

Patient Experience

Healthy Driven[™]
Edward-Elmhurst
HEALTH

Around the World of Experiences

- ❖ Circle the places you've experienced
- ❖ Count the number you circled
- ❖ What stands out for you the most and why?

Healthy DRIVEN Values

- **Determination**
A passionate pursuit of continuous improvement
- **Respect**
A belief that everyone should be treated with dignity - our patients, their families and each other
- **Integrity**
A firm commitment to always doing the right thing
- **Vision**
A forward focused mindset that emphasizes collaboration and innovation
- **Excellence**
A steadfast focus on delivering safe, highly reliable care to ensure a distinctively high quality, patient-centered experience
- **Nurturing**
A dedication to providing hope, encouragement, empathy and compassion

G.R.E.A.T



GREET



RELATE



EXPLAIN



ASK



THANK

A great patient experience can only be achieved with a consistent communication method. That is why we created the G.R.E.A.T.™ service standard in 2015.

TRANSFORMATION

Delivering safe, seamless and personal care



Safe

Protect me

Heal me

Assure me

Seamless

Guide me

Explain to me

Include me

Personal

Know me

Care for me

Respect me

What is PX at Edward-Elmhurst?

Patient Experience Defined

How we make you feel, moment to moment

Patient Experience Vision

Transform the Healthcare Experience for
everyone

Patient Experience Mission

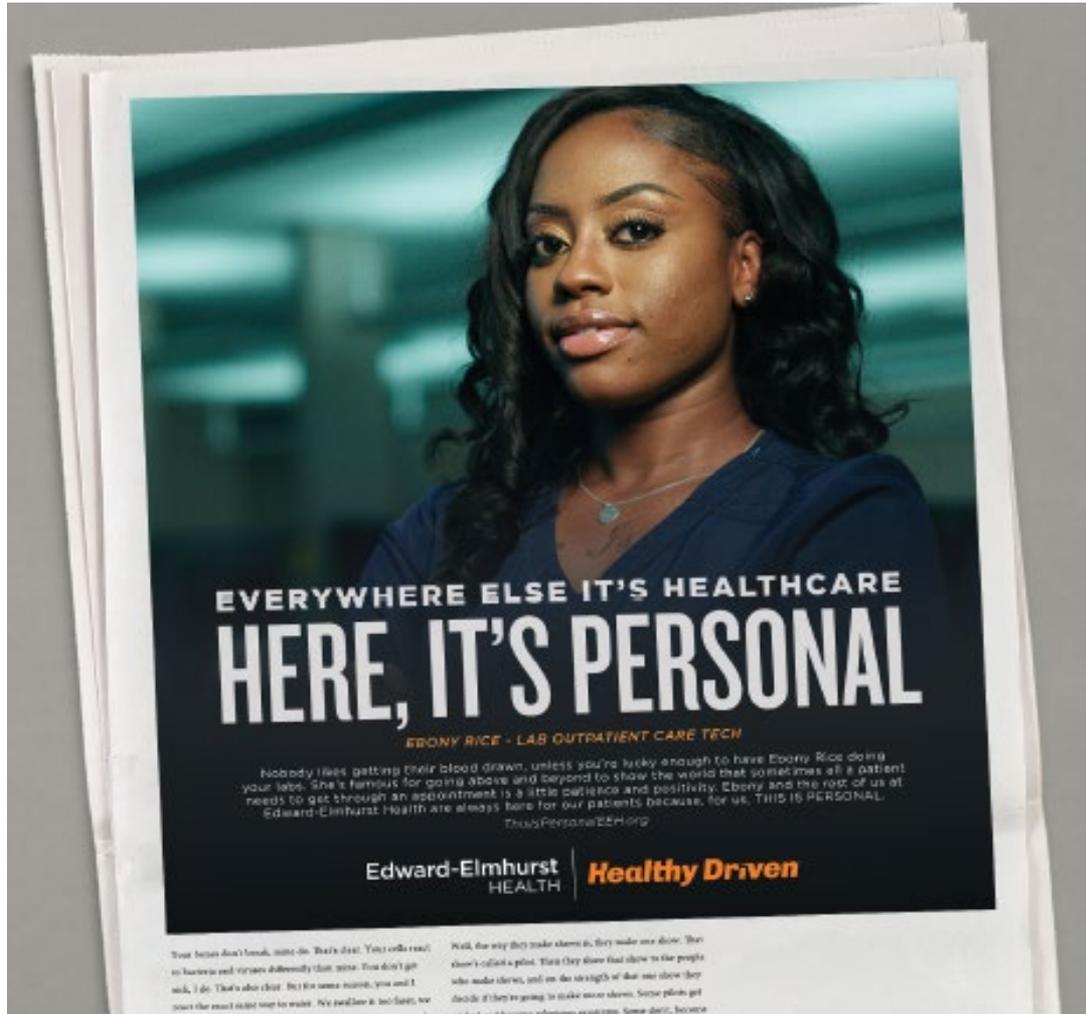
Make Safe, Seamless and Personal *real*

The Impact of Positive Patient Experience

- Improves medical outcomes
- Increases patient safety
- Increases patient loyalty
- Competitive Edge
- Creates a more satisfying work environment

Measurable Outcomes

- Patient Experience Line
- RL6
- Patient Experience Volunteers
- Press Ganey Surveys
- Social Media



Ebony Rice, Lab Outpatient Care Tech –

known for her ability to draw blood smoothly and pain-free even in the most challenging situations.

A billboard advertisement for Edward-Elmhurst Health. The billboard is set against a background of a construction site with steel beams. The text on the billboard reads: "EVERYWHERE ELSE IT'S HEALTHCARE" in white, "HERE, IT'S PERSONAL" in large white letters, "Edward-Elmhurst HEALTH" in white, "Healthy Driven" in orange, and "ALEXANDER HANTEL, M.D." in white. A portrait of Alexander Hantel, MD, is on the right side of the billboard.

EVERYWHERE ELSE IT'S HEALTHCARE
HERE, IT'S PERSONAL
Edward-Elmhurst
HEALTH | **Healthy Driven**
ALEXANDER HANTEL, M.D.

Alexander Hantel, MD, Oncology/Hematology – built the Cancer Center from the ground up and says he wants every patient to feel like they're the only one in his care.

Edward-Elmhurst
HEALTH

Healthy Driven

HERE, WE TAKE SIX SIMPLE STEPS TOWARD A BETTER EEH EXPERIENCE.

Because sometimes it's the little things that matter most.

1 HERE, WE LEARN AND USE PEOPLE'S NAMES

It has been said that a person's name is to that person, the most important sound in any language. So when someone remembers our name, we feel valued and respected.

2 HERE, WE PUT OUR PHONES DOWN, KEEP OUR EYES UP AND GREET EVERYONE WE MEET

Making eye contact with someone as we pass by them helps create a connection — something we can't do if we are constantly buried in our phone. Plus, we lower the risk of bumping into something!

3 HERE, WE LEAVE CONVENIENT PARKING FOR OUR PATIENTS

If we can give up a good spot, we should. Picking a parking spot that's further from the building on a cold and blustery day leaves a closer space open for someone who may desperately need it that day.

4 HERE, WE ASK "WHAT ELSE CAN I DO TO HELP?"

We all want to be heard. By closing each interaction with this simple question, we convey that we are listening and ready to help. Plus, it's a chance to meet a need that we may not have noticed.

5 HERE, WE DON'T STEP OVER TRASH ON THE GROUND OR LEAVE A MESS

No one likes a dirty environment. By proactively pitching in and picking up the garbage we see around us, we can make our workplace cleaner and safer. Be sure to call for help for those extra sticky situations.

6 HERE, WE SAY "THANK YOU" FOR USING OUR SERVICES

Our patients have a choice about where to seek care, so a quick "thank you" for coming here can go a long way. This simple but sincere show of appreciation lets patients know that we care.

Everywhere else, it's healthcare. HERE, IT'S PERSONAL.

Healthy Driven
Edward-Elmhurst
HEALTH

Six Simple Steps Towards a Better EEH Experience

- Here, we learn and use people's names.
- Here, we put our phones down, keep our eyes up, and greet everyone we meet.
- Here, we leave convenient parking for our patients.
- Here, we ask, "What else can I do to help?"
- Here, we don't step over trash on the ground or leave a mess.
- Here, we say "Thank you for using our services."

One Patient's Experience Ignited a Movement



“...the ideal hospital would combine the best of modern medicine, with the best possible patient care experience to become a truly healing environment, where just being there is healing .”

Angelica Thieriot

What is Planetree?

- An organization dedicated to promoting Person Centered Care in Health Care Organizations Worldwide
- Founder Angie Thieriot
- Evidence Based
- Quality Focused
- Health Care Organizations must meet Criteria for Certification



Basic Principles of Planetree

- ❖ Personalize
- ❖ Humanize
- ❖ Demystify



**Planetree
Components**

Human Interactions

Access to Information

Family and Friends

Healing Environment

Healthy Communities

Mind, Body and Spirit



Safe

Protect me

Heal me

Assure me

Seamless

Guide me

Explain to me

Include me

Personal

Know me

Care for me

Respect me

Personalize

Know me

Care for me

Help me

Humanize

Respect me

Include me

Heal me

Demystify

Explain to me

Guide me

Protect me

Moments Matter

“The ‘occasionally remarkable’ moments shouldn’t be left to chance! They should be planned for, invested in. They are peaks that should be built. And if we fail to do that, look at what we’re left with: *mostly forgettable.*”

Chip Heath & Dan Heath
(brothers & co-authors of
“The Power of Moments”)

“I spoke to Fredericka in the phone room for the Elmhurst Clinic Internal and Family Medicine. Fredericka is the greatest person I ever spoke to and she helped me figure things out. I really admire her. On a scale from 1-10, I would give her a 10!”

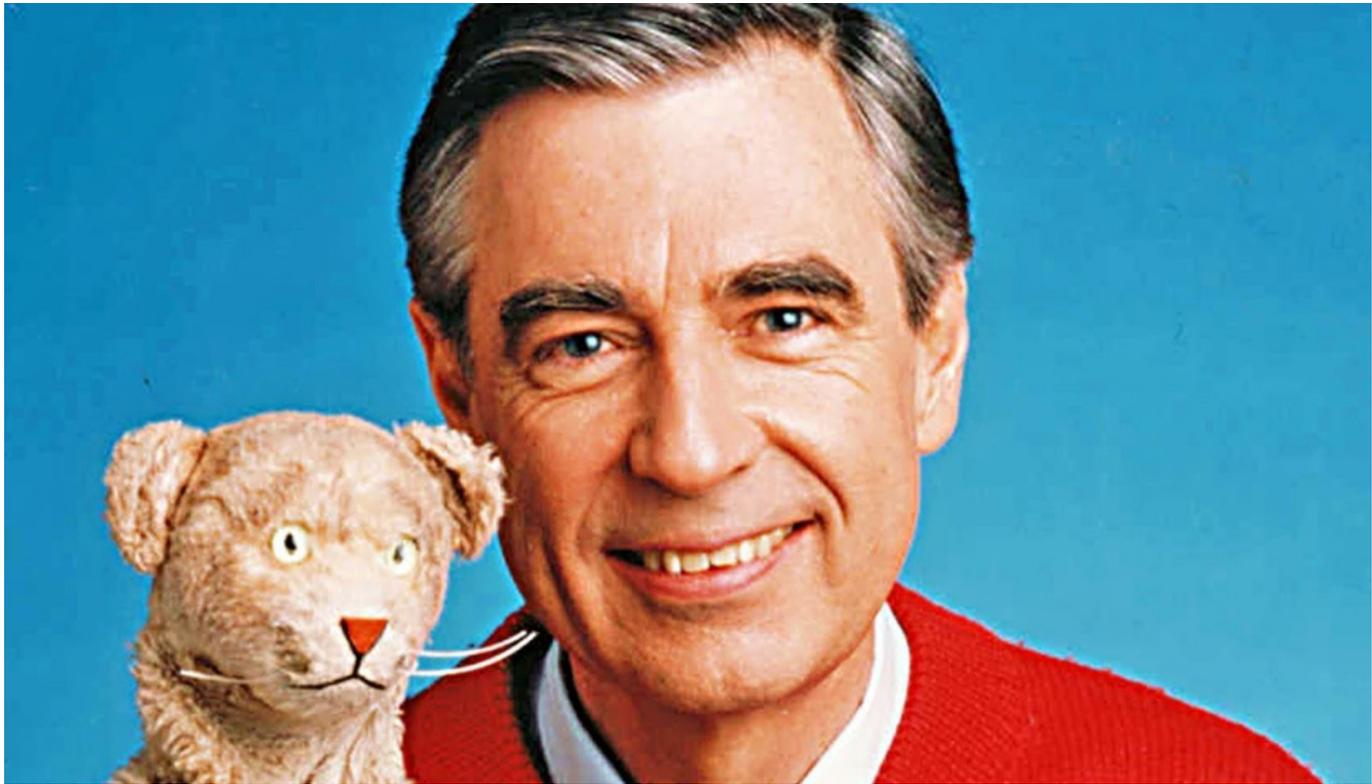
“On day 3 one of the techs offered me a special air cushion to use & take home as I experience lot of discomfort sitting in the bed & chair. I use it ALL the time & think of her kindness when she heard my need.”

How will you own
your moment?

Task vs. Purpose



**“If you could only sense how important you are
to the lives of those you meet . . .”
-Fred Rogers**



Thank You and Welcome to the EEH Patient Experience Team!

**Doug Johnson, System Patient Experience Officer,
x16710**

doug.johnson@eehealth.org

**Megan Sulich, System Manager, Patient Experience
x10196**

megan.sulich@eehealth.org

**Rich Beck, System Manager, Patient Experience
x75725**

richard.beck@eehealth.org