


# Experience Framework - Impact

Strategic Lenses	Why	Patient & Family Impact
 <b>Culture &amp; Leadership</b>	<p>The foundation of any successful experience effort is set on who an organization is, its purpose and values, and how it is led.</p>	<p>When an organization's culture is aligned in its purpose and values, patients and families feel that the entire organization was designed to provide them with best possible experience and find comfort and joy in every interaction across the organization.</p>
 <b>Patient, Family &amp; Community Engagement</b>	<p>Central to any experience effort are the voices of, contributions from and partnerships with those receiving care and the community served.</p>	<p>When the experiences of patients and families are included in all of the organization's processes and executive leadership strategies, patients and families feel respected and valued as both integral part of their healthcare team and change-agents for the organization.</p>
 <b>Staff &amp; Provider Engagement</b>	<p>Caring for those delivering and supporting the delivery of care and reaffirming a connection to meaning and purpose is fundamental to the successful realization of a positive experience.</p>	<p>When staff and clinicians are supported and engaged, patients and families experience a personal connection, joyful teamwork, and mutual respect that contributes to the patient feeling well cared for, safe, and confident in the team.</p>
 <b>Environment &amp; Hospitality</b>	<p>The space in which a healthcare experience is delivered, and the practices implemented to ensure a positive, comfortable and compassionate encounter must be part of every effort.</p>	<p>When the environment and hospitality practices of a healthcare organization focus on comfort and compassion, patients and families have the opportunity to focus on the most important part of their healthcare journey, saving their energy for what really matters to them.</p>
 <b>Quality &amp; Clinical Excellence</b>	<p>Experience encompasses all an individual encounters and the expectations they have for safe, quality, reliable, and effective care focused on positively impacting health and well-being.</p>	<p>When clinical care is excellent, the expectations of patients and families for safe, high-quality healthcare are met, fostering confidence, building trust and cultivating organizational loyalty.</p>
 <b>Infrastructure &amp; Governance</b>	<p>Effective experience efforts require both the right structures and processes by which to operate and communicate and the formal guidance in place to ensure sustained strategic focus.</p>	<p>When infrastructure and governance are designed to have the best interest of the patient at heart, patients and families feels welcomed, supported and embraced.</p>
 <b>Innovation &amp; Technology</b>	<p>As a focus on experience expands, it requires new ways of thinking and doing and the technologies and tools to ensure efficiencies, expand capacities and extend boundaries of care.</p>	<p>When an organization engages innovative and truly meaningful technology, patients and families experience more efficient care with less stress and are empowered to maintain more control in the management of their care.</p>
 <b>Policy &amp; Measurement</b>	<p>Experience is driven and influenced by external factors and systemic and financial realities and requires accepted and understood metrics to effectively measure outcomes and drive action.</p>	<p>When policies are designed with respect for the lived experiences of patients and voices of patients and families carry weight equal to survey data, the implemented metrics become meaningful, and patients and families experience a feeling of organized and considerate care.</p>