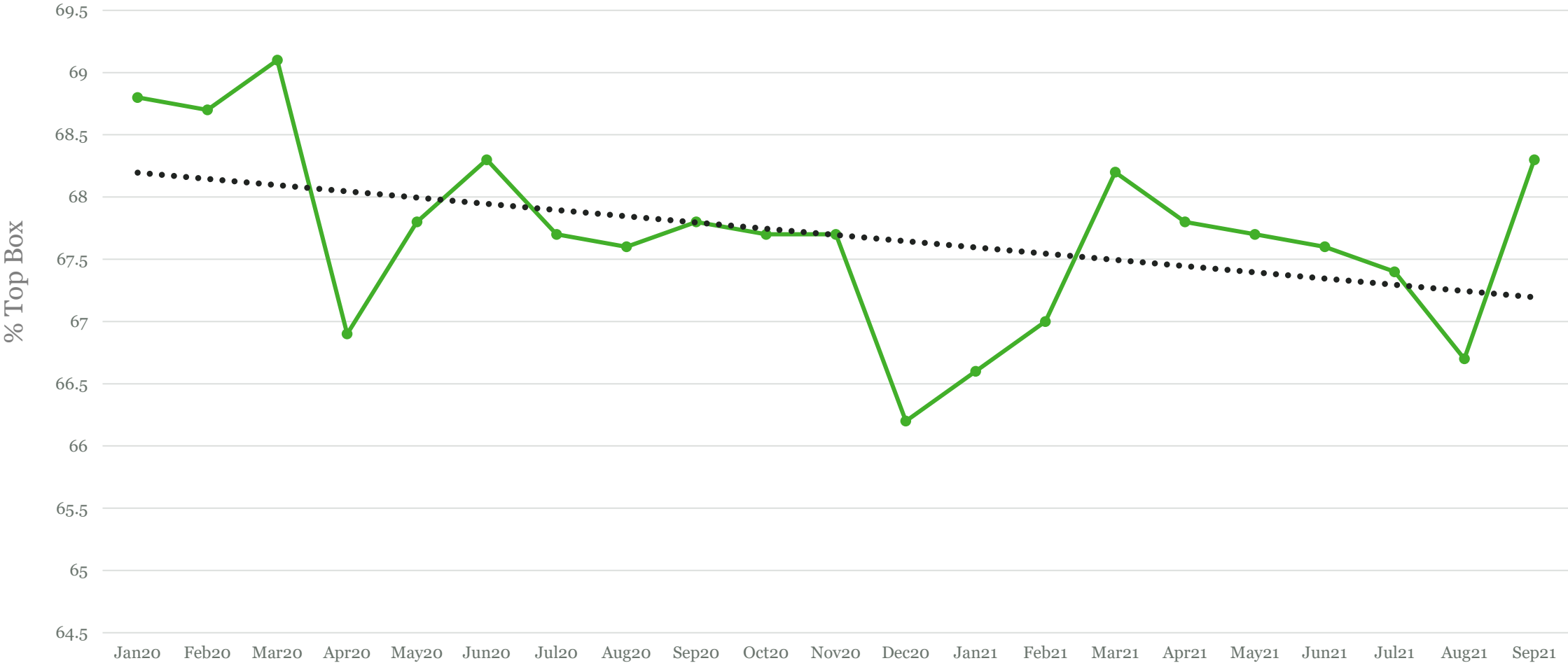
NATIONAL TRENDS IN PATIENT EXPERIENCE

HCAHPS Item: Cleanliness



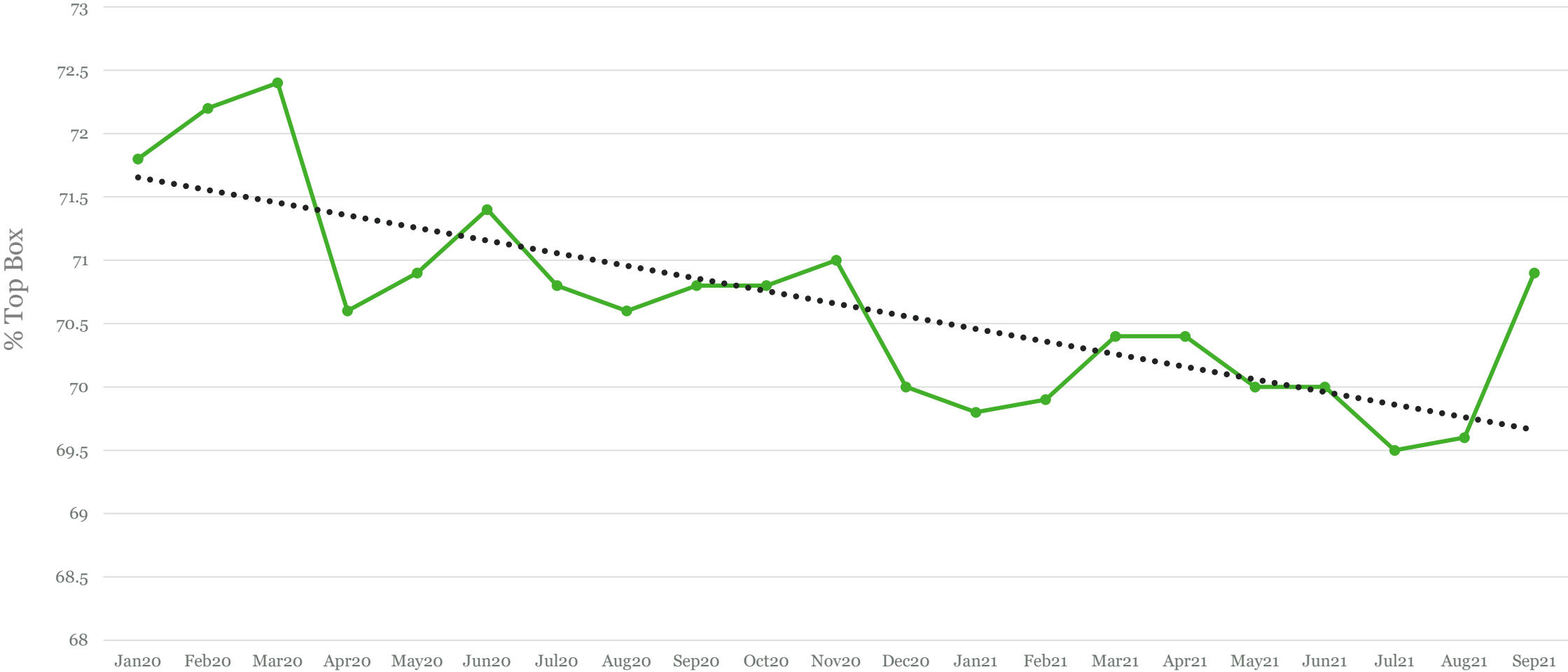
NATIONAL TRENDS IN PATIENT EXPERIENCE

Press Ganey Item: Attention to Needs



NATIONAL TRENDS IN PATIENT EXPERIENCE

Press Ganey Item: Staff Worked Together to Care for You (Teamwork)





WHERE DO WE GO FROM HERE?



PATIENT EXPERIENCE FRAMEWORK

Communication

Connection

Consistency

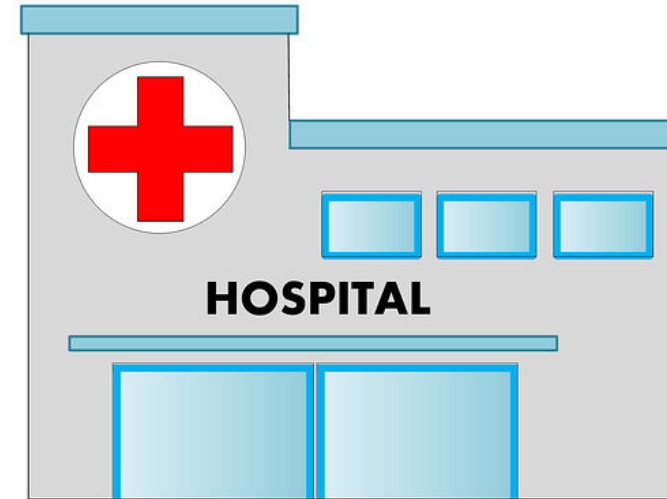


CONNECTION



CONNECTION

- Mission, Vision, Values = Foundational
- What does it mean to YOU?



CONNECTION



- Engagement: how we connect with our organization, team and leader



in·ten·tion·al

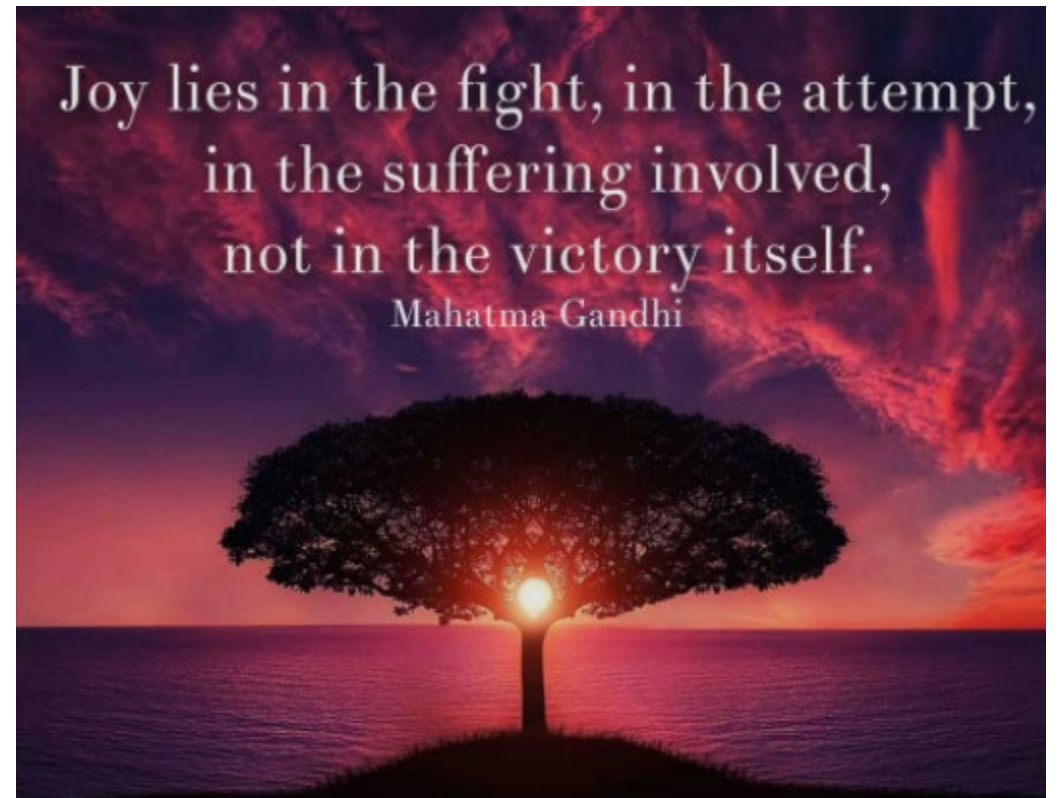
/in'ten(t)SH(ə)n(ə)l/

adjective

done on purpose; deliberate.

CONNECTION

- A culture of joy is confident in every season.
- Joy: gratitude rooted in grace no matter the circumstances
- Happiness: an emotion based on circumstances and outcomes



CONNECTION



CONNECTION

“Joy is not a constant. It comes to us in moments - often ordinary moments. Sometimes we miss out on the bursts of joy because we’re too busy chasing down the extraordinary moments. Other times we’re so afraid of the dark we don’t dare let ourselves enjoy the light. A joyful life is not a floodlight of joy. That would eventually become unbearable. I believe a joyful life is made up of joyful moments gracefully strung together by trust, gratitude and inspiration”

~BRENÉ BROWN



COMMUNICATION



COMMUNICATION

- How do you communicate?
- Inventory communication methods
 - Type
 - Frequency
 - Effectiveness



COMMUNICATION



Benefits of Leader Rounding

- Allows you to reward & recognize staff
- First-hand info on what does/doesn't work
- Creates stronger leader/staff relationships
- Better care and service to patients
- Emphasizes the positive aspects of work
- Provides an opportunity for coaching staff

COMMUNICATION

- Roaming the halls and engaging with people beyond meetings really matters.
 - Simon Sinek, “Leaders Eat Last”



DID YOU KNOW?

Mode of Communication	Years of Formal Training	Percentage of Time Used
Writing	12 years	9%
Reading	6-8 years	16%
Speaking	1-2 years	35%
Listening	0 - ½ years	40%

Burley-Allen, Madelyn. *Listening: The Forgotten Skill*, 2nd Edition, 1995.

THE VALUE OF LISTENING

1. People have a deep need for others to listen to them.
2. Those who ask questions controls the conversation



What does listening look like?

1. Open and attentive body language, posture
2. Observe the person's non-verbal behavior
3. Focus – don't do anything else while listening
4. Acknowledge the message, even if you don't agree with it
5. Respect – let the speaker finish



LISTENING RESPONSES ACTIVITY





WHAT IS YOUR FIRST RESPONSE: TYPES OF LISTENING RESPONSES

Solve

Criticize

One-Up

Probe

Empathize

There are five types of listening responses.

Most individuals tend to operate within 1-2 of these categories as their **first** response.



SCOPE EXAMPLE – “I’M THIRSTY...”

Solve

- “ Here, have some water.”

Criticize

- “You shouldn’t have had so much salt.”
- “You never drink enough water.”

One-Up

- “I’m parched! I haven’t had a sip of water all day.”

Probe

- “Have you been drinking enough water?”
- “Have you had headaches as well?”

Empathize

- “It’s tough to get by when you are thirsty. I imagine that’s frustrating for you.”



FIRST RESPONSE TENDENCIES – GOOD AND BAD

	Positive	Negative
Solve	Allows you to quickly address the patient's issue.	You may not have identified the real issue.
Criticize	N/A	Elevates emotions or forces patient to withdraw.
One-Up	When personal, may help you “connect” with patient.	Over time, patient becomes frustrated. Feels he can't “win.”
Probe	Allows you to get the answers you seek.	May not be the right questions.
Empathize	Helps to manage patient emotions and open up communication.	Can sound insincere if listener is not committed to this approach.

COMMUNICATION

What makes a person a “good” listener?

- Good listening is much more than being silent while the other person talks.
- Good listening included interactions that build a person’s self-esteem.
- Good listening was seen as a cooperative conversation.
- Good listeners tended to make suggestions.



CONSISTENCY



CONSISTENCY

<https://youtu.be/EMgA-y2nRWE>

Stop at 0:49

APPLICATIONS OF CONSISTENCY

“

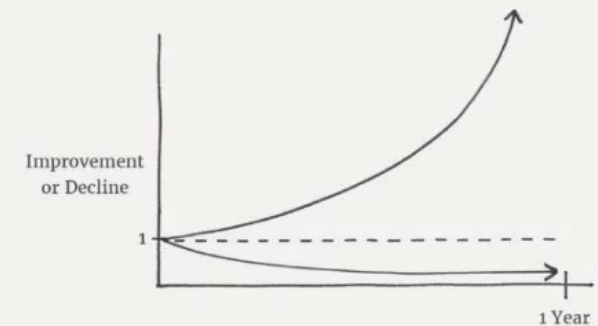
Habits are not a finish line to be crossed, they are a lifestyle to be lived.

—James Clear
Atomic Habits

- Every patient, every time
- Every team member, every time
- Every provider, every time
- Every family member, every time
- Every visitor, every time

The Power of Tiny Gains

1% better every day $1.01^{365} = 37.78$
1% worse every day $0.99^{365} = 0.03$



CONSISTENCY

- Self-check: Shadow of a Leader
- What shadow do you cast?



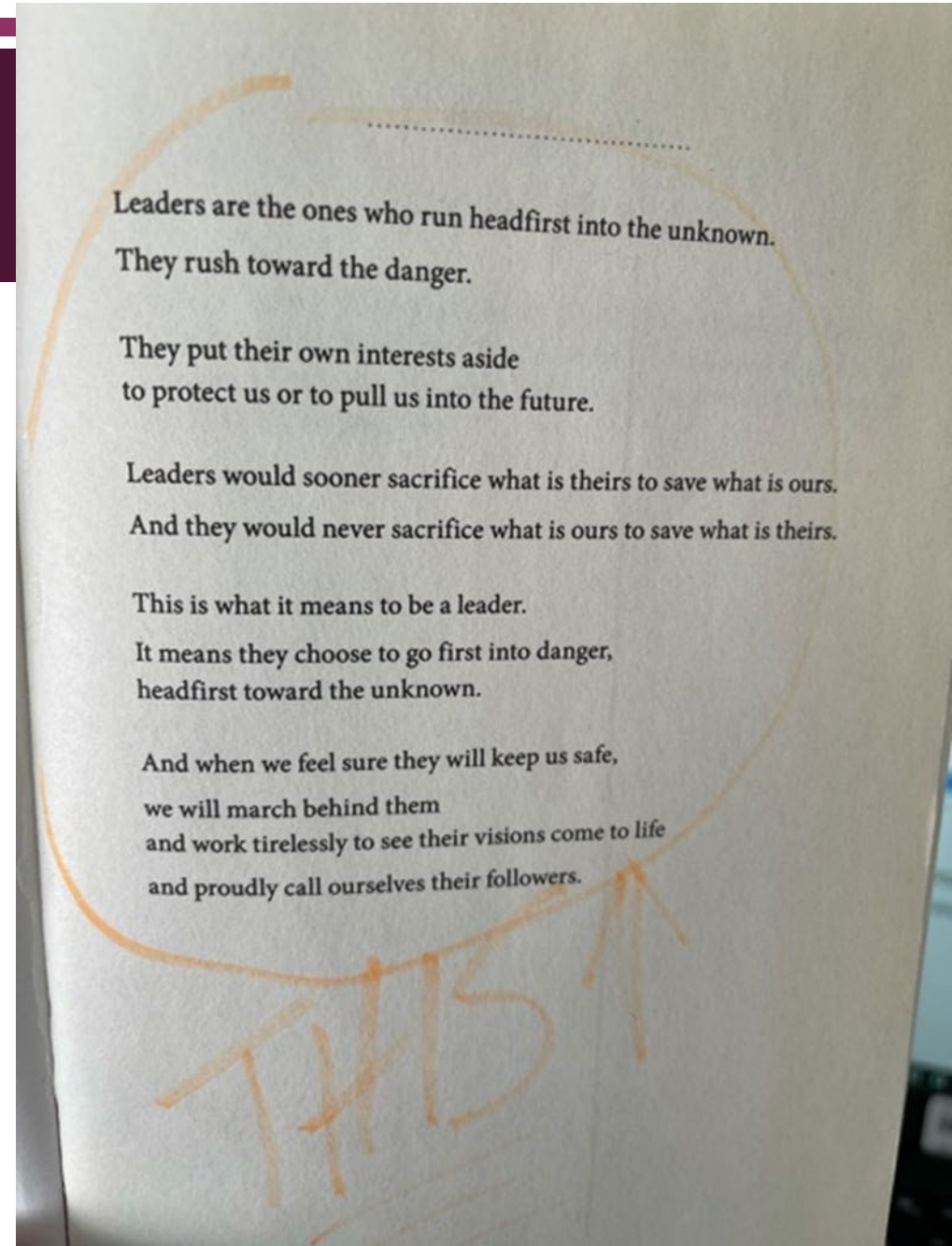
CONSISTENCY

- Great leaders are able to inspire people to act.
- Great leaders give people a sense of purpose or belonging that has little to do with any external incentive or benefit to be gained.
- Great leaders create a following of people who act not because they were swayed, but because they were inspired

People do what people see.

CONSISTENCY

- Leaders as deliberate models, teachers and coaches



CONSISTENCY





THANK YOU!

KRISTY GAY

KRISTY.GAY@BMHCC.ORG

(865)323-9235

