

How to Develop an Interactive Behavioral Based Training Program that Aligns with Employee and Patient Feedback around Improvement Opportunities

May 2, 2024





Happy PX Week

April 29 - May 3, 2024

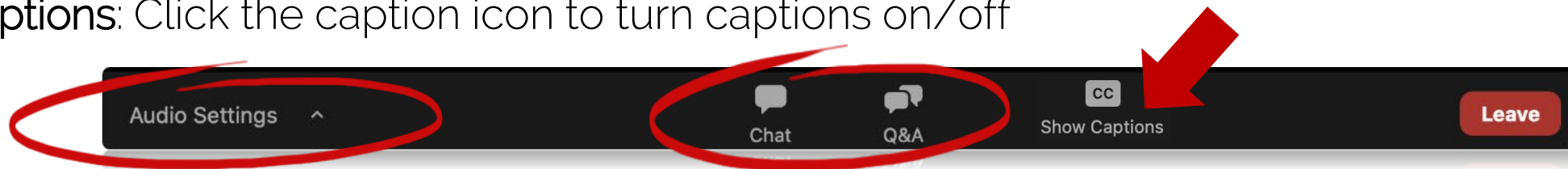
Patient Experience Week is an annual event to celebrate healthcare staff impacting patient experience every day.

From nurses and physicians to support staff and executive professionals to patients, families, and communities served, the Institute hopes to bring together healthcare organizations across the globe to observe PX Week.

Celebrate. Reenergize. Honor.

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.

PX Continuing Education Credits

- 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.





FELLOW IN HUMAN EXPERIENCE

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



Our Speaker

Terri Hepp, MS, FACMPE, CPXP
Chief Experience Officer
Arnot Health





Development and Execution of an Interactive Patient Experience Training Program

Terri Hepp, MS, FACMPE, CPXP
Chief Experience Officer, Arnot Health
Fellowship in Human Experience



agenda



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introduction

In February of 2023 Arnot Health hit the “reset” button on Patient Experience and hired a CXO to lead experience initiatives across the enterprise. Foundational work needed to be completed to include developing an Office of the Patient Experience, reviewing and validating all data tables, hiring PX leaders and staff, and developing a comprehensive training program for all team members in alignment with our Values and from feedback we had from patient surveys and engagement surveys.

Work began in April of 2023 and this fun and interactive training program, “*Patient Experience; It’s what we do*” launched in September of 2023.



goals

Develop an interactive Patient Experience Training Program that is focused on:

- How did we decide what training modules to incorporate?
- Use of storytelling to teach concepts to ensure retention
- Focus on transferrable behaviors that apply to interactions with patients, families and team members
- Cross functional concepts
- Interactive behavioral based learning that is applicable to all team members

How to Develop Learning Modules

- Employee Engagement Feedback made it clear that we needed to focus on Teamwork between departments and Communication in and across all areas.
- Patient Feedback highlighted the need for enhanced teamwork across the organization.
- Accountability was an opportunity.

timeline

APRIL 2023

Weekly brainstorming meetings
began

JUNE 2023

Learning module development
complete; interactive activity
development began

AUGUST 2023

Curriculum and activities finalized;
filming Huddle Video complete

Service Standards Work Group
Meetings

SEPTEMBER 2023

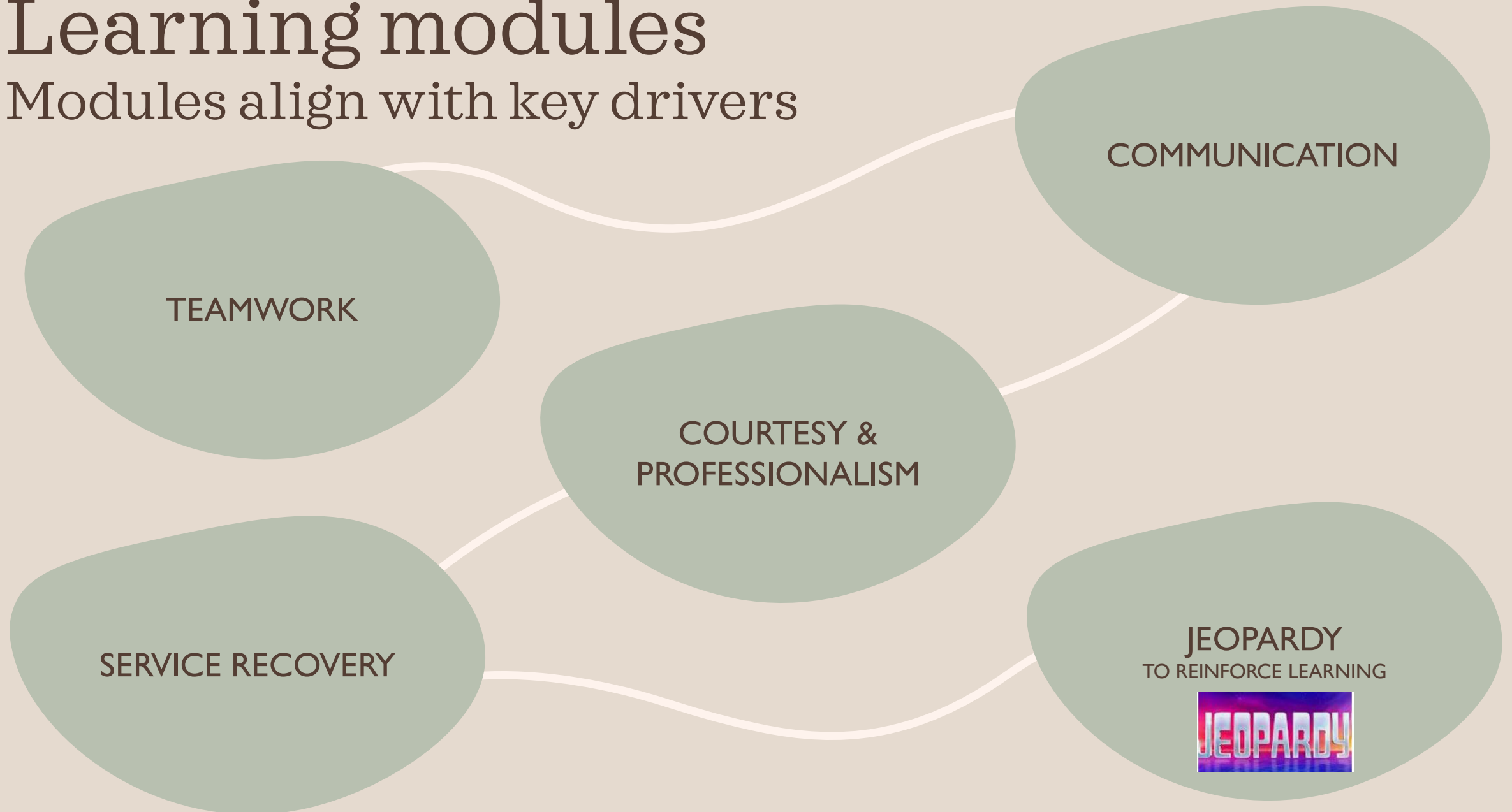
Program Launch – Biweekly sessions

FEBRUARY 2024

16 sessions complete with 427
attendees

Learning modules

Modules align with key drivers



Service Excellence Standards Development

- In August of 2023 a cross functional ad hoc committee was created to develop Service Excellence Standards in alignment with our Values.
- The invitation to participate in this committee was open to all team members – 3,000+.
- Virtual Meetings began in the Summer of 2023, with 25 participants.
- Use of “I” statements to instill a sense of ownership.
- All statements are appropriate to all team members.



Service Excellence Standards Booklet



SERVICE EXCELLENCE STANDARDS

It's what I do

Excellence

- I serve the community to deliver high quality care.
- I complete my responsibilities.
- I go the extra mile to exceed expectations.
- I ask questions.
- I offer guidance in a kind and caring manner.
- I look for the positive in every situation.

Integrity

- I remain true to Arnot Health's Mission, Vision, and Values.
- I follow the highest ethical standards.
- I am honest and trustworthy in all my interactions.
- I protect all patient information and only share with appropriate team members.
- I take ownership of my words and actions.

Compassion

- I create an environment that values diversity and promotes an inclusive culture for all.
- I treat everyone as unique.
- I connect emotionally to the feelings, thoughts, and experiences of others.
- I am kind and caring in my communication.

Teamwork

- I respect my colleagues and members of our community.
- I collaborate with my team to create a positive and welcoming environment.
- I actively listen and stay engaged with all team members.
- I use "we" and "us" instead of "I" and "me."
- I work with other departments to achieve shared goals.

Patient-Centered Health Care

- I ensure my patients are safe and receive high-quality care.
- I make our patients and guests feel valued and cared for.
- I actively listen to understand patient concerns and respond promptly.
- I provide personal attention and follow-through care for every patient.
- I address each individual patient's challenges and help assist them navigate the health care system.

Our Mission

To partner with each person we serve in order to maximize their physical, emotional, social, and spiritual health.

Our Vision

To be recognized as the premier regional health care system delivering high-quality, safe, cost-effective, socially responsible health care services to all we serve.

Essential behavior card...

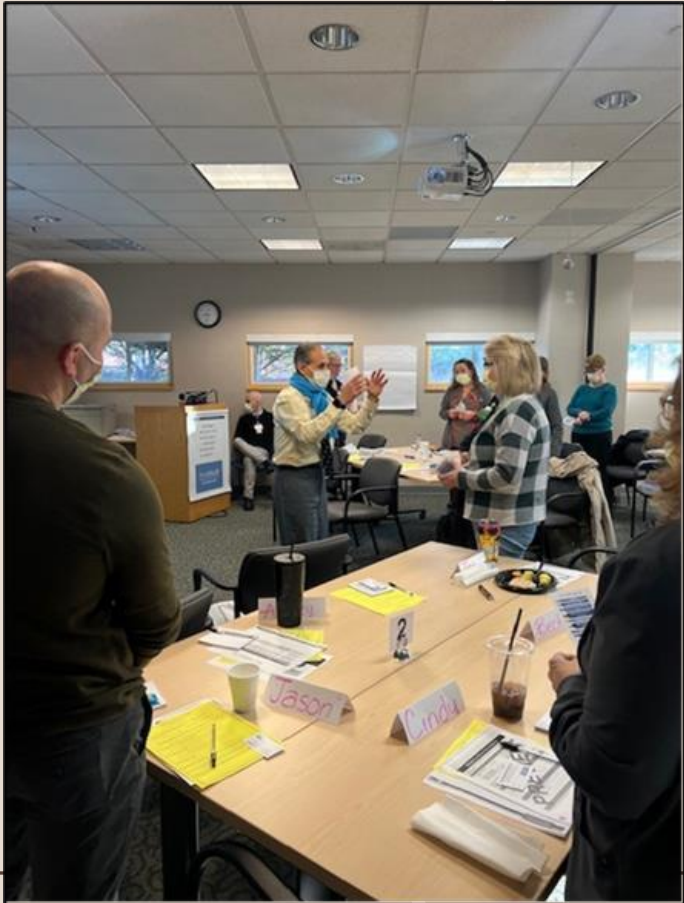
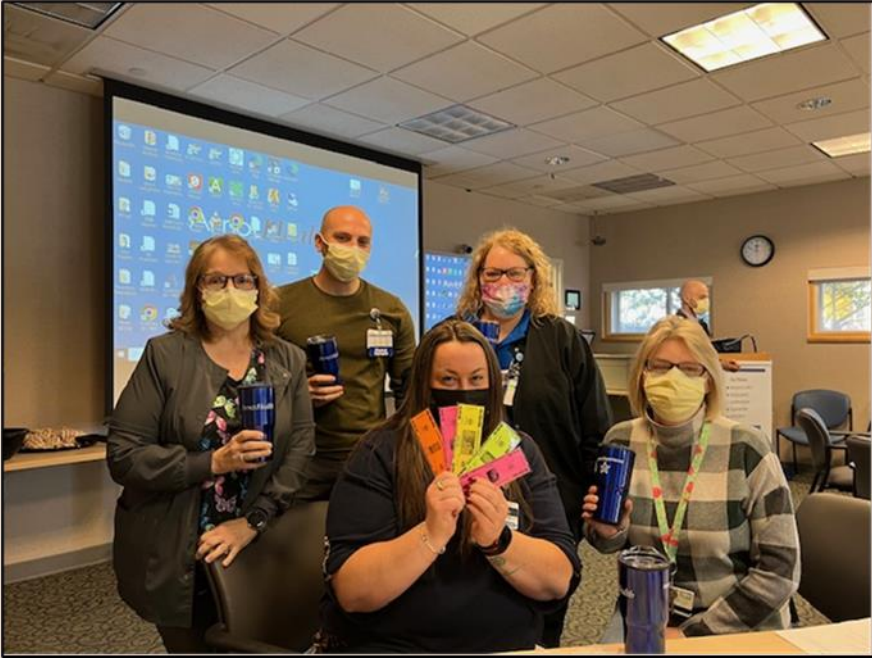
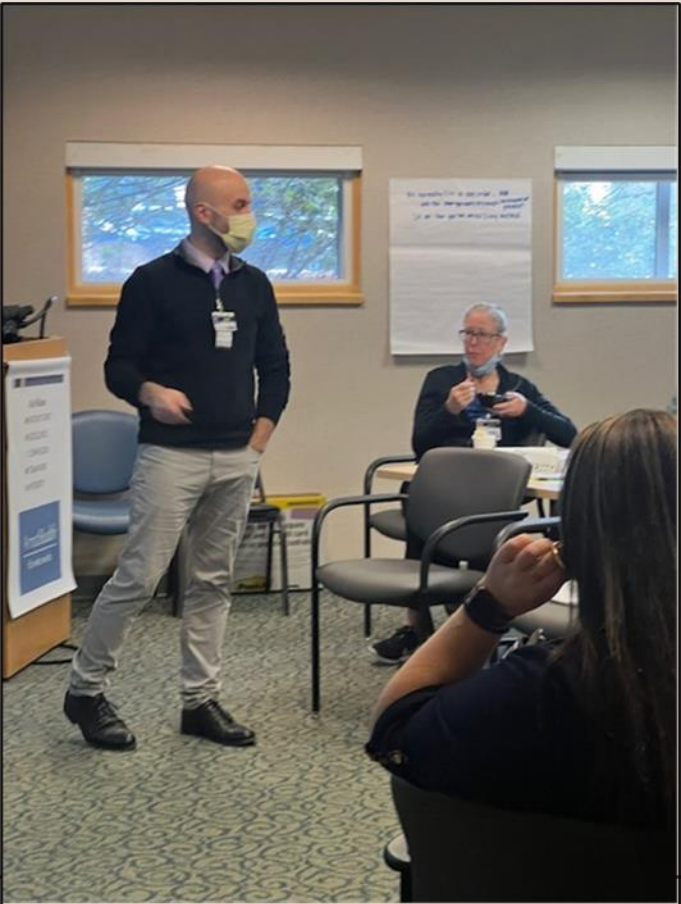
It's what we do

-  SMILE!
-  Make eye contact
-  Greet everyone by preferred name
-  Focus on the person in front of you
-  Introduce yourself
-  Speak slowly and use a gentle tone
-  Body language matters
-  10 minute touch
-  Positivity – share what you CAN do – offer options
-  End with, "Do you have any questions?"

PATIENTS FIRST ■ EXCELLENCE ■ COMPASSION ■ TEAMWORK ■ INTEGRITY

ArnotHealth

PX Training Program to date...



427 participants
16 sessions

Patient Experience Training Continues

The ongoing "It's what we do" patient experience training sessions continued with the October 2 session, with 35 employees in attendance in Petrie East at AOMC (see photo below).

The remaining half-day sessions for 2023 will be held on November 21 and December 13 in Petrie East from 8:00 am to noon.

In this Issue:

- Arnot Achieves "Target: BP" Gold Achievement Level!
- TJC Weekly Reminder



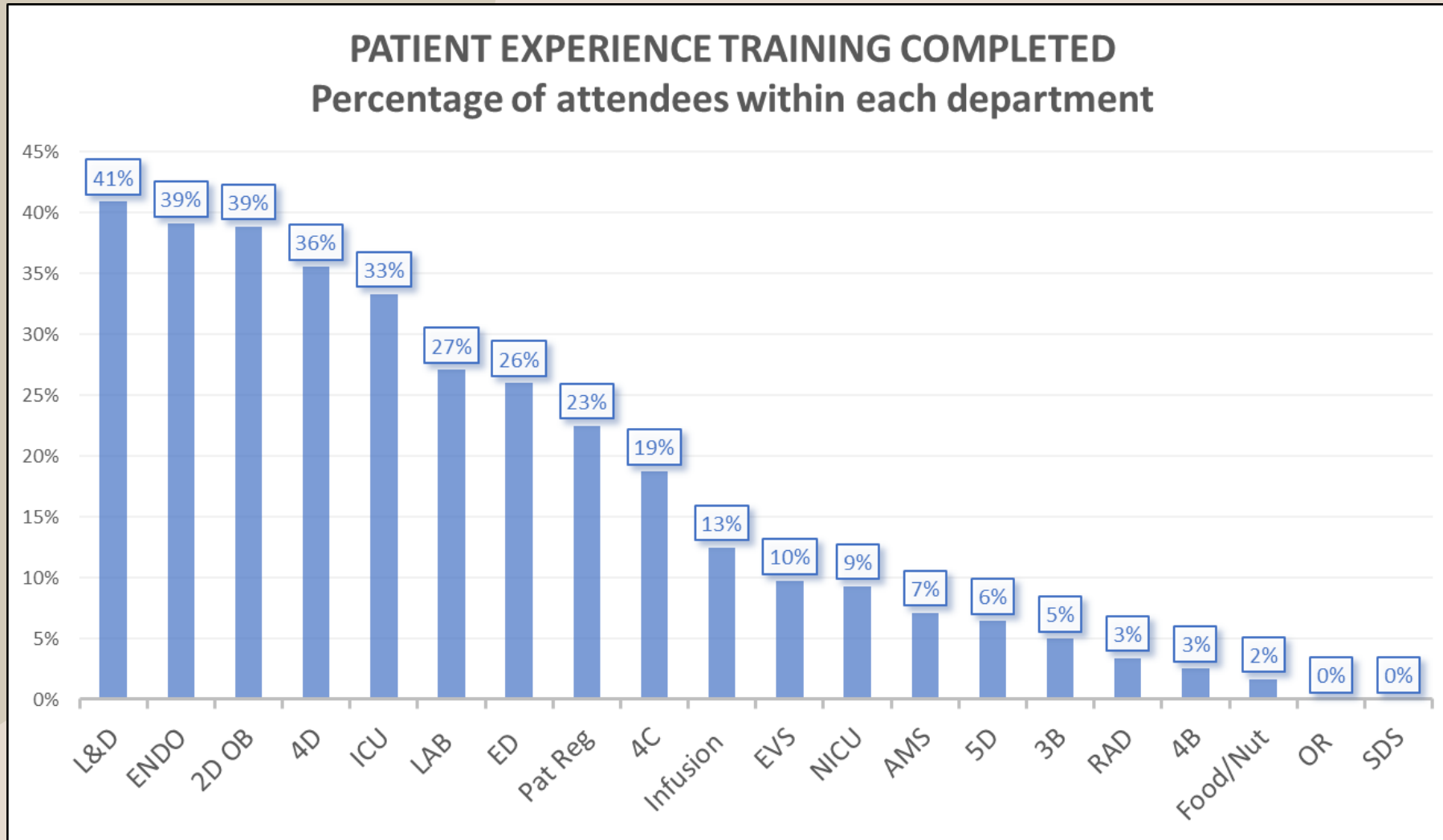
The training includes setting a baseline understanding of the importance of the Patient Experience (see image at right), including the fact that we are all patients—or potential patients—at some point.

This exciting "next step" in our patient experience initiatives is available to all employees. **To self-register, click the [HealthStream link](#) on the ArNet, log in, click on "Event Calendar" in the top navigation bar and then type "Patient Experience" into the search box to see the upcoming list of dates through 2024.** Leaders can also register their staff.

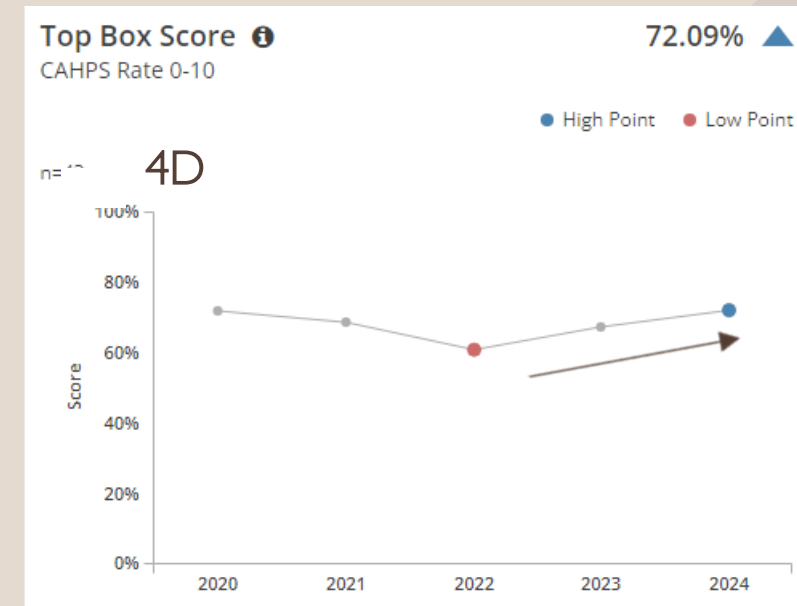
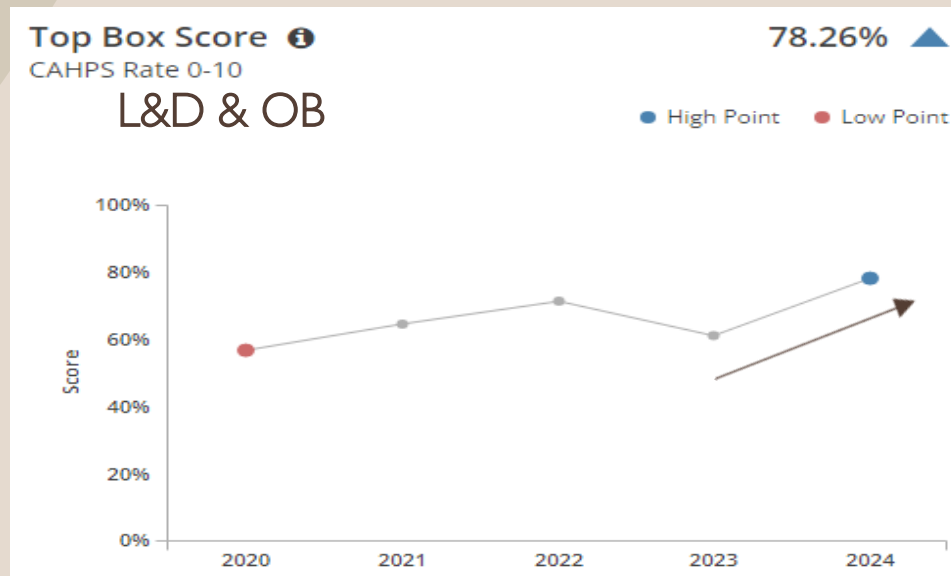
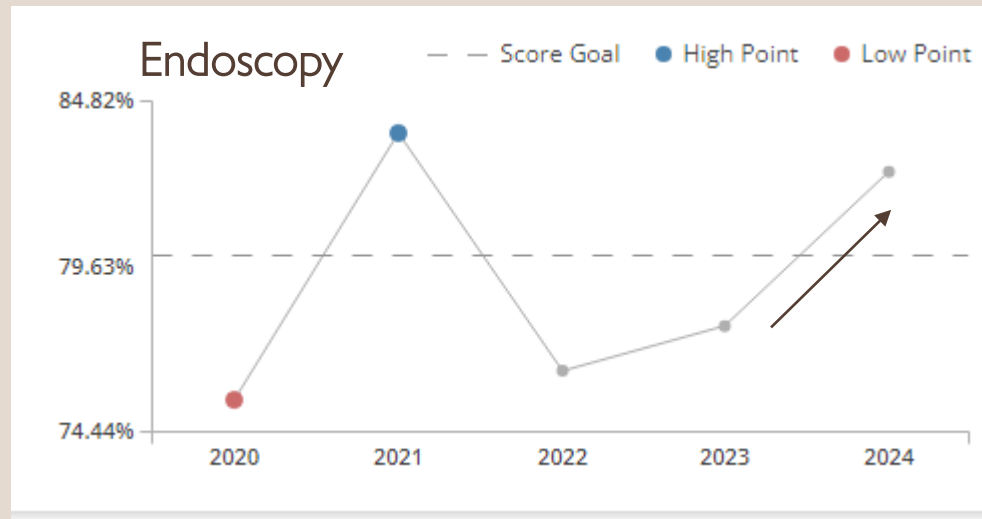
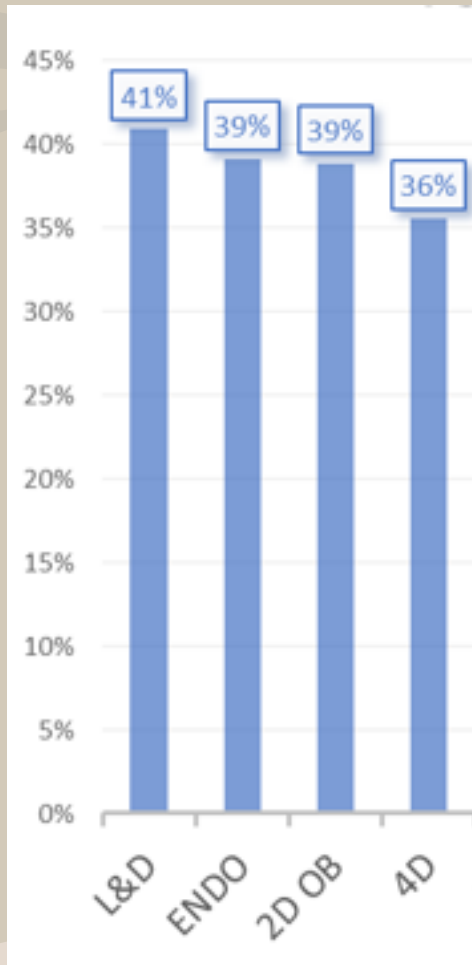


Setting participation expectations through regular messaging

Participation by department - Feb '24



Correlation

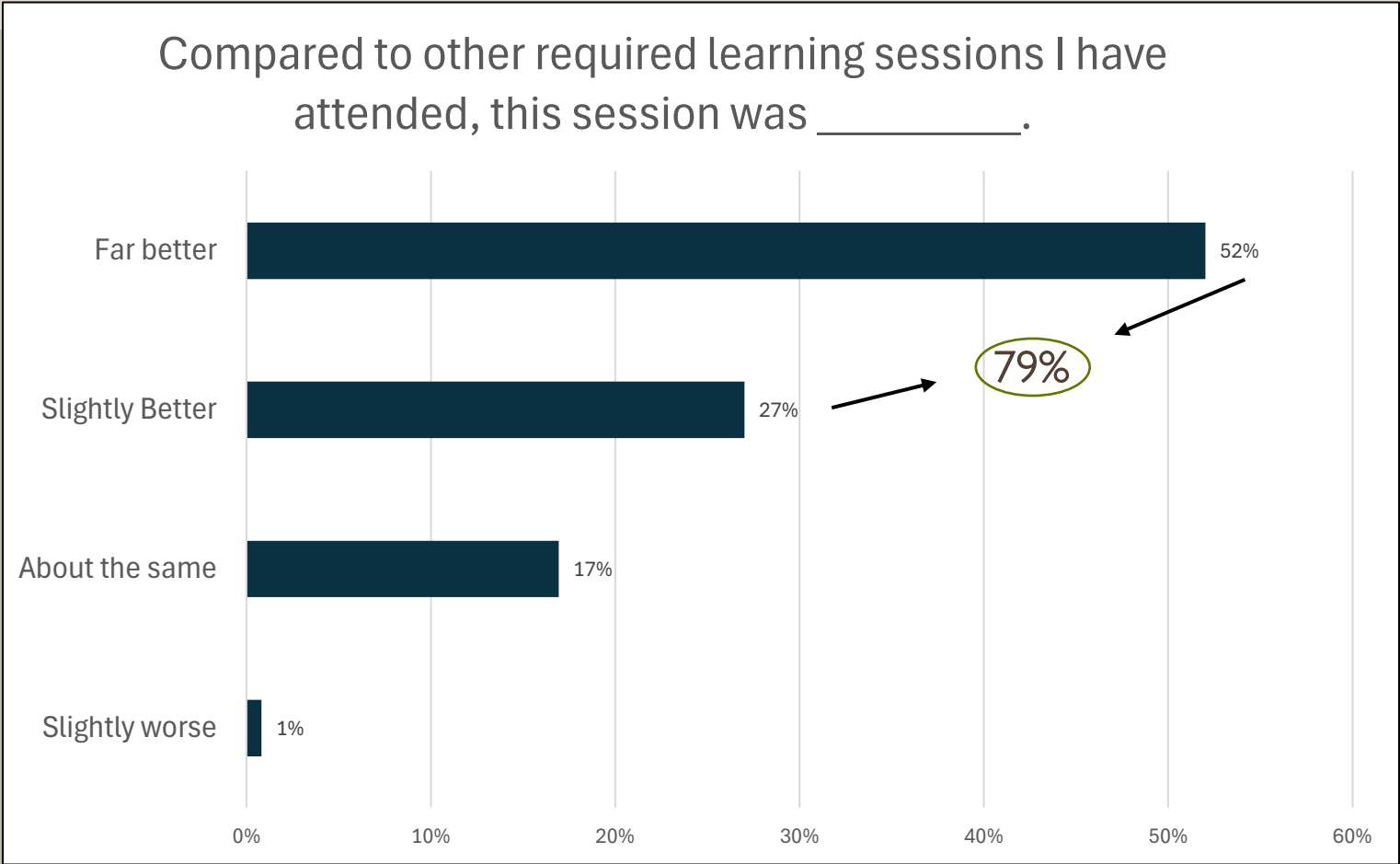


Participant Feedback

If you were to describe this session in a single word, what would that word be?



Participant Feedback...



Qualitative Feedback...

To Infinity and Beyond
Terri Hepp Rob Toonkel

I attended the Patient Experience - It's What We Do Training today and it was fantastic! Thank you Adam, Terri, and Rob! It was fun, educational, and interactive!

Thank you for all that you do!

Angela L. Murray 3 months ago

To Infinity and Beyond
Terri Hepp Adam Austin Rob Toonkel

I attended the Arnot University Patient Experience class this week. I walked away learning a new approach to provide feedback, and I have already had the opportunity to use this method. Each of you provided some great reminders regarding giving proper service recovery, showing empathy, and making the commitment to follow the ArnotHealth Core Values. I truly appreciated your time, expertise and most of all your energy and passion to make our organization the BEST!! THANK YOU!

Nicole M. Didas about 1 month ago

That's What I Call Leadership!
Rob Toonkel Terri Hepp

thank you for a well delivered class on patient experience leading to a culture change

The class was engaging and had lots of nuggets to use in our day to day work environment

Caroline G. Payne 7 days ago

That's What I Call Leadership!
Terri Hepp Rob Toonkel Adam Austin

Thank you for leading us through the BEST patient experience training this afternoon. It was engaging, packed with learning, and lots of fun! EVERYONE SHOULD SIGN UP FOR THIS -- it is FABULOUS!!!



Ronette Wiley 5 months ago

That's What I Call Leadership!
Terri Hepp Adam Austin Rob Toonkel

Thank you for your leading, teaching, and sharing December 18th class of, "Patient Experience - At Arnot It's What We Do." Walked in thinking this was going to be a long 4 hours of a mandatory class. You all kept it enlightening, entertaining, and empowering wrapping improving experiences around our 5 values. Bravo!!!

Allyson Barton 2 months ago

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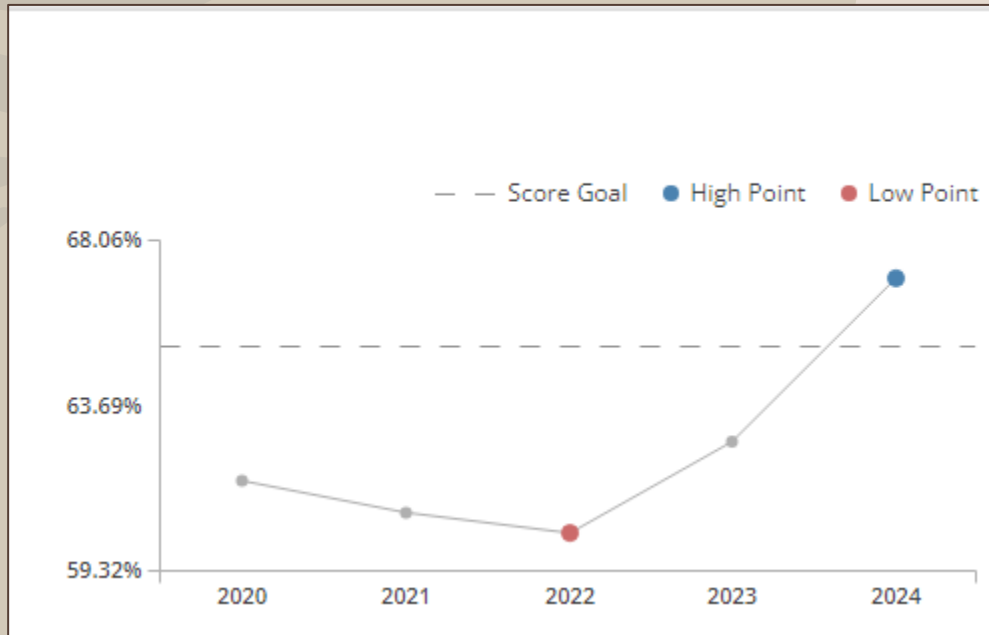
That's What I Call Leadership!
Rob Toonkel Terri Hepp Adam Austin

Shout out to an amazing team who presented a wonderful Patience Experience Training yesterday afternoon! It was touching hearing Terri's personal story and it was a great way to set the stage for the day. Thank you all for providing a well planned and engaging training! 😊

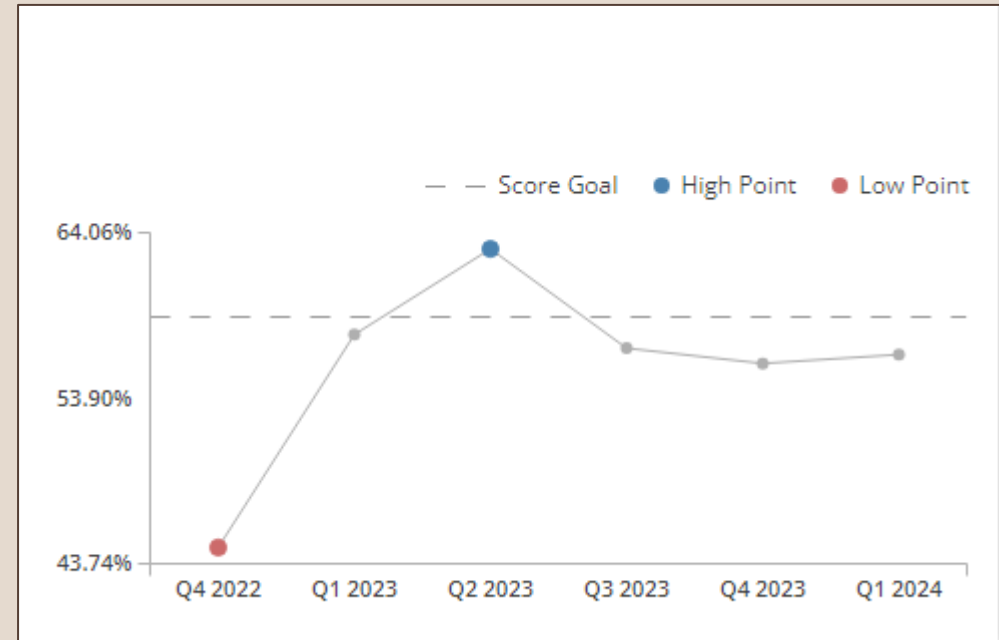
Alii Kelley 8 days ago

Progress to Date

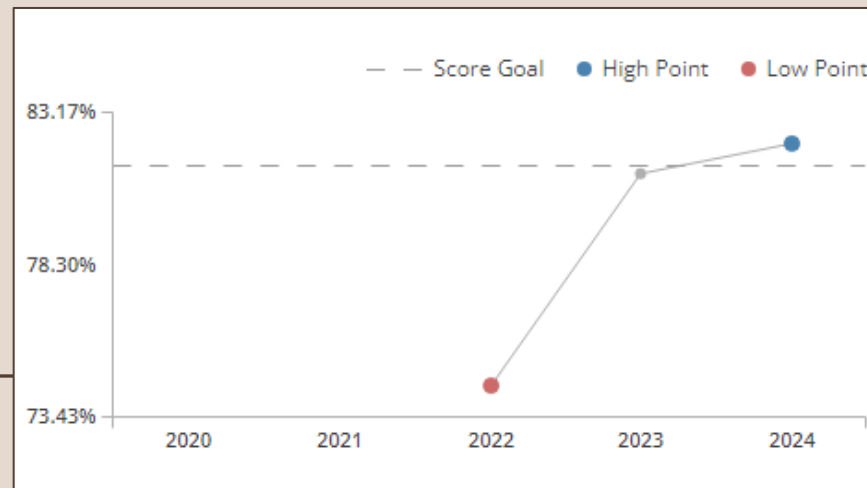
Inpatient Top Box Score



Emergency Dept Top Box Score



Outpatient Services Top Box



summary

A year after the creation of the *Office of Patient Experience* at Arnot Health, tremendous growth has occurred. A few examples are as follows:

- Onboarded PX Director
- Evaluated all surveys and unit table alignment
- Added four additional service line surveys
- Developed PX Training curriculum and launched program
- Developed and launched Registration Staff PX Training Program
- Developed and launched Nurse Residency Conflict Management Program
- Trained all directors/leaders to use the PX platform
- Developed automated standardized reporting
- Partnered with Human Resources to develop Employee Engagement programs
- Developed Service Excellence Standards brochure to ensure team members understand our Values and live our Values
- PX Survey Results improved in all areas over FY22
- Secured a \$10,000 HANYS grant in alignment with Age Friendly Care initiatives
- Partnered with Spiritual Care to develop a Candle Project to heighten awareness when patients are nearing end of life



Next steps

- Continuously evaluate program content and adjust when appropriate
- Monitor outcomes using qualitative and quantitative patient feedback
- Expand presenter team
- Develop Provider PX Training Program
- Develop Resident PX Training Program in partnership with GME Program Director
- Continue to offer intensely focused programming as needs arise
- Use the *Service Excellence Standards* to coach in the moment

Thank you!



Congratulations!

**CERTIFICATE
OF ACHIEVMENT**

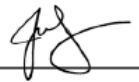
*Having successfully completed the program requirements and in establishing themselves
as an innovator and thought leader in the field of patient and human experience*

THE BERYL INSTITUTE HEREBY AWARDS

Theresa Hepp

THE DESIGNATION OF

FELLOW IN HUMAN EXPERIENCE



JASON A. WOLF, PHD, CPXP
President & CEO



BECKY REISINGER
Vice President, Learning &
Professional Development

THE BERYL
INSTITUTE



Questions?

Please submit your questions using the Q&A icon.

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Upcoming Events & Programs

WEBINARS

May 7 | The Importance of Emotional Intelligence in Patient Relations (Part 1)

May 16 | The Weight of Responsibility: Using AI in the Patient Experience

May 21 | The Importance of Emotional Intelligence in Patient Relations (Part 2)

June 4 | A Global Perspective on Experience Excellence: Examples from Around the World

CONNECTION CALLS/CHATS

May 8 | Volunteer Professionals Community Connection Call – Volunteer Services and Patient Experience: Two Halves of the Same Goal

May 17 | PX Chat on PFA/PFACS: Revitalizing/Rebuilding

May 30 | Connection Call: Learning Programs to Support Your Experience Career Path



Access our vast library of on demand patient experience webinars.

Webinars are included in membership with the Institute.



Thank You

