



The “Why” Behind Empowering Leaders and Staff

June 20, 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



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

PX Continuing Education Credits

- This program is approved for 1 PXE.
- In order to obtain patient experience continuing education credit, participants must attend the program in its entirety and complete the evaluation 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 an on demand webinar, it offers PXE for two (2) years from the live broadcast date.



Our Speakers



Nicole Henson, MHA, CPXP
Clinical Patient Experience Coach
Methodist Health System



Stephanie Wells, MSN, RN, CENP, CPXP
Director of Patient Experience
Methodist Health System

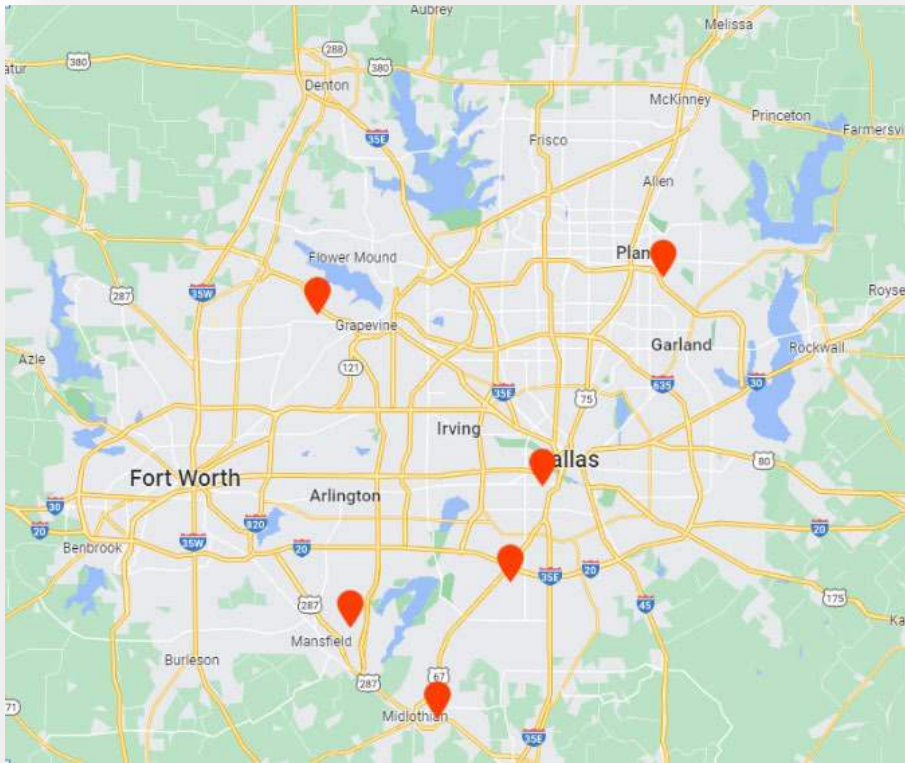


The “Why” Behind Empowering Leaders and Staff

Stephanie Wells, MSN, RN, CENP, CPXP
Nicole Henson, MHA, CPXP

Trust. Methodist.

Dallas/ Fort Worth Metroplex



6 Fully Owned Hospitals

- Methodist Charlton Medical Center
- Methodist Dallas Medical Center
- Methodist Mansfield Medical Center
- Methodist Midlothian Medical Center
- Methodist Richardson Medical Center
- Methodist Southlake Medical Center

Over 100 Medical Practices

Renowned Teaching Programs

Innovative Research

- Level 1 Trauma Center
- Multi-organ Transplantation
- Level III NICU
- Neurosurgery
- Robotic Surgical Programs
- Oncology
- Gastroenterology
- Orthopedics
- Behavioral health
- Others



Mission

To improve and save lives through compassionate quality healthcare



Vision

To be the trusted choice for health and wellness



Values

Servant Heart- compassionately putting others first

Hospitality- offering a welcoming and caring environment

Innovation- courageous creativity and commitment to quality

Noble- unwavering honesty and integrity

Enthusiasm- celebration of individual and team accomplishment

Skillful- dedicated to learning and excellence

Take Care of Patients:

We treat our patients and their families as partners by communicating with them respectfully and meeting their needs in a timely manner.

Take Care of Each Other:

We cultivate an environment of inclusion, diversity, and collaboration through respecting each other, communicating professionally, celebrating successes, and providing feedback.

Take Care of Ourselves:

We invest in our personal well-being and our professional development in order to better contribute to Methodist's mission, vision, and values.

Take Care of Methodist:

We contribute to the continuous improvement of Methodist, striving to improve others' experiences and their impressions of Methodist.



Human Resources

Organizational Effectiveness

Talent
Development

Experience
Analytics and
improvement

Patient
Experience



Stephanie Wells, MSN, RN, CENP, CPXP
Director



Mike DeWitt, CPXP



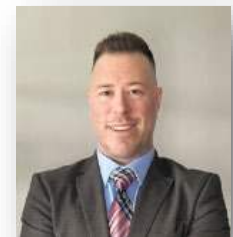
Allie McFadin



Keisha Greene, MHA,
CPXP



Nicole Henson, MHA,
CPXP



Nate Wylie, CPXP



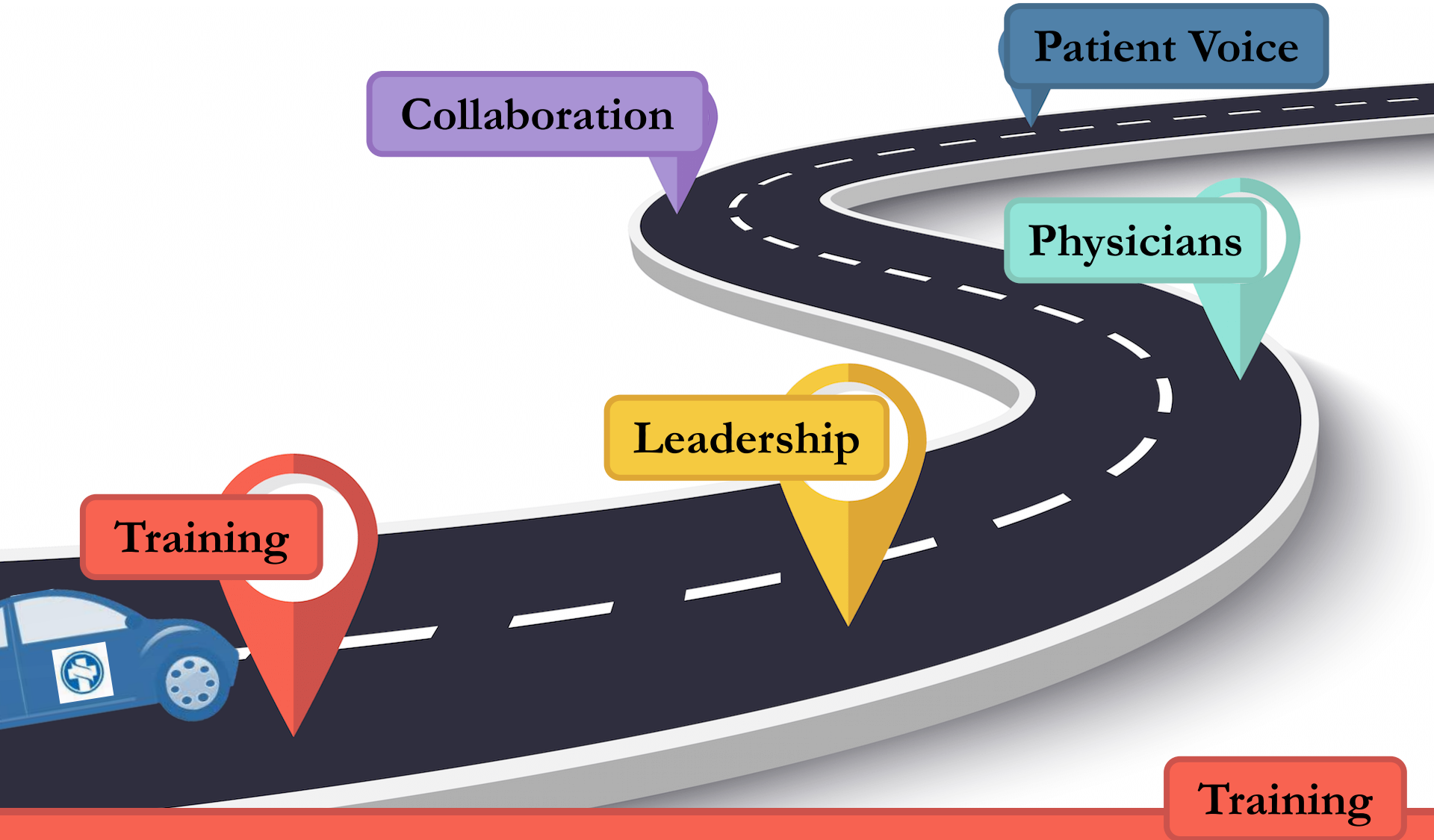
Patient Experience Journey

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Leading by Influence



Patient Experience Journey



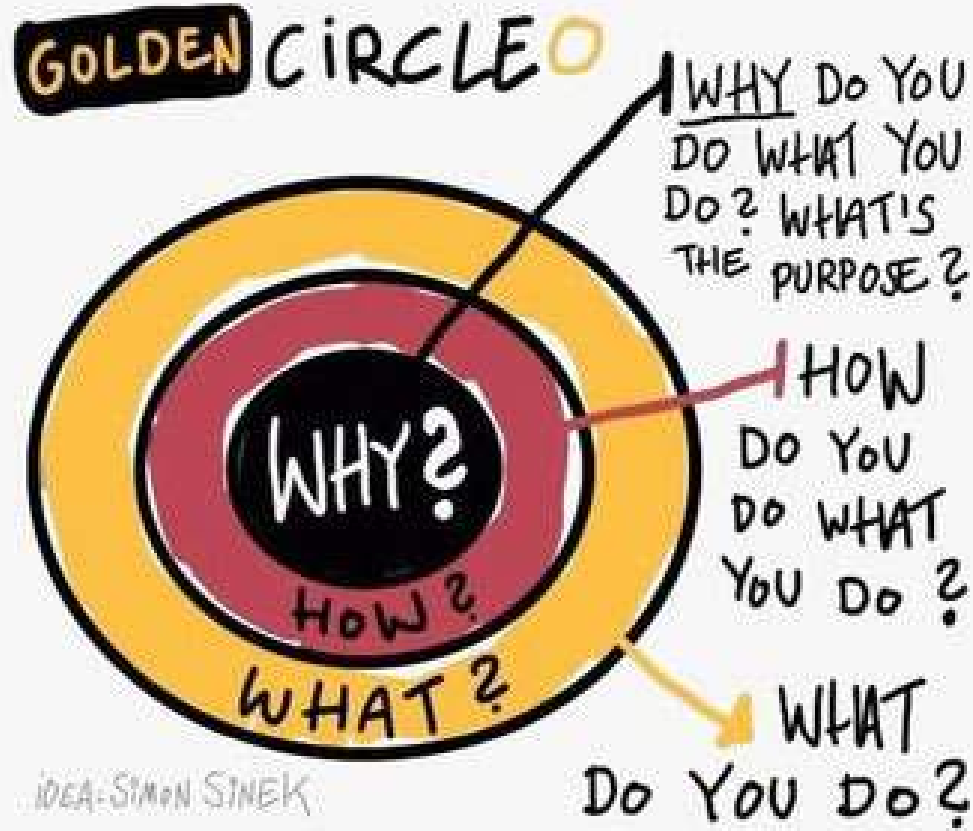
Clinical Team Lead (CTL) Training

Patient Experience (PE) Leadership Basics

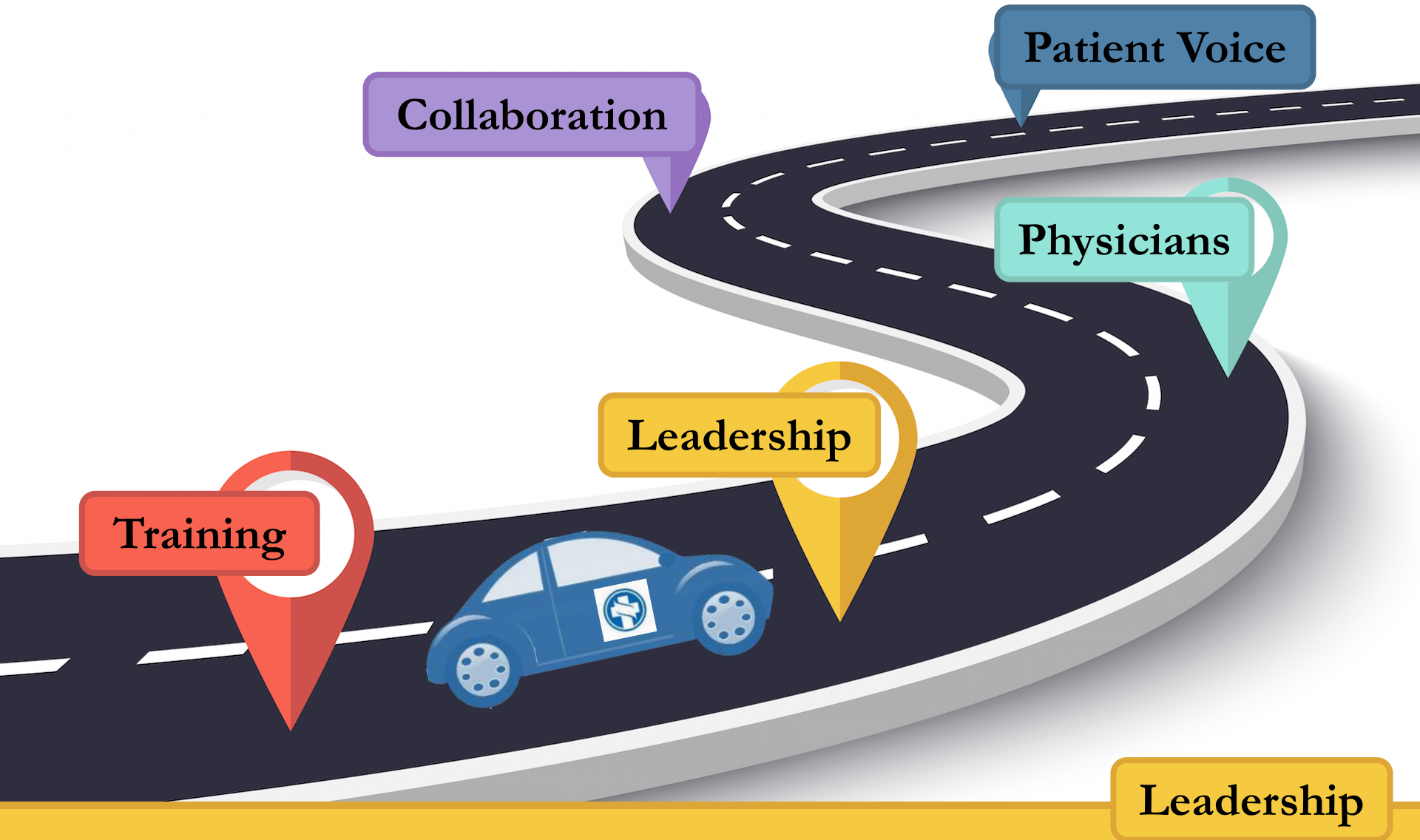
Nurse/ PCT Orientation- PE Best Practices

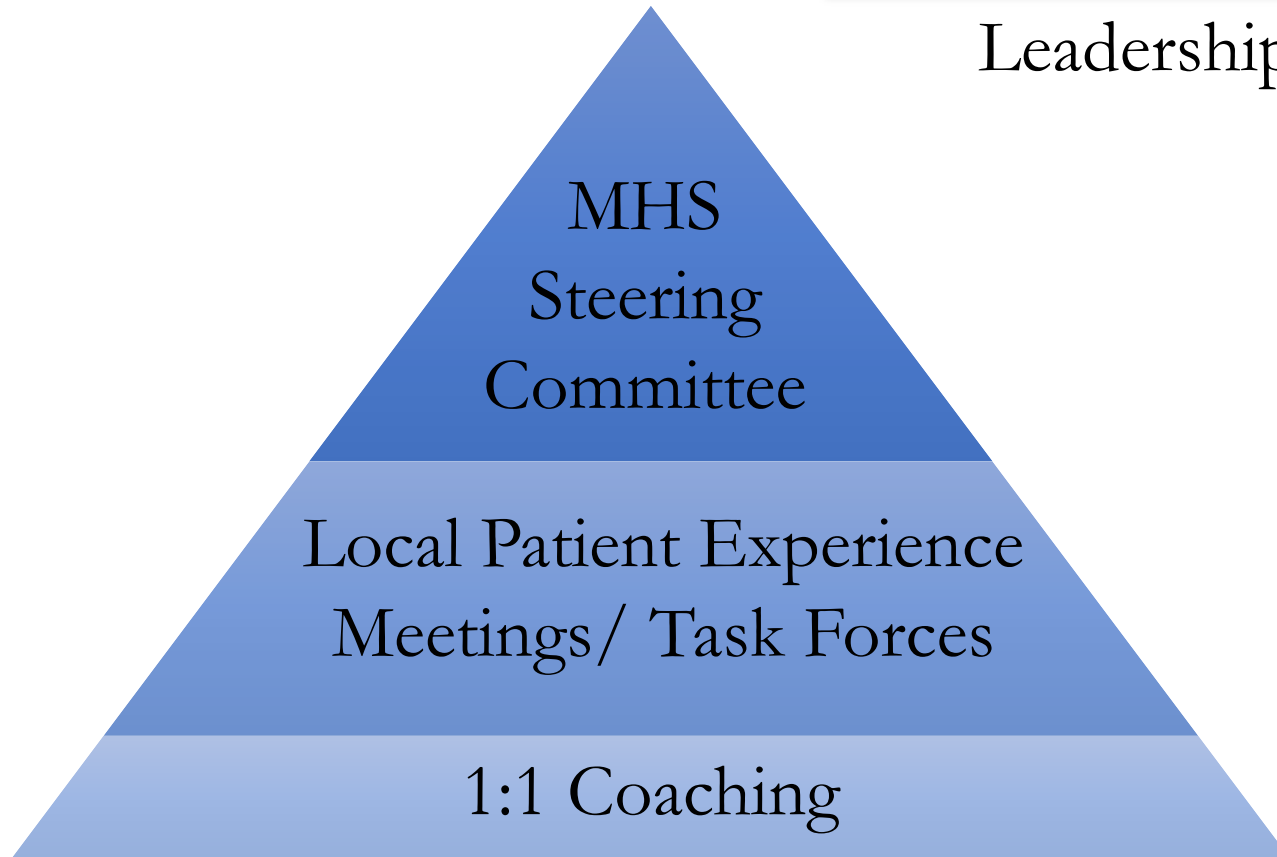
1- on- 1 data/ Nurse Leader Rounding Training

Unit Specific Training



How does this improve our patient experience?





Leadership and Committee
Meetings



How does this improve our patient experience?

Leadership

HCAHPS Weekly Update: Methodist Mansfield Medical Center Unit Overview

Expand domains Collapse domains

MIN TARG CHAL

Hospital goals	Rate the Hospital
<input type="radio"/> Communication with Nurses	
<input type="radio"/> Responsiveness of Staff	
<input type="radio"/> Communication with Doctors	
<input type="radio"/> Hospital Environment	
<input type="radio"/> Communication about Pain	
<input type="radio"/> Communication about Medicines	
<input type="radio"/> Discharge Information	
<input type="radio"/> Care Transitions	
<input type="radio"/> Likelihood to Recommend	

Data Transparency

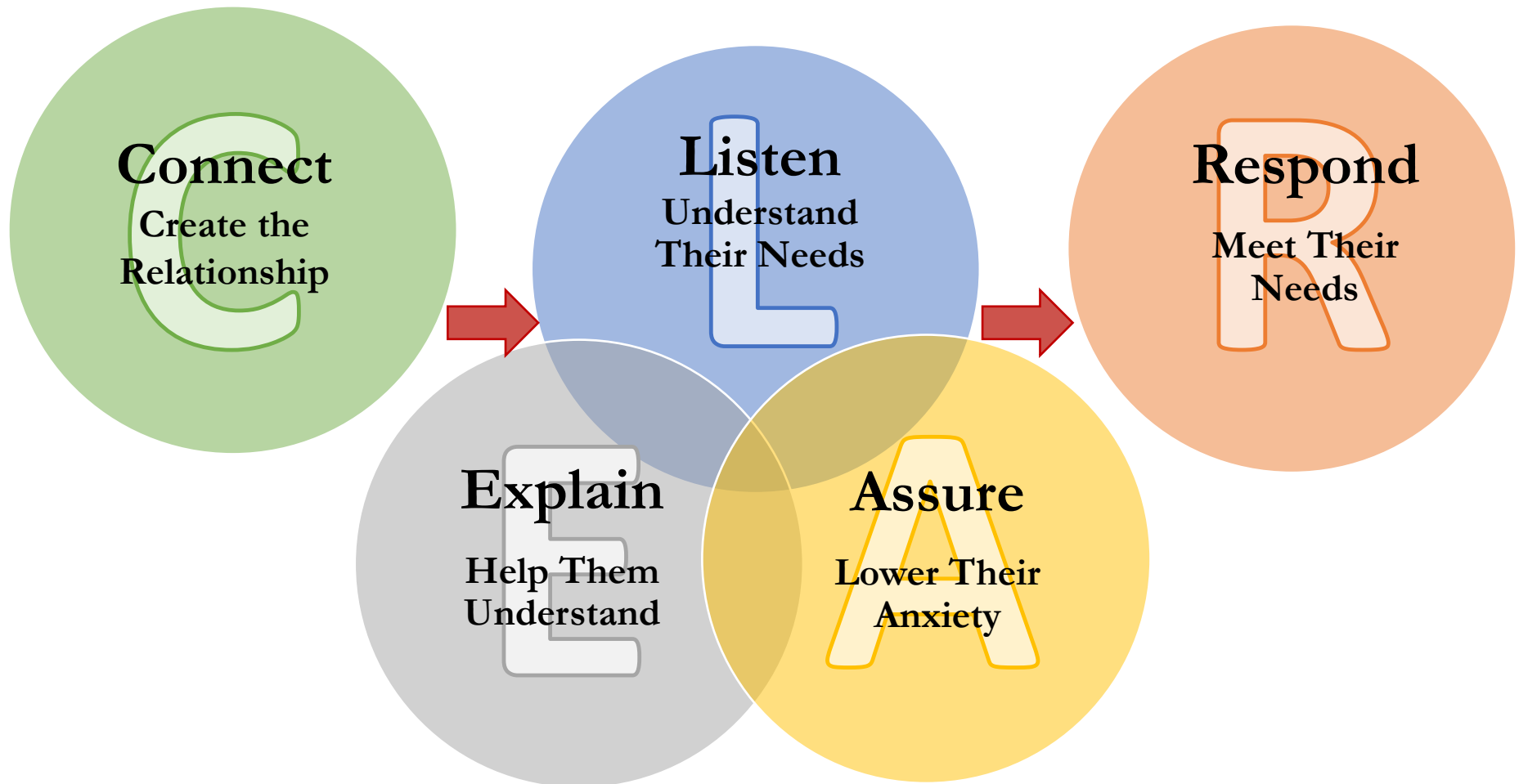


Staff Communication Boards



How does this improve our patient experience?

Leadership



How does this improve our patient experience?

Leadership

PE Celebrations/ PE Week

Story of the Year

Care Commitment Stories

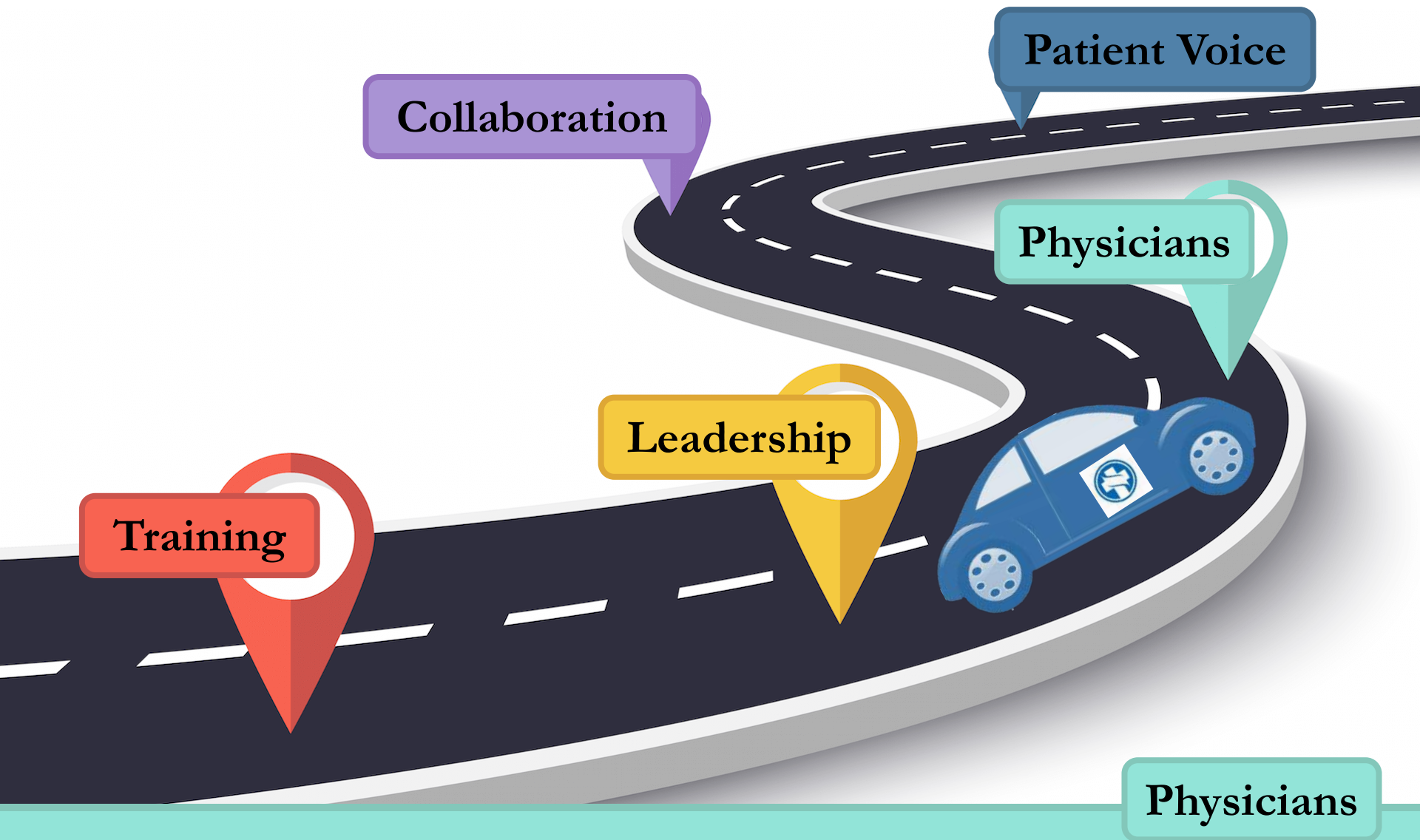
Pins, Thank you Cards, etc.

Patient Feedback



How does this improve our patient experience?

Leadership





MDPSEs



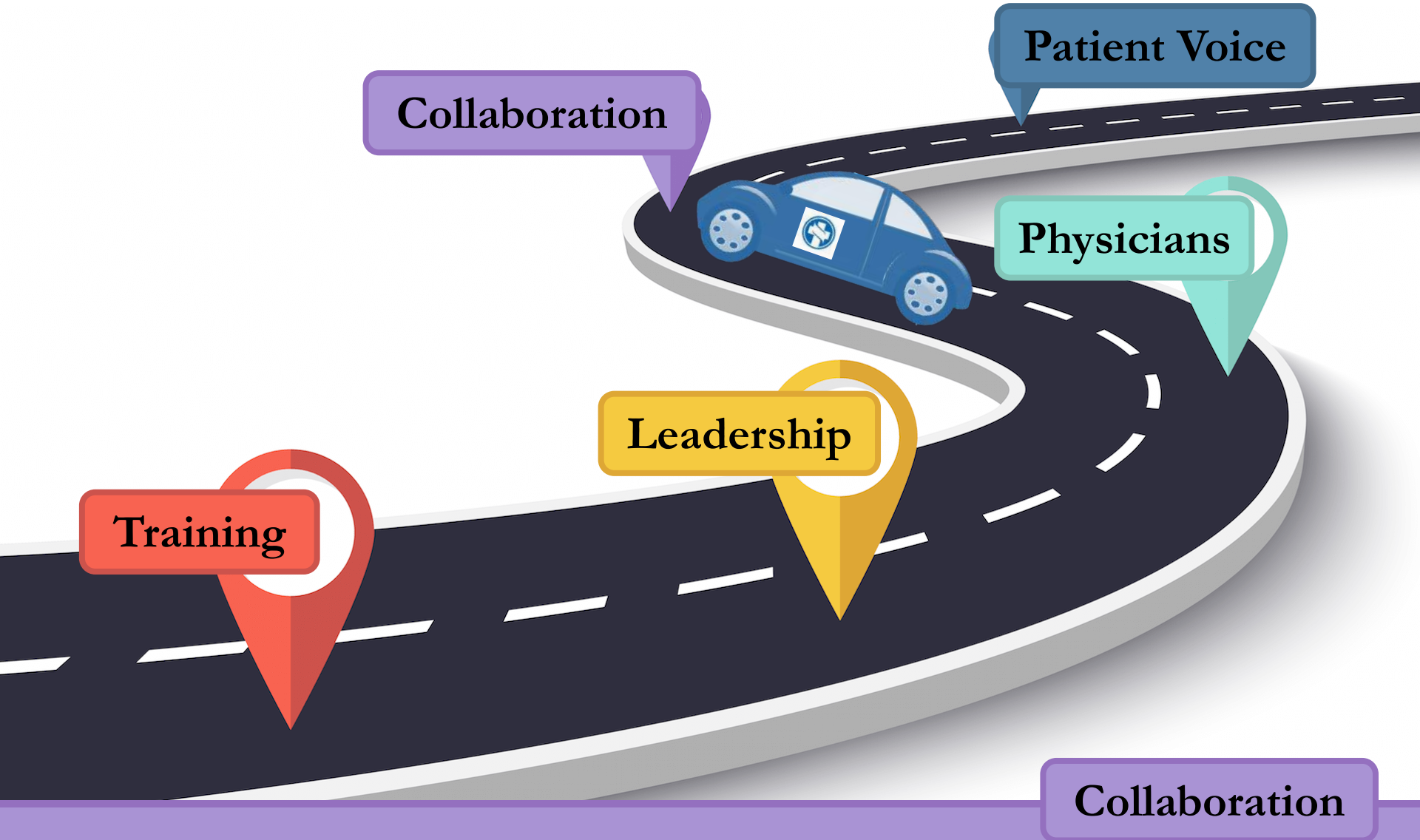
Cabinets &
Councils



Dyads



How does this improve our patient experience?



Increased coaching and focus around culture and PE best practices

Hands on shadowing, observations, and education

Focus on the front door to our organization

Interdisciplinary work groups to address process improvement and drive PE scores

Enhanced rounding in areas to increase visibility and feedback



How does this improve our patient experience?

Collaboration



Environmental Services



Food Services

Methodist Culture



How does this improve our patient experience?

Collaboration



R - *Reliability*

I - *Innovation*

S - *Safety*

E - *Excellence*

METHODIST HEALTH SYSTEM

Collaboration

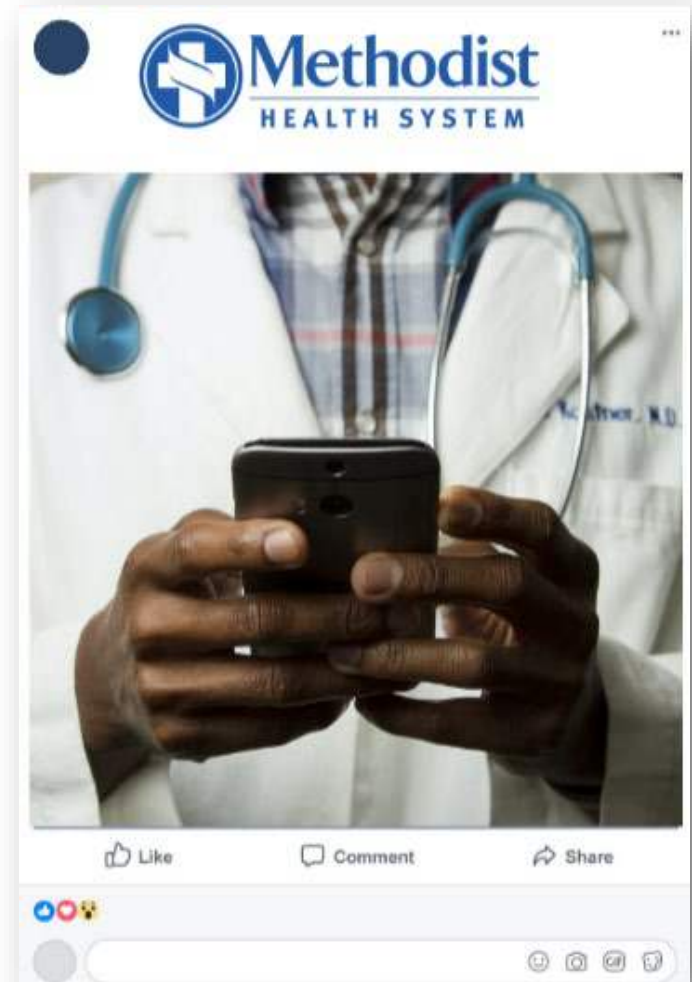


How does this improve our patient experience?



Reputation Management & Market Insights

Synthesize patient voice from multiple data streams



How does this improve our patient experience?

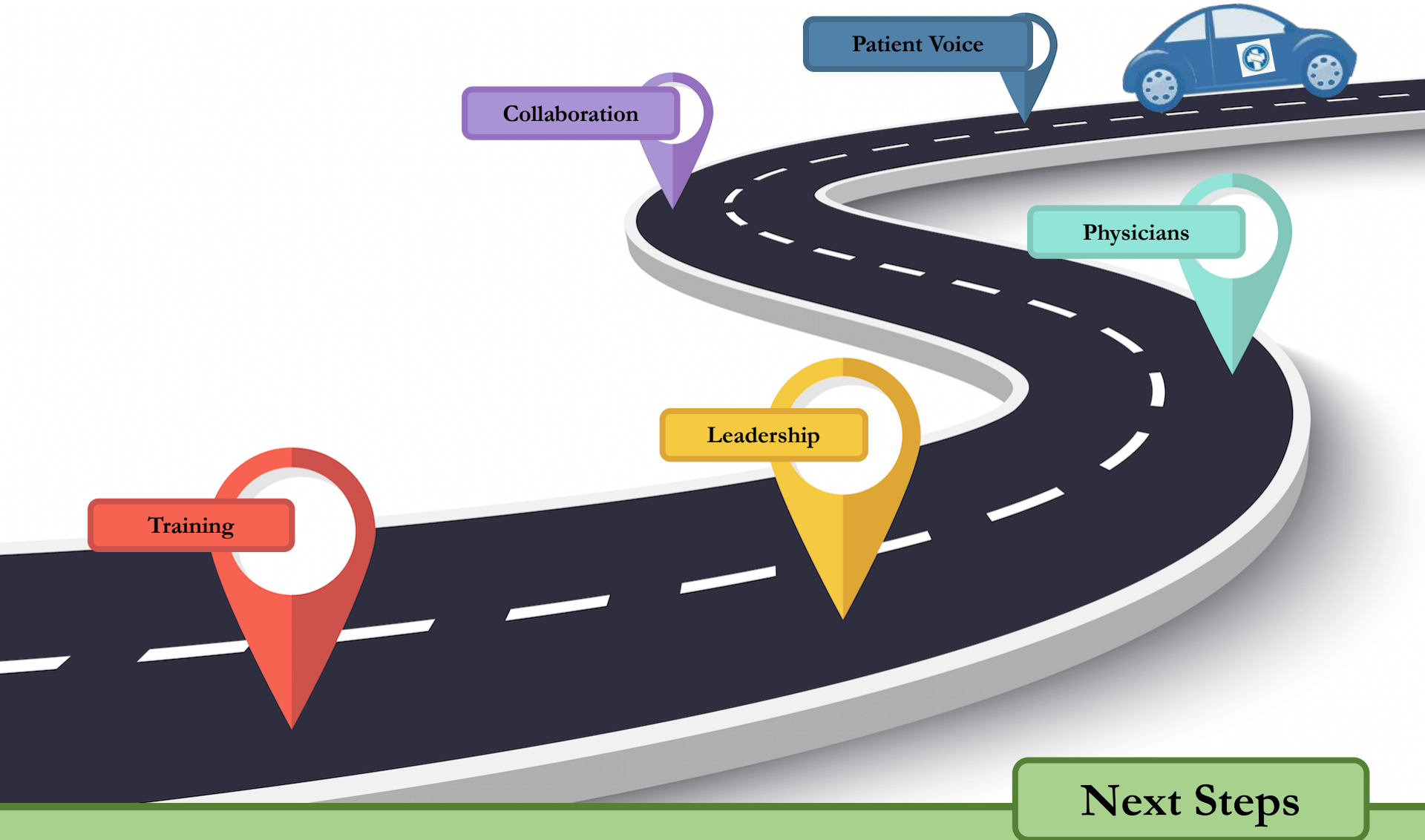
Nurse Leader
Rounds

Service
Recovery

Patient
Surveys



How does this improve our patient experience?



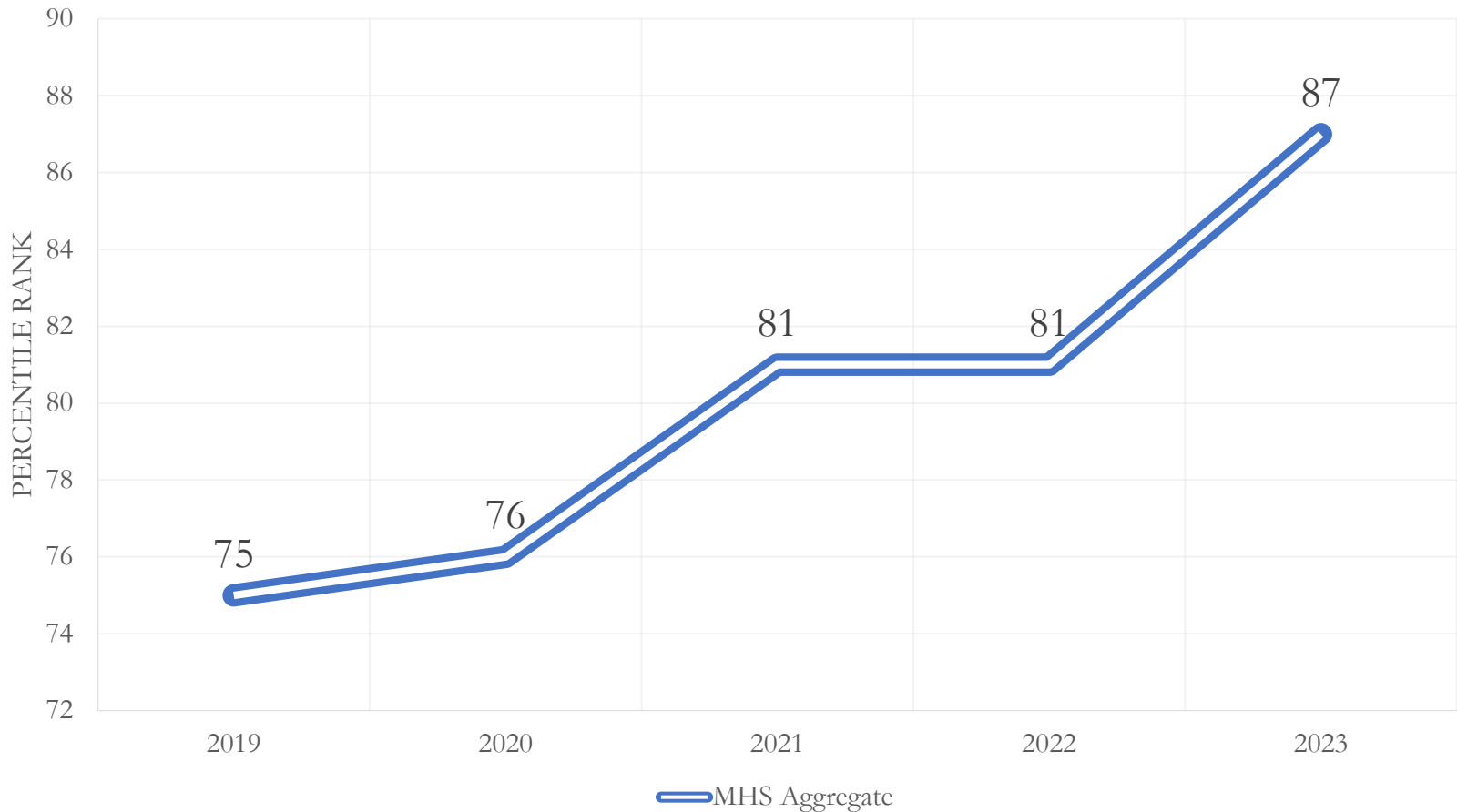


Results and Takeaways



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MHS HCAHPS SCORES “RATE THE HOSPITAL 0-10”



1

“Why” is a stronger influencer than “What” and “How” – it adds purpose, meaning, and personalization to the work

2

Involve – not just include – all stakeholders to instill purpose in engagement

3

Keep a 30,000 ft. View – focus on the entire continuum of care from start to finish, not just a single task set in a single department in a single facility

Questions?





Thank you

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Nicole Henson

Patient Experience Consultant
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Upcoming Events & Programs

WEBINARS

June 22 | From Good to Great: Our Journey to Four-Star Patient Experience

July 6 | Impact of Improving Quality of Care on Patient Experience in Emergency Department

July 11 | Patient Experience in the Emergency Department

CONNECTION CALLS/PX CHATS

August 11 | PX Chat: Lost Belongings

PROGRAMS

July 13- August 3 | Foundations of Volunteer Management

August 8-29 | CPXP Prep Course



Access our vast library
of on demand patient
experience webinars.

*Webinars are included in membership
with the Institute.*



Thank you!