

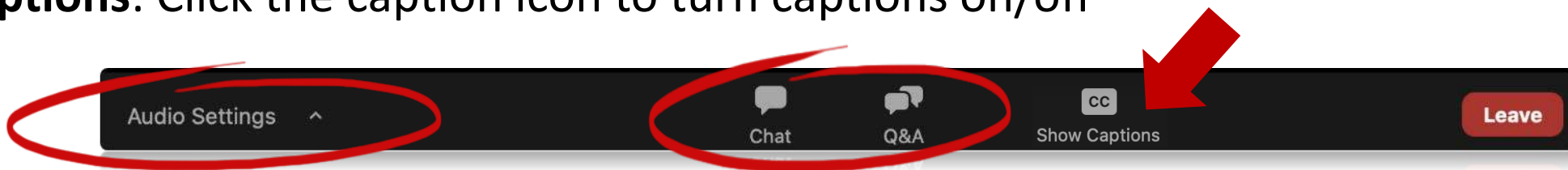


# From Good to Great: Our Journey to Four-Star Patient Experience

June 22, 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.

# 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.*





# FELLOW IN HUMAN EXPERIENCE

Distinguish yourself as a leading practitioner in the field of patient and human experience.

# Our Speaker



**Terry R. Kisner, BA, RRT, LSSBB**  
*Manager, Center for Quality Outcomes*  
WVU Medicine



The Journey

Terry Kisner BA, RRT, LSSBB

Manager, Center for Quality Outcomes

# Patient Experience Defined

The sum of all **interactions**, shaped by an organization's **Culture**, that influence patient **perceptions** across the **continuum** of care  
-The Beryl Institute

# WVU Medicine PX Model- 6 Step Program

1. Assess the current state of patient satisfaction
2. Define WVU Medicine “North Star”
3. Engage key stakeholders in experience design
4. Develop and implement patient experience strategy
5. Analyze feedback and determine impact
6. Recognize accomplishments and improve over time



# *#1 Assess the Current State of Patient Satisfaction*

- ❖ Value Base Purchasing Program (VBP)
- ❖ US World News
- ❖ Hospital Compare
- ✓ **Beryl Institute**
- ✓ **Press Ganey**

# MyWVUChart

Online Patient Portal

### MyWVUChart Mobile App

Our MyWVUChart app for mobile devices lets you access your WVU Medicine information when you are away from your computer. **Download the MYCHART app and configure with zip code 26506.**



### Urgent Medical Matters

MyWVUChart is not intended for sending messages requiring urgent attention. For urgent medical matters, contact your doctor's office by phone. **If you have a medical emergency, dial 911.**

### Privacy and Security

WVU Medicine is committed to providing quality healthcare and respecting the privacy and confidentiality of your medical information. Our policies and procedures regarding access to and release of medical records conform to state and federal laws and are designed to safeguard your privacy.

### Technical Support

Email: [MyWVUChart@wvuh.com](mailto:MyWVUChart@wvuh.com)

Toll-Free Support Line: 866-982-4278

For complete terms and conditions, please visit:

[WVUMedicine.org](http://WVUMedicine.org)

# WELCOME

We are proud that you have chosen us to care for you and your family.

Here are a few things we think you should know:



**FOR HELP:**  
Press the call bell on your remote




**TO ORDER FOOD: Dial 76368**  
**TO MAKE A LOCAL CALL:**  
Dial 9 and then the 7-digit phone number  
**LONG DISTANCE CALLS:**  
Please contact your nurse for assistance  
**If you have concerns about your stay, please contact a Patient Advocate: 304-598-4167**



**NOISE REDUCTION & RELAXATION:**  
Tune to our Care Channel 77



We value your experience feedback and encourage you to fill out the survey you will receive in the mail.



Achieving superior patient experience through partnership  
with Press-Ganey as compared to the top Quartile of Vizient  
Academic Medical Centers.

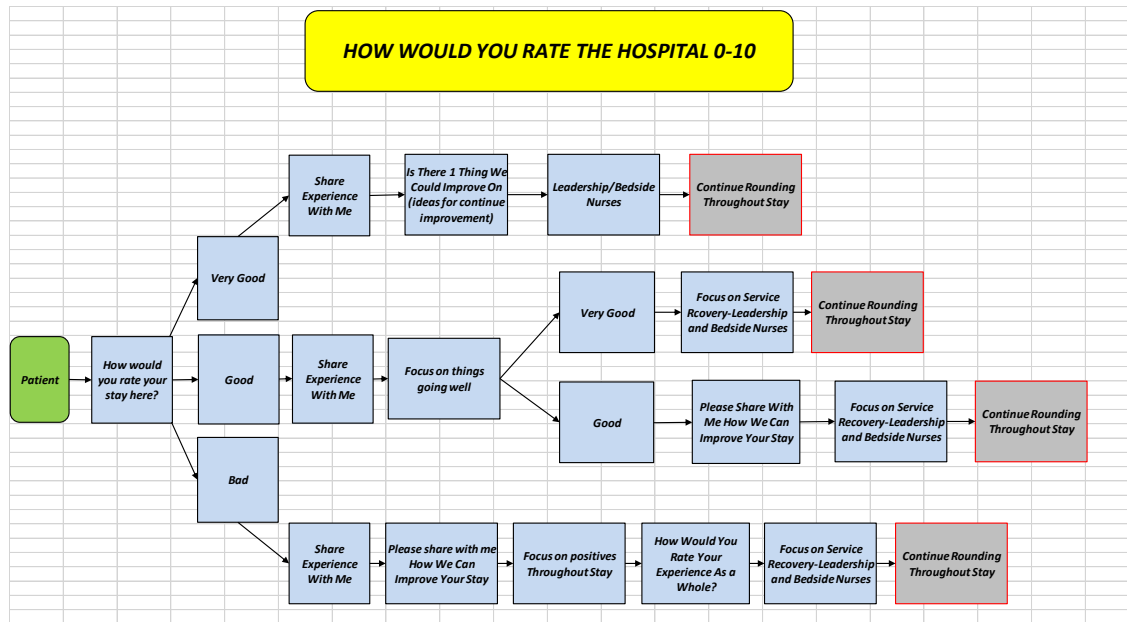


Defining  
WVU  
Medicine's  
North Star

# #3 Engage Key Stakeholders in Patient Experience Design Partnership



# #4 Develop and Implement Our Patient Experience Strategy



- Institute regular leadership “Rounding”
- Make improving employee engagement a priority
- Implement service excellence training for employees at all levels – “Standards of Behaviors”

# #5 Analyze Feedback and Determine Impact

- Trends in the scores/comments section of our patient surveys
  - Unit Scorecards/Dashboards
  - Unit staff meetings-Dayshift and Nightshift

# Performance Improvement Goals Ruby and System

## Goal Setting Tool

### HCAHPS Scores

2020-2021

All ranks based on the Jul 22 benchmarking period

Export Report

Available Score  
Types  
Top Box

Top Box

Breakout  
(Unit, Site)

Based on starting percentile rank range:								
The top 50% of improvers* saw this much change:			The top 30% of improvers* saw this much change:			The top 10% of improvers* saw this much change:		
Threshold Goal			Target Goal			Stretch Goal		
Top Box Score Increase	Top Box Score Goal	Percentile Rank Goal	Top Box Score Increase	Top Box Score Goal	Percentile Rank Goal	Top Box Score Increase	Top Box Score Goal	Percentile Rank Goal

HCAHPS	Breakout (Unit, Site)	Available Score Types	Your Score	Your Rank	Top Box Score Increase	Top Box Score Goal	Percentile Rank Goal	Top Box Score Increase	Top Box Score Goal	Percentile Rank Goal	Top Box Score Increase	Top Box Score Goal	Percentile Rank Goal
Nurses treat with courtesy/respect	All PG DB	Top Box	86.53	61	-0.88	85.65	51	0.20	86.73	59	2.02	88.55	73
Staff worked together care for you	All PG DB	Top Box	68.75	47	-1.42	67.33	39	0.38	69.13	46	3.46	72.21	60

## #6 Recognize Accomplishments and Improve Over Time

- Make the program a key discussion topic in team/staff meetings
  - Employee feedback and suggestions on ways to improve and enhance the program
- Share any results and positive affirmations gleaned from surveys.  
Celebrate



# 2021 HCAHPS Winners





Creating an exceptional patient experience  
through compassion, quality, and safety –  
**for every person, every time**

A **WVU Medicine** | **Mountain Zero** Initiative

# Standards of Behavior



## COMPASSION

*We treat all individuals with empathy and respect.*

Compassionate Connected Care  
Empathy  
Active Listening  
Eye to eye; heart to heart



## COMMUNICATION

*We interact effectively with patients, families and employees.*

Be authentic, transparent, respectful  
Avoid jargon  
Seek clarification  
Shared decision making & Communication



## COMMITMENT

*We take responsibility for our actions, decisions, and performance.*

3A's for Recovery:  
Acknowledge  
Apologize  
Amend

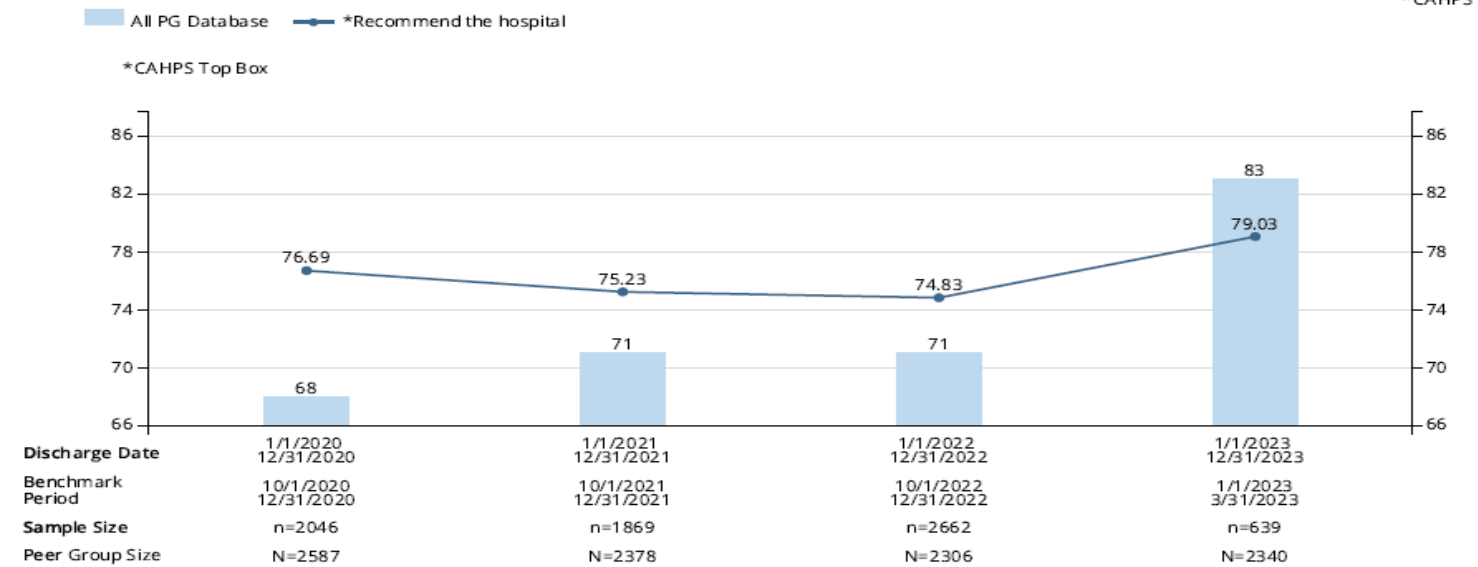
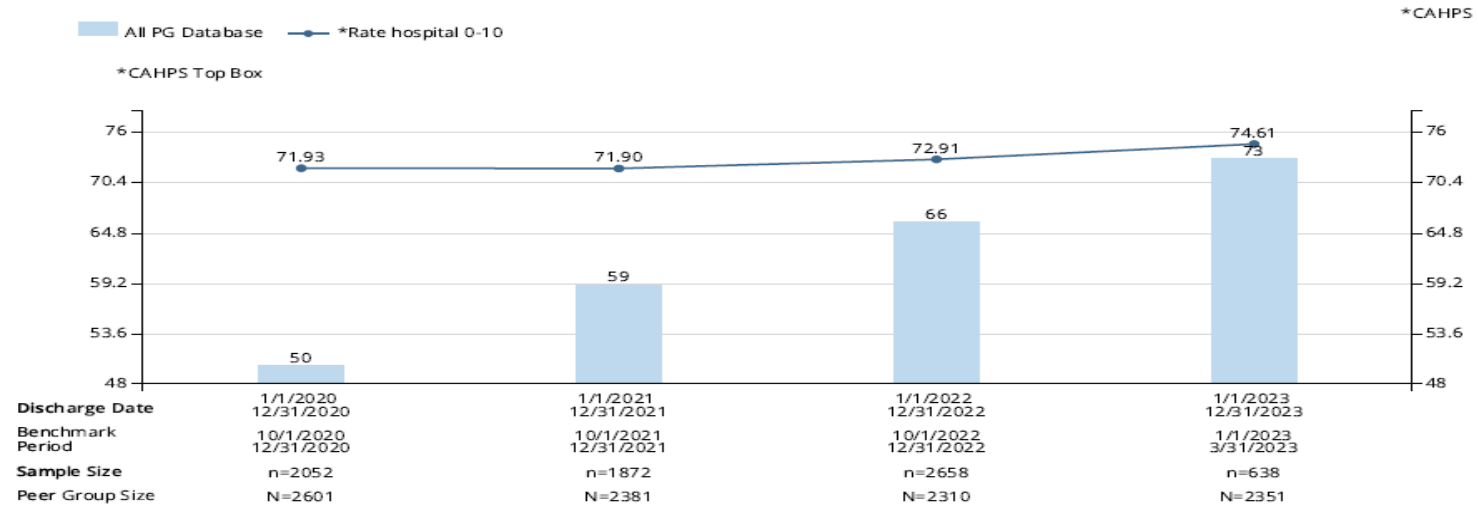


## COMPETENCE

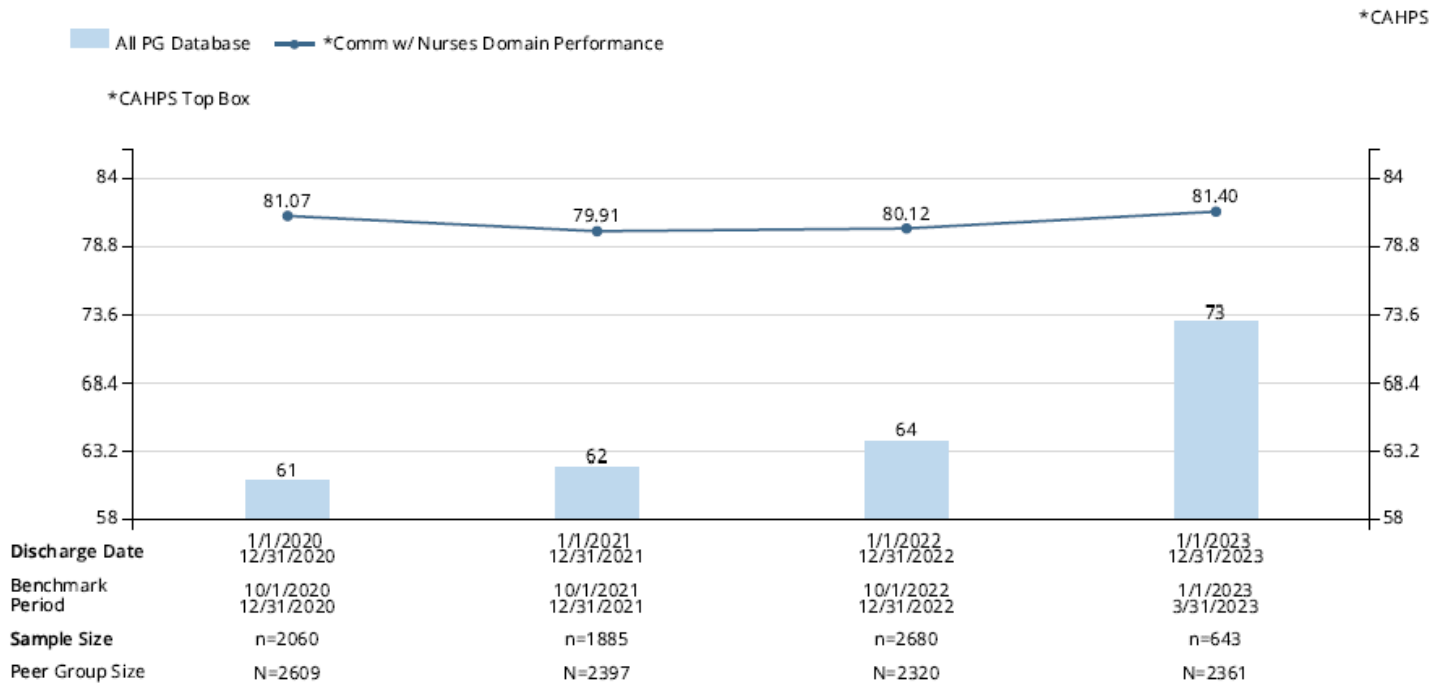
*We increase our expertise in order to provide the highest standard of care*

Safe Coordinated Care  
SBAR

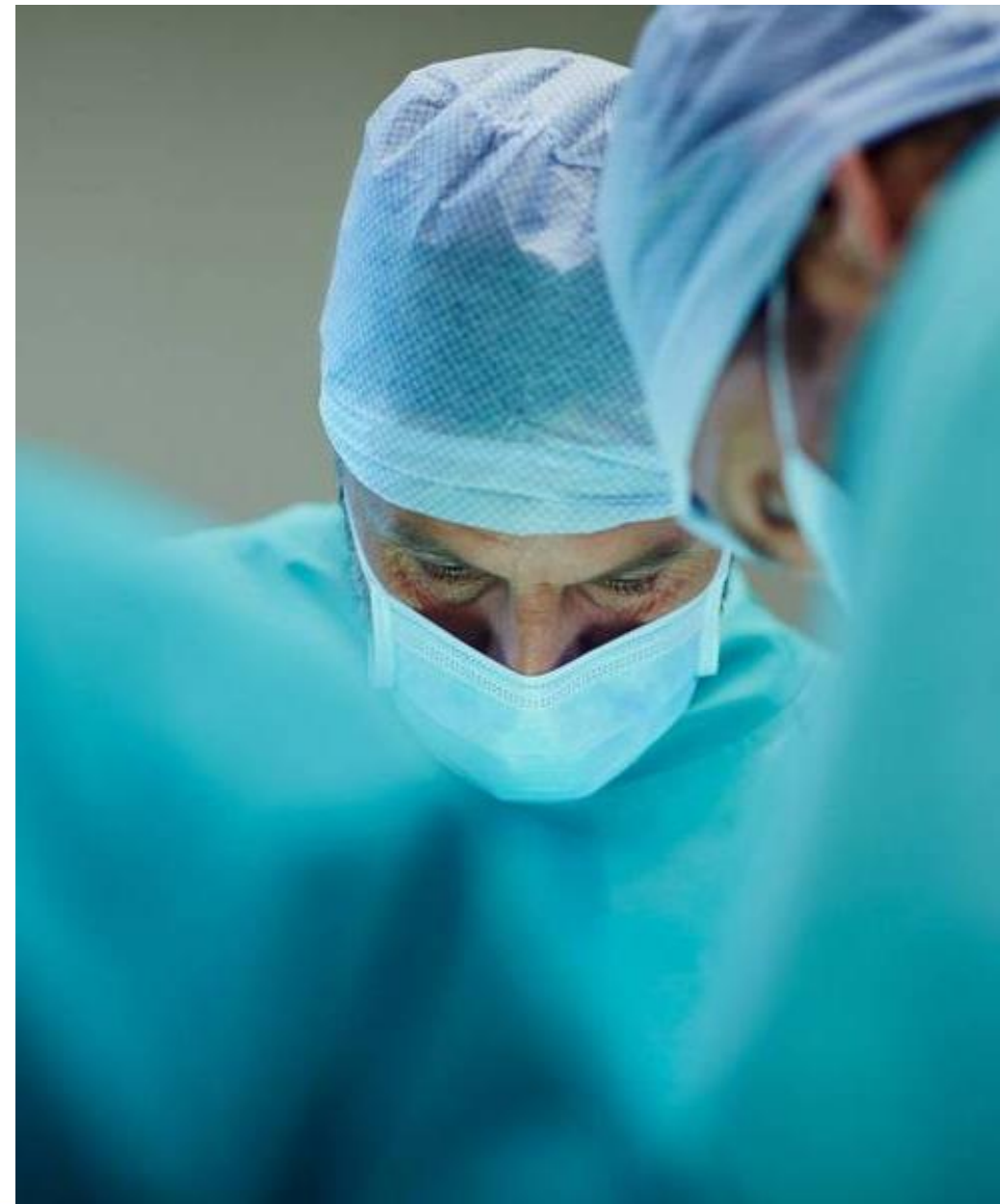
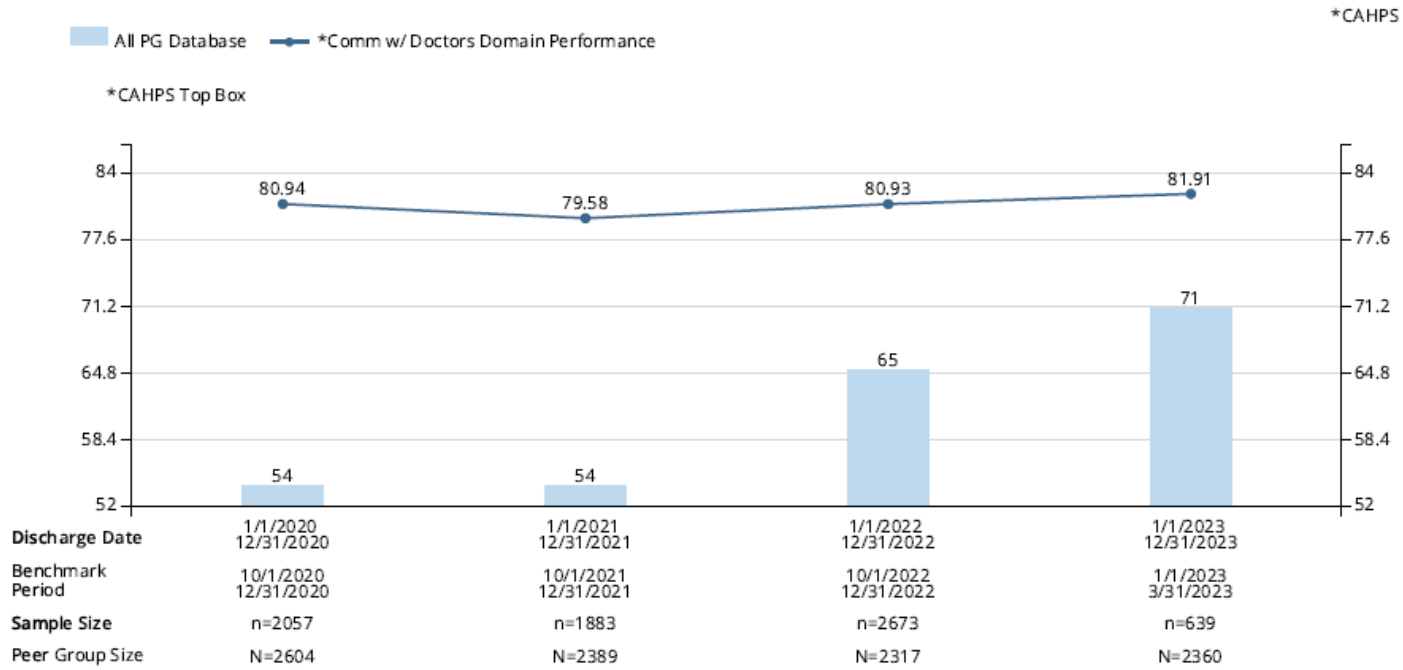
# Growth of WVU Medicine



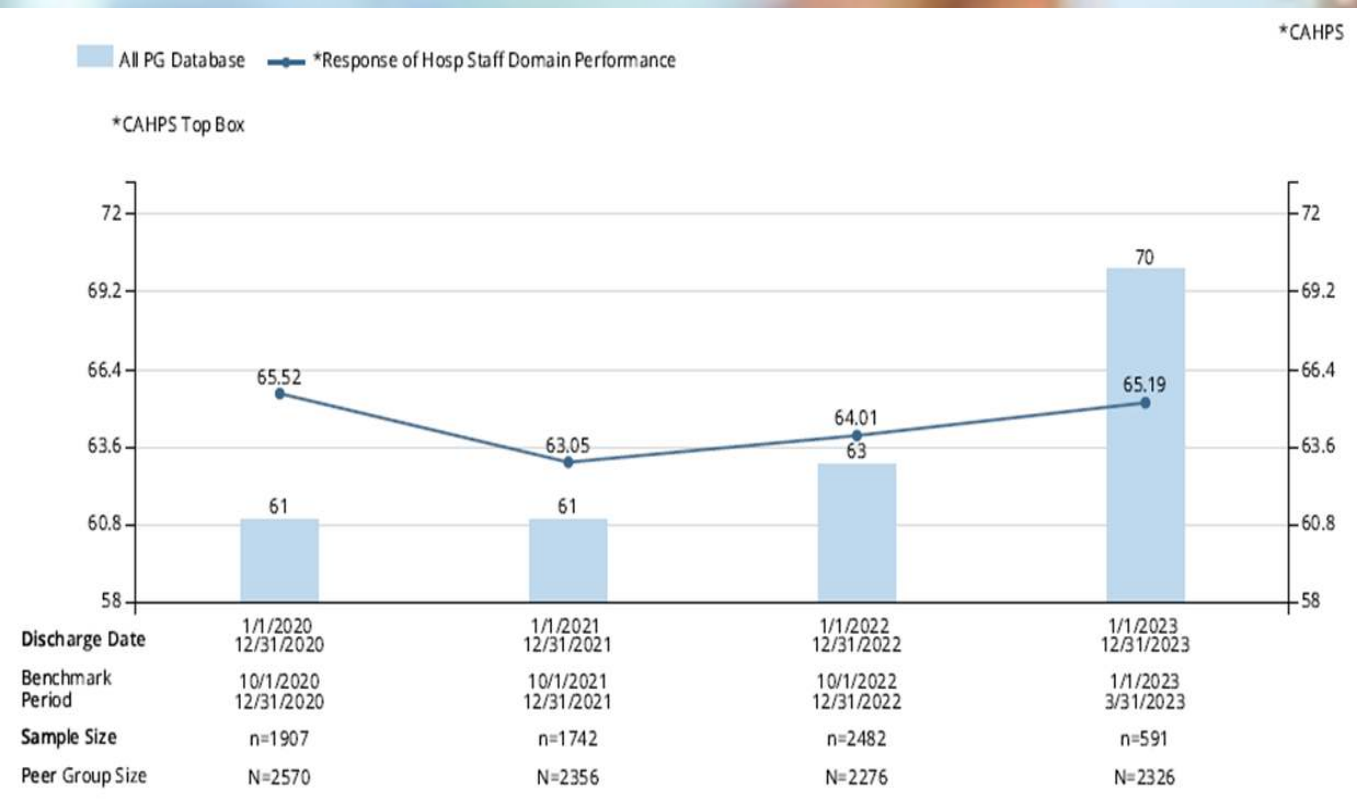
# Communication with Nurse



# Communication with Doctors

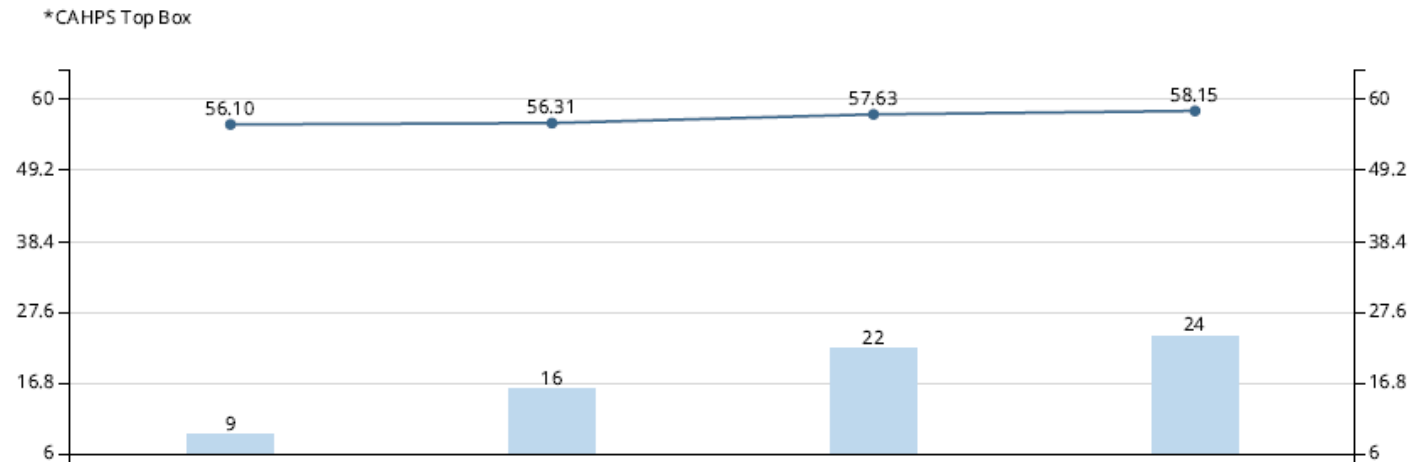


# RESPONSE OF HOSP STAFF



# Hospital Environment

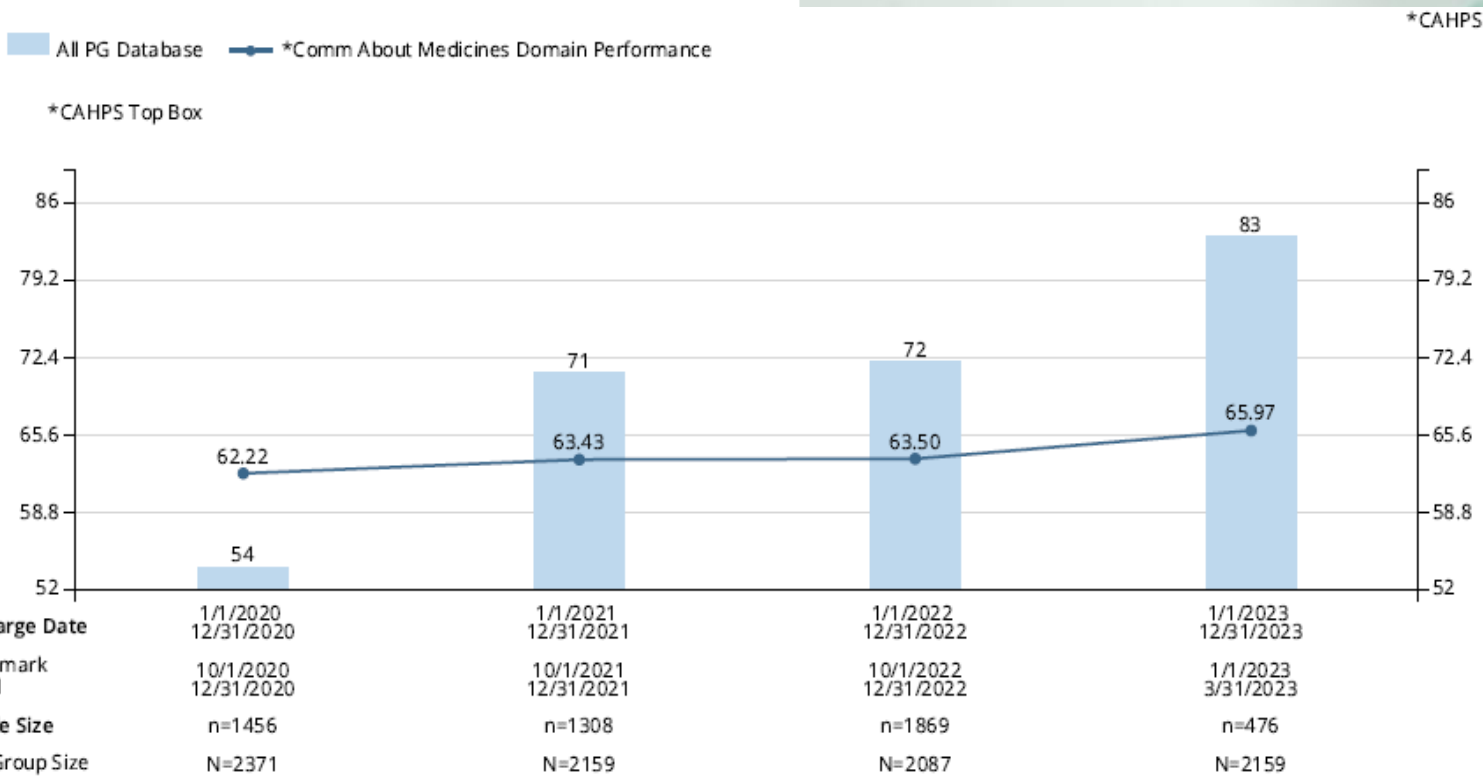
All PG Database    \*Hospital Environment Domain Performance    \*CAHPS



Discharge Date	1/1/2020 12/31/2020	1/1/2021 12/31/2021	1/1/2022 12/31/2022	1/1/2023 12/31/2023
Benchmark Period	10/1/2020 12/31/2020	10/1/2021 12/31/2021	10/1/2022 12/31/2022	1/1/2023 3/31/2023
Sample Size	n=2051	n=1881	n=2671	n=642
Peer Group Size	N=2603	N=2388	N=2316	N=2356



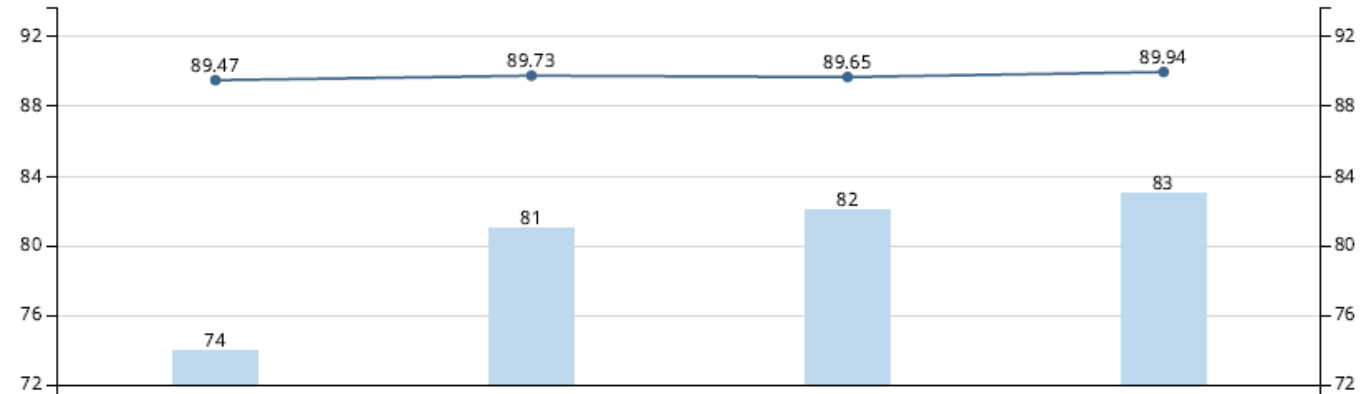
# Communication About Medication



# Discharge Information



\*CAHPS Top Box

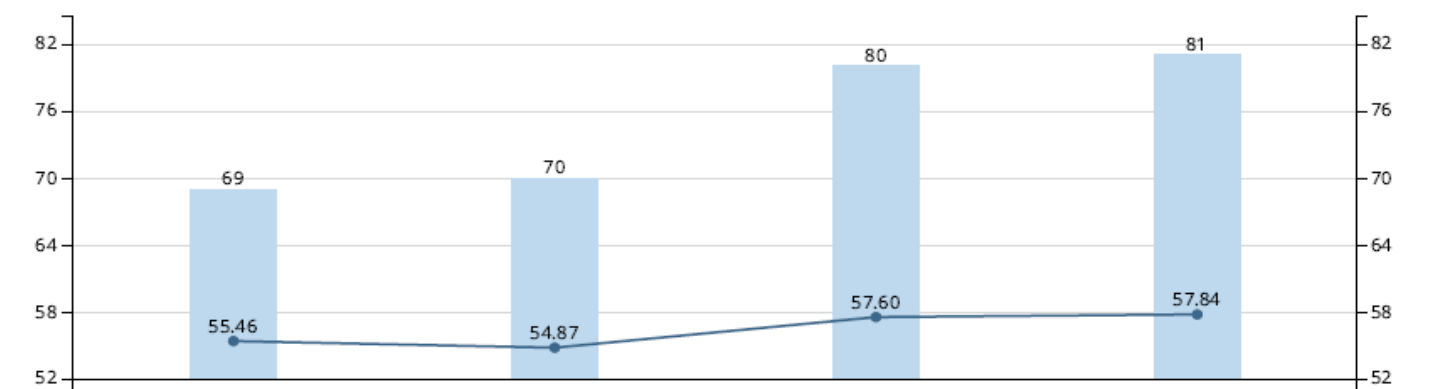


<b>Discharge Date</b>	1/1/2020 12/31/2020	1/1/2021 12/31/2021	1/1/2022 12/31/2022	1/1/2023 12/31/2023
<b>Benchmark Period</b>	10/1/2020 12/31/2020	10/1/2021 12/31/2021	10/1/2022 12/31/2022	1/1/2023 3/31/2023
<b>Sample Size</b>	n=1955	n=1752	n=2514	n=599
<b>Peer Group Size</b>	N=2564	N=2349	N=2270	N=2308



■ All PG Database   
 —●— \*Care Transitions Domain Performance   
 \*CAHPS

\*CAHPS Top Box



Discharge Date	1/1/2020 12/31/2020	1/1/2021 12/31/2021	1/1/2022 12/31/2022	1/1/2023 12/31/2023
Benchmark Period	10/1/2020 12/31/2020	10/1/2021 12/31/2021	10/1/2022 12/31/2022	1/1/2023 3/31/2023
Sample Size	n=2057	n=1877	n=2670	n=640
Peer Group Size	N=2598	N=2384	N=2312	N=2350

# Care Transitions

# Star Report

## Hospital Compare Preview Report WEST VIRGINIA UNIVERSITY HOSPITALS, INC

Exported 01/26/2023  
April 2023 | Page 1

1 MEDICAL CENTER DRIVE | CCN-510001  
MORGANTOWN, WV 26506 | (304) 598-4200

Facility Type: Short-term  
Ownership Type: Voluntary non-profit - Private  
Emergency Service: Yes

### Survey of Patients' Experience

**Attention:** Individual question scores appear only in the Preview Report and downloadable databases. Individual question scores are presented for informational purposes only; they are not official HCAHPS measures. A simple average of the individual questions that comprises a composite measure may not always match the composite score.

HCAHPS individual question scores based on fewer than 50 completed surveys **will not** be reported in the downloadable database.

### HCAHPS Summary Star Rating



Completed Surveys	771
Survey Response Rate	22%

#### Star Rating:

More stars are better

\*For more information on HCAHPS Star Ratings and Linear Scores, please see [www.hcahpsonline.org](http://www.hcahpsonline.org)

\*When HCAHPS scores are based on fewer than 25 completed surveys, scores WILL NOT be reported on Hospital Compare.

This data being displayed on this page is being updated. You may see changes to the tables above until the preview period officially



COMPASSION  
COMMUNICATION  
COMPETENCE  
COMMITMENT

**BE KIND**  
It's all been said before and over again, but we know the people we care about are the people we should be kind to.

**COMPETENCE**  
Practical proficiency of medical and behavioral science.

**COMMUNICATION**  
Some career success goes on in private, but most success happens when we share it.

**COMMITMENT**  
★★★★★

**YOU GOT THIS DAY!**

**COMPASSION**  
GOOD VIBES ONLY  
It takes us all!

**COMMUNICATION**  
"We are what we repeatedly do. Excellence, then, is not an act, but a habit."  
WVU Medicine

# COMPASSION COMMUNICATION COMPETENCE COMMITMENT

## BE KIND

People will forget what you said, people will forget what you did, but people will never forget how you made them feel.



## COMMITMENT



# YOU GOT THIS DAY.

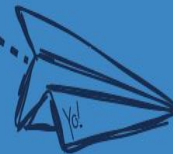
## COMPASSION

### GOOD VIBES ONLY



## “

We are what we repeatedly do. Excellence, then, is not an act, but a habit.



It takes us all!



## COMMUNICATION

Some succeed because they are destined to, but most succeed because they are determined to.



## BIG IDEAS

## COMPETENCE




## PUT A SMILE ON

## “

One of the most sincere forms of respect is actually listening to what another has to say.”





**I've learned that people will  
forget what you said, people  
will forget what you did, but  
people will never forget how  
you made them feel.**

**-Maya Angelou**

**Thank You All**





# PX Continuing Education Credits

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- Use the PXE link at the end of the evaluation to claim PXE credit at the Patient Experience Institute's PXE Portal.

# Upcoming Events & Programs

## WEBINARS

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

July 11 | Patient Experience in the Emergency Department

July 18 | Modern Strategies for Purposeful Rounding

## CONNECTION CALLS/PX CHATS

July 12 | Volunteer Professionals Community Connection Call: Onboarding and Recruitment

July 31 | Patient Advocacy Community Connection Call: Protecting Mental Health

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!