



RESOURCE OVERVIEW

Sample Document

Resource Overview



Patient Experience (PX)

At The Beryl Institute, we define patient experience as *the sum of all interactions shaped by an organization's culture that influence patient perceptions across the continuum of care*. We have witnessed a continued and global commitment in efforts to improve experience for all in healthcare.

We view experience from an integrated perspective of quality, safety, service and cost and believe experience is about driving the outcomes we all strive for in healthcare. We believe all who work in healthcare are the patient experience and value the critical nature that they all have a fundamental understanding of patient experience and a skill set to positively impact these experiences.

The patient experience community has expressed the need for a mechanism to translate core principles of patient experience to people throughout healthcare organizations. PX101 serves that purpose by distilling the vast resources and knowledge available via the Institute into practical, transferable learning that can be applied immediately on the front lines of care to positively impact experience outcomes.

Evidence-Based Reasons for Patient Experience. We now know there are objective reasons behind the need for patient experience excellence. Research has provided statistics linking improved patient experience with improved healthcare outcomes such as reduced hospital admissions and improved patient well-being. Research has also helped us identify the specific behaviors that impact patients' and their families' perceptions so that we can focus our efforts in the right places. We can now share this information with our team members and prepare them for delivering quality patient experience.

Aim for Patient Experience Excellence. Because we better understand the impact of patient experience on long-term patient well-being and on the healthcare system as-a-whole, interest in providing for patient experience excellence has increased tremendously. With that interest is a corresponding need to help team members at various types of healthcare facilities to increase awareness of their own impact on patient experience and learn how they can best influence patient experience excellence.

Patient Experience 101 (PX 101) is a comprehensive community-inspired and developed resource to build patient experience knowledge and skill for all employees across an organization.

PX 101 equips healthcare organizations with a foundational, easy-to-use educational resource to support and enhance your culture of patient experience excellence. PX 101 provides tools and activities to facilitate discussions on what patient experience is, what to consider in ensuring the best experiences for all and how all roles within a healthcare organization impact experience excellence.

Patient Experience 101 Components

The tool kit consists of the following components:

- A. Resource Overview
- B. Classroom Sessions (7) – PowerPoints, Facilitator Notes, Participant Handouts
- C. Reinforcement Whiteboard Videos (7)
- D. Leader-led Reinforcement Activities (16)
- E. Introduction to Patient Experience 101 PowerPoints (Introduction for Leaders)
- F. Patient Experience 101 Guide for Leaders (includes follow-up activities)

A. Resource Guide

- You are currently viewing the *Patient Experience 101 Resource Overview*. It is designed not only to explain the goals and components of the program but also to suggest options for how you might use the various components in the tool kit.
- It describes ways to get leaders involved as champions of patient experience excellence through use of the *Introduction to PX 101 PowerPoint* and distribution of the *Guide for Leaders*.

B. Classroom Sessions (7)

The heart of the program is seven classroom sessions that provide new and experienced team members (employees) knowledge and skills about the reasons why we care about patient experience, guidance for how we deliver patient experience excellence and information on the impact on patients when we perform in a consistent manner.

Topics

Below are the names of the seven PX 101 sessions. Each is presented in a 15 to 30-minute classroom-style format and includes real-life scenarios using pictures, dialogue or video plus interactive exercises where learners actively participate by drawing on life experiences or practicing new skills.

The titles of the sessions are shown below; session summaries are given on subsequent pages.

- Session: What is Patient Experience?
- Session: The Ripple Effect of Patient Experience
- Session: What Matters Most to Patients and their Families
- Session: The Place for Empathy in Patient Experience
- Session: Measurement and Patient Experience
- Session: Service Recovery and Patient Experience
- Session: Staying True to Our Purpose

Patient Experience 101 Components (cont'd)

Classroom Sessions (cont'd)

Format

- Classroom style, led by a Facilitator using the guidance provided by detailed Facilitator Notes, PPT and Participant Handouts.
- Interactive and scenario driven: Uses realistic healthcare situations shown in pictures, dialogue and/or video to stimulate interest and facilitate learning.
- Length: Time can be adjusted and delivered in little as 15 minutes or expanded to 30 minutes.
- Multiple options for delivery: Put several sessions together for a 2-hour program for example, or present one at-a-time.

Participants

- All employees including those in clinical roles and/or those in non-clinical roles (scenarios show a variety of roles).
- New employees (works well for new employee orientation) or experienced employees (works well for annual education sessions).

Materials

- The **Content** is based on realistic experiences in a healthcare environment and techniques used in multiple healthcare settings that are effective with patients and families; the organization of content is based on proven adult learning principles.
- Professionally developed **PowerPoint slides (PPT)** guides the flow of the session, helps the Facilitator stay on track, and provides a high level of visual interest.
- **Facilitator Guide** (placed in the Notes section of the PPT for convenience) allows the Facilitator to focus on presentation of the course and involvement of the participants rather than development of materials; includes all key content, directions for exercises, timing, key questions to ask and expected responses from participants.
- **Participant Handout:** Limited to one page per session (may be front and back); no workbooks to maintain; permission provided for copying; no need to buy multiple copies; write-on for increased participation/directly related to classroom exercises.
- **Interactive exercises:** Active participation enhances the interest and improves learning; scenarios from healthcare settings are used to stimulate interest and drive home key points.
- **Includes options for customization:** While each session PPT includes a copyright, permission is granted to customize the session PPT by adding your organizational logo as desired. Icons in the Facilitator Notes suggest places where you have the option to customize the materials by adding or substituting your own model, framework or statistics. The materials provide guidance without demanding use of a single model; the goal is to support your patient experience efforts, not serve as a replacement for them.

Patient Experience 101 Components (cont'd)

Classroom Sessions (cont'd)

Options for Delivery

- There are several ways you can present PX 101. The sessions are not numbered; therefore, they can be used individually or linked together in a series.
- If you are presenting them in order, we suggest the order in which they are listed on Page 5. However, each can be presented as a stand-alone topic.
- If you have a 2-hour time-period (new employee orientation or current-employee workshop), we suggest including the following four topics:
 - What is Patient Experience?
 - The Ripple Effect of Patient Experience
 - What Matters Most to Patients and their Families
 - The Place for Empathy in Patient Experience
- Contributors have suggested the topics, Measurement and Patient Experience, Service Recovery and Patient Experience, and Staying True to Purpose, are ideal for experienced team members, once they are used to their job roles.
- You can also select topics, as appropriate, for including in a workshop or half-day presentation that work best for your purpose or organization.
- All topics are suitable for experienced team members and tips are provided for reinforcing the concepts of patient experience excellence when patient experience is not a “new topic” for team members.

C. Reinforcement Whiteboard Videos (7)

Because we know that learning new behaviors generally requires repetition before it stays in our long-term memory, PX 101 provides several methods you can use to reinforce the key ideas. One of them involves the seven reinforcement whiteboard videos.

Whiteboard videos are brief reviews of the key content sometimes shown via a new scenario. You hear a narrator telling the story while you're watching a continuous series of pictures and drawings illustrating the story. These are the details:

- The names correspond to the names of the seven classroom sessions for easy identification.
- One way to use the videos is to offer the corresponding video as reinforcement following the classroom session, either by leaders in their huddle or team meetings or in larger groups, followed by discussion of what the viewers saw.
- The videos can be used as a stand-alone learning tool by leaders encouraging discussion with their teams on the respective topics.
- You can establish a viewing schedule to share with your leadership team so that the entire organization is engaged in conversation on the same topic reinforcing the important knowledge and skills. One example is to schedule one topic each month for a period of 7 months.