

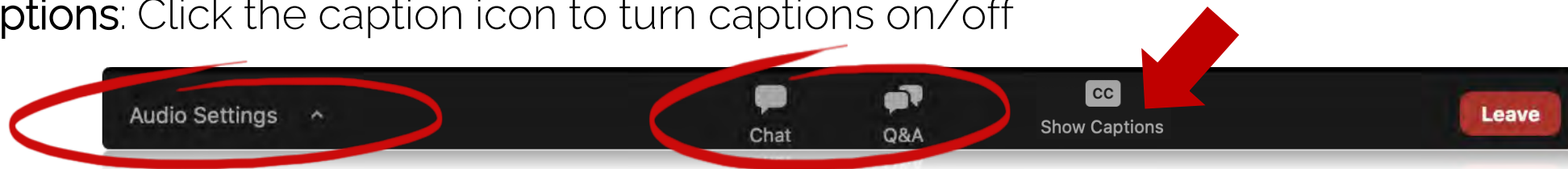
Unexpected Healers

November 7, 2023



Housekeeping

- All participants are muted.
- **Audio Settings:** ability to select your speakers and adjust your volume.
- **Chat:** for sharing of ideas, interacting with speakers and attendees; not for promoting services and products. Make sure you choose 'Everyone' in the dropdown in the chat box.
- **Q&A:** for submitting questions to review at the end of the webinar
- **Captions:** Click the caption icon to turn captions on/off



- Receive follow up email tomorrow with webinar slides, recording and link to survey.

Comments shared in chats do not reflect the opinion or position of The Beryl Institute, but those of individual participants. People found misusing the chat function or engaging in uncivil or disruptive ways via chat may be removed from the session at our discretion.

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- This webinar is approved for 1 PXE.
- To obtain patient experience continuing education credit, participants must attend the webinar in its entirety and complete the webinar survey within 30 days.
- The speakers do not have a relevant financial, professional, or personal relationship with a commercial interest producing health care goods/services related to this educational activity.
- No off-label use of products will be addressed during this educational activity.
- No products are available during this educational activity, which would indicate endorsement.

This webinar is eligible for 1 patient experience continuing education (PXE) credit. Participants interested in receiving PXEs must complete the program survey within 30 days of attending the webinar. Participants can claim PXEs and print out PXE certificates through Patient Experience Institute. As recorded webinar, it offers PXE for two (2) years from the live broadcast date.



Our Speakers



Ellen (Ellie) Hubbard, CPXP
Patient Experience Consultant
Sutter Health
Sutter Valley Medical Foundation



Debbie Young, BHA, CPXP
Clinical Performance Improvement Consultant
Sutter Health
Patient & Family Engagement Team



Unexpected Healers

Ellie Hubbard and Debbie Young



- 53,000+ Employees
- 14,000+ Physicians & Advanced Practice Clinicians
- 16,000 Nurses
- 7 Medical Groups/Foundation
- 23 Hospitals
- 33 Ambulatory Surgery Centers



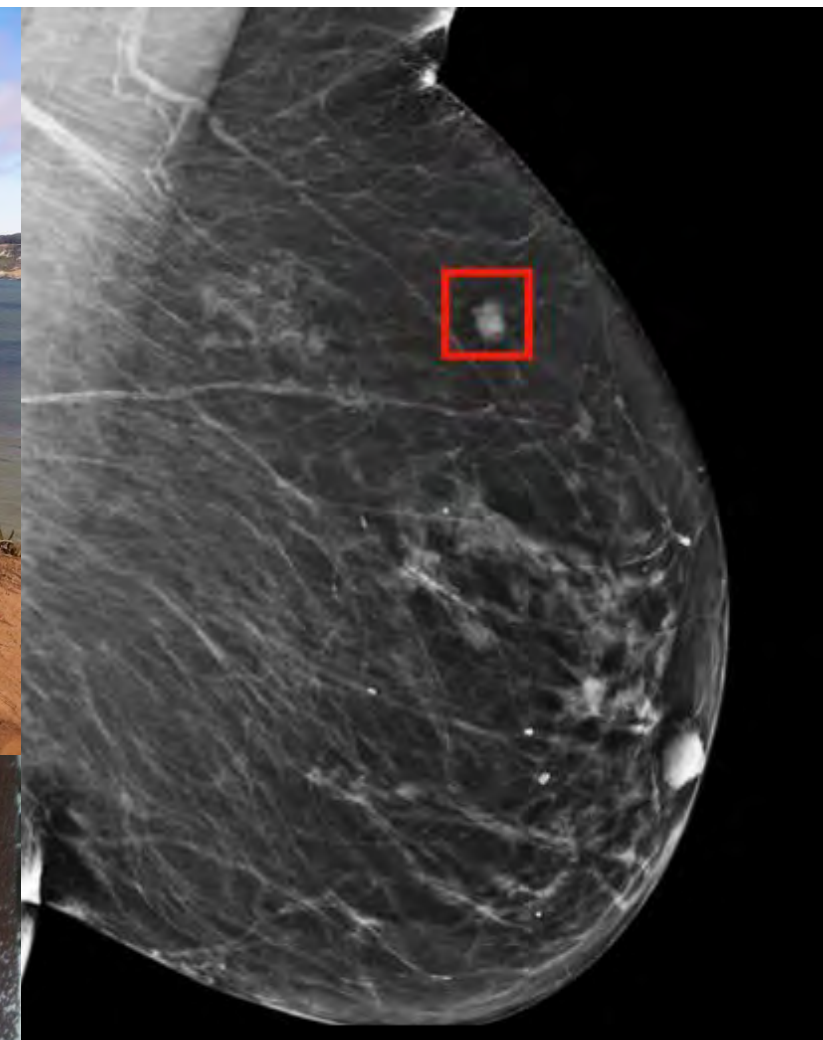
Agenda



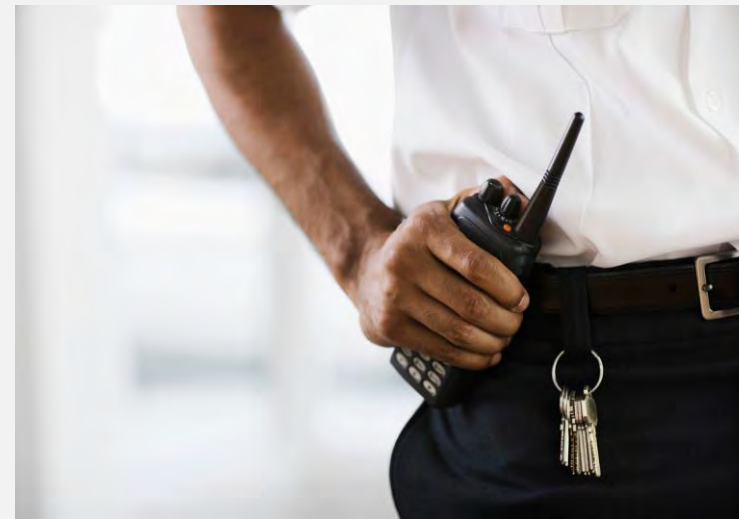
Unexpected Healers

- Ellie's Journey
- Define the Unexpected Healer
- Unexpected Healers Interviews
- Identify attributes and key characteristics of unexpected healers
- Identify non-clinical patient facing services that align with improved patient outcomes

Ellie's Journey



What is an Unexpected Healer?



Ellie's Journey

Diagnosis
(Duration 1 week, June 2012)

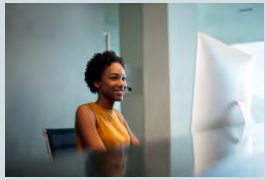
Care Planning
(3 Weeks, Mid June - Early July)

Surgery
(1 day, July 12)

Treatment
(6 weeks, Ended November 6)

Survivorship
(11 years)

Front Office Staff



Clinical Staff



Imaging and Nuclear Med



Lab and Pharmacy



Security and Valet





Volunteer and Chaplin




Ellie's Journey

Diagnosis (Duration 1 week, June 2012) **Care Planning** (3 Weeks, Mid June - Early July) **Surgery** (1 day, July 12) **Treatment** (6 weeks, Ended November 6) **Survivorship** (10 years)

Front Office Staff

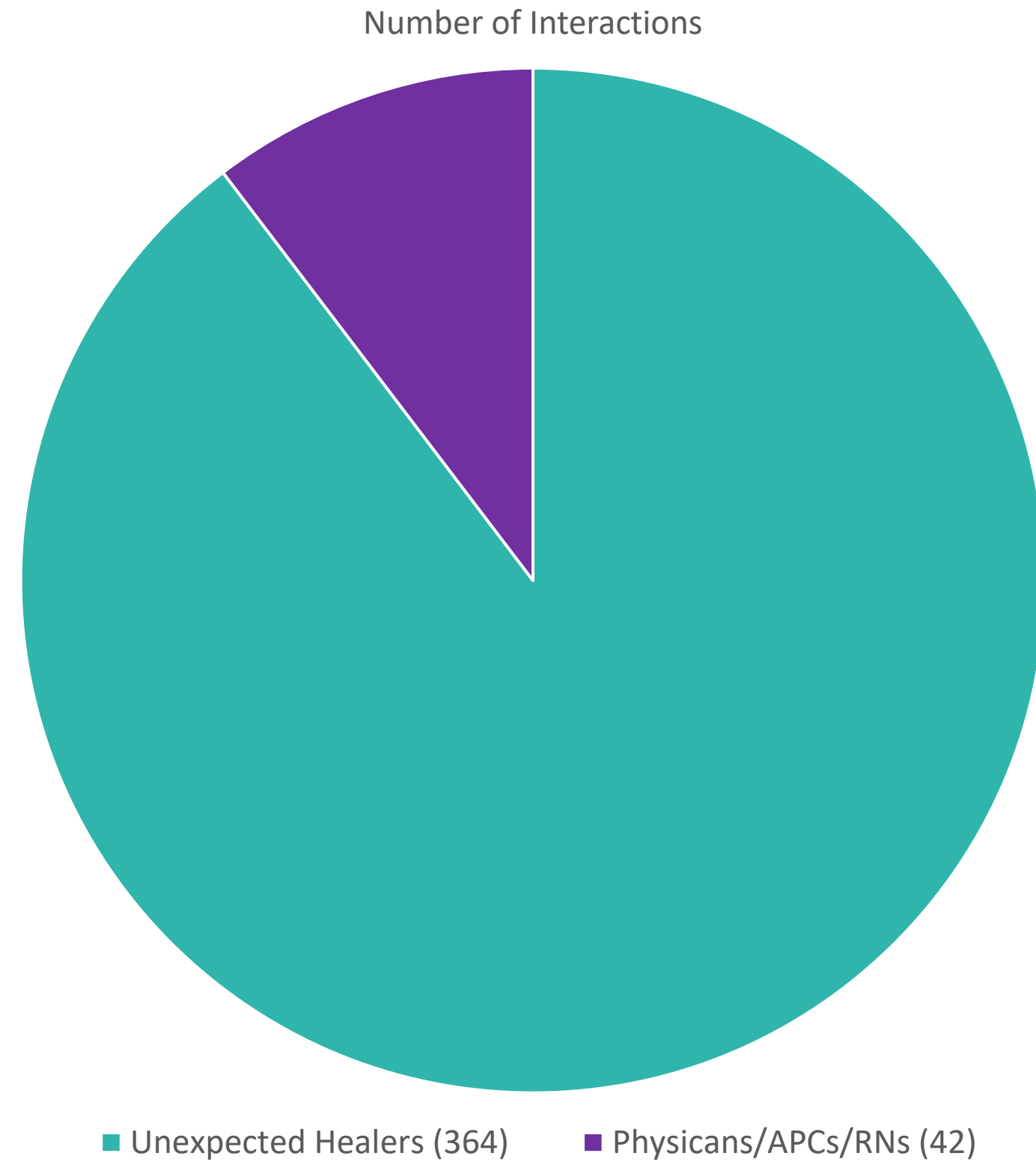
Lab and Pharmacy



Volunteer and Chaplin



The Impact of Unexpected Healers



Characteristics of Unexpected Healers

- Self awareness and impeccable integrity
- They listen and do not judge
- Genuine care for people; customer service focused
- Motivated by compassion to make a difference
- Genuine deep enjoyment and appreciation of people
- Find joy in being able to help where they can

Unexpected Healers



Activities to Celebrate Unexpected Healers

Inside Health Care Organizations:

- Send a Focused recognition to an unexpected healer through any existing recognition platform or standard work
- Share and celebrate positive patient compliments focusing on unexpected healers
- Special activity focus on acknowledging unexpected healers (See attached template for more details)

Outside Health Care Organizations:

- Give a thank you card to an unexpected healer in your life
- Thank unexpected healers as you encounter them

Personal reflection:

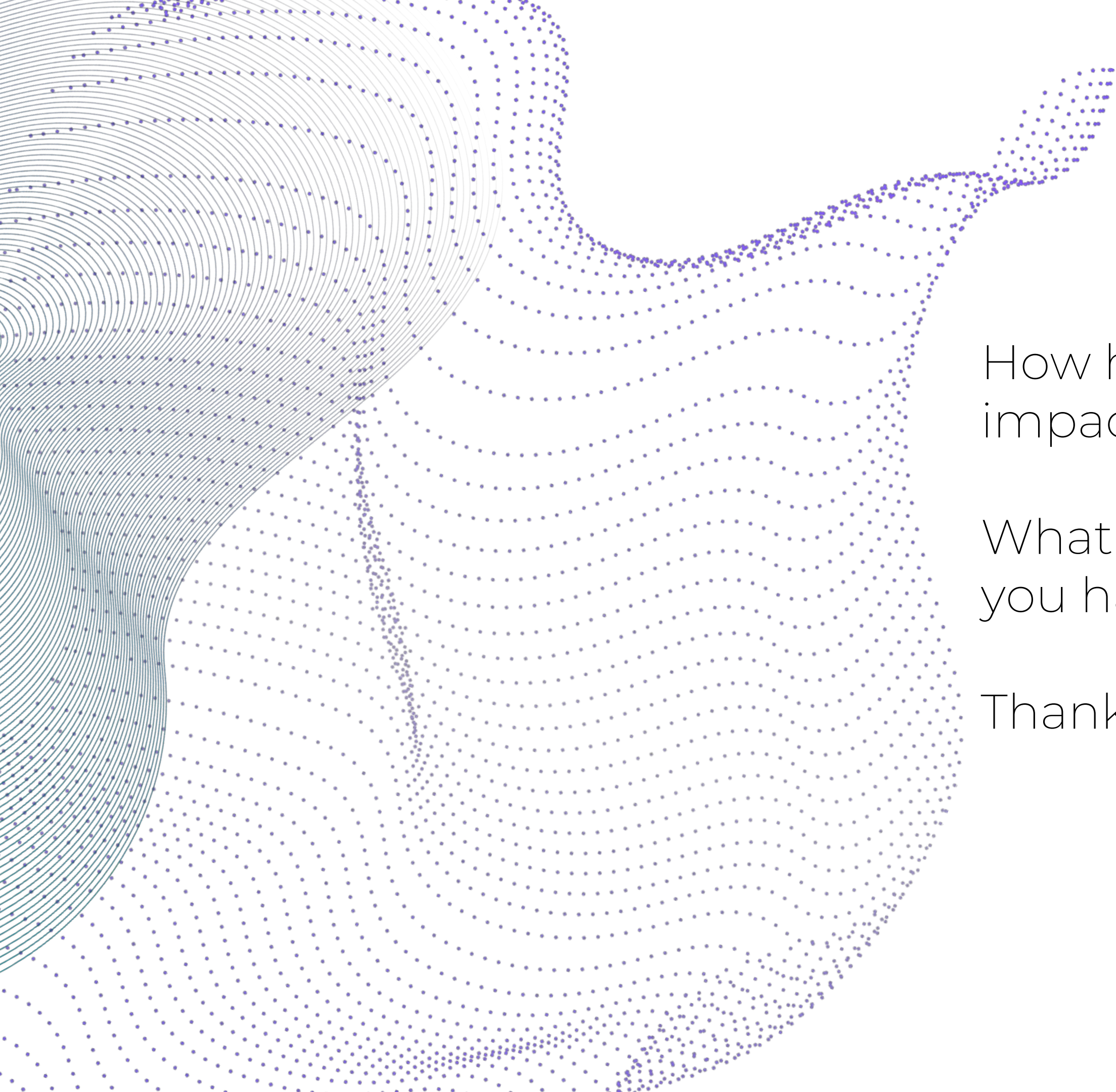
- How might you be an unexpected healer? Can you think of a time you may have impacted someone and didn't realize it?
- Take time to think of all the unexpected healers in your workplace and personal lives.

Unexpected Healers



Create an Unexpected Healers Recognition board. Provide copies of this template for patients, families and staff to write a note of appreciation to an someone unexpected to made a difference in their healing journey.





How have you been personally impacted by an unexpected healer?

What questions or/and comments do you have?

Thank you for attending!

Questions?

Please submit your questions using the Q&A icon



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- To obtain PXE credit, participants must attend the webinar in its entirety and complete the webinar survey within 30 days.
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- As a recorded webinar, PXE credit is available for two (2) years from the live broadcast date.



Upcoming Events & Programs

WEBINARS

November 14 | **PX Marketplace** - Aligning Volunteer Programs with the Changing Landscape of Healthcare *(complimentary)*

November 28 | Learning Programs to Support Your Organization's Experience Strategy *(complimentary)*

November 30 | **Headliner** - Amplifying the Voices of Those with Lived Experience: The Key to Transforming Healthcare *(complimentary)*

CONNECTION CALLS/PX CHATS

November 15 | Lost Belongings Workgroup

November 17 | PX Chat: Structuring Your PX Efforts



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with the Institute.*



Thank You