If you find it in your heart to care for somebody else, you will have succeeded.

- Maya Angelou
care

(noun): 1. suffering of mind
2. painstaking or watchful attention

(verb): 1. to feel interest or concern
Human beings caring for human beings.
Community
If you could only sense how important you are to the lives of those you meet;
how important you can be to the people you may never even dream of.

- Fred Rogers
What must we do to 
ELEVATE the HUMAN EXPERIENCE?
(in healthcare and beyond)
To learn is human
6 of 10 believe the patient experience is extremely important

3 of 10 believe the patient experience is very important

Q: Overall, how important is it to you that you have a good patient experience? (n=2000)
My health and wellbeing are important to me 78%

I want/deserve to be treated with respect 68%

Will influence how I make healthcare decisions 51%
Listen to you

Communicate clearly in a way you can understand

Treat you with courtesy and respect

Give you confidence in their abilities

Take your pain seriously
Q: Think of a specific time when you or someone you know had a good (or positive) patient experience. What words or phrases would you use to describe this experience? (n=2000)
Two main study groups:

General Patient Experience Community (n = 1478)
19 countries represented (84% US / 16% non-US)

High Performing Units/Departments (n = 294)
US only, identified by performance on the HCAHPS Survey overall rating question

http://bit.ly/ToCareisHuman2018
General Respondents

- How patients/families are personally treated: 97%
- Effective communication with patients/families: 97%
- Teamwork among the care team: 92%
- Engagement level of employees: 92%
- Clinical team well-being: 96%
- Quality/safety practices evident: 93%
- Coordination of care: 93%
- Opportunity for a patient to ask questions: 95%
- Ease of access to care: 90%

High Performers

- How patients/families are personally treated: 99%
- Effective communication with patients/families: 99%
- Teamwork among the care team: 98%
- Engagement level of employees: 97%
- Clinical team well-being: 96%
- Quality/safety practices evident: 93%
- Opportunity for a patient to ask questions: 92%
State of Patient Experience 2019

34 Countries
6 Continents

Top 5
US, Canada, Australia, Brazil, UK

Research Partner

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PX is Further Established

Which of the following stages best describes the current state of your organization’s patient experience efforts?
Top Priorities Hold & New Addition

Patient Experience 79%

Employee Engagement 45%

Expanding Access 24%

Cost Management 24%

Population Health 15%

Recruitment & Retention 15%

New 2019

Please review the items listed below and identify what you believe will be your organization's TOP 3 priorities for the next 3 years.
To what extent should patient experience encompass each of the following?
Motivation Returns to Purpose

Desire to provide better overall outcomes: 45% (2019), 40% (2017)
Leadership’s desire to provide a better experience: 54% (2019), 44% (2017)
Right thing to do: 43% (2019), 38% (2017)
Becoming provider of choice/community reputation: 40% (2019), 36% (2017)
Govt Mandated Measures (such as CAHPS, etc.): 45% (2019), 32% (2017)

Please select the top three (3) factors that are driving your organization toward taking action on Patient Experience.
<table>
<thead>
<tr>
<th>Supports</th>
<th>Roadblocks</th>
</tr>
</thead>
<tbody>
<tr>
<td>50%</td>
<td>Other organizational priorities reduce emphasis on patient experience 44%</td>
</tr>
<tr>
<td>47%</td>
<td>Cultural resistance to doing things differently 38%</td>
</tr>
<tr>
<td>35%</td>
<td>Leaders appointed to drive patient experience are pulled in too many other directions 36%</td>
</tr>
<tr>
<td>31%</td>
<td>Caregiver (i.e. physician, nurse, etc.) burnout and stress 28%</td>
</tr>
<tr>
<td>31%</td>
<td>Lack of sufficient budget or other necessary resources 25%</td>
</tr>
</tbody>
</table>

Which of the following, if any, have been most successful in/biggest roadblock to supporting your organization’s Patient Experience efforts? Please select the top 3.
Culture Expands in Importance

Which of the following are most important for achieving a positive Patient Experience? Please select the top 3.

- Highly engaged staff/employees: 61%
- Healthy, positive and strong organization culture: 58%
- Inclusion/Engagement of patient and family voice: 38%
- Purposeful and visionary leadership: 38%
- Clearly defined behavioral expectations: 33%
Investment Growing in Caring for the Caregiver

- Staff Training & Development: 53% (2019), 59% (2017)
- Broader culture change efforts: 37% (2019), 34% (2017)
- Expanded measurement efforts: 33% (2019), 35% (2017)
- Expanded patient and family engagement: 32% (2019), 41% (2017)
- Reducing physician and caregiver (i.e., physician, nurse, etc.) burnout: 29% (2019), 21% (2017)

Identify the top three (3) items in which you expect your organization to invest, either as a new effort or with additional resources, over the next three years to advance patient experience improvements.
2011: Tactical Beginnings

2013: Survey domains
2015: Expanding view

2017: A return to purpose
2019: Broadening Perspective

communication
employee engagement
access
cultural transformation
patient satisfaction
patient experience
nurse communication
patient and family engagement
leadership development
provider engagement
patient education
outcomes
provider communication
patients and family advisory council
medical
patient rounding
service recovery
emergency departments
staff engagement
performance improvement
nurse leader rounding
responsiveness
staff recognition
service excellence
patient safety
hcahps
bedside shift report
discharge process
value
medical
customer service
training
equipment
nursing
personnel
frequency
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Exploring the PX Digital Divide

To what extent is your digital strategy connected to your patient experience efforts?

- Not at All: 6%
- Very Little: 21%
- Somewhat: 56%
- Great Extent: 17%

Top Areas of Focus

<table>
<thead>
<tr>
<th>Service</th>
<th>Somewhat + Great Extent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Obtaining patient and family feedback</td>
<td>79%</td>
</tr>
<tr>
<td>Providing general facility information</td>
<td>74%</td>
</tr>
<tr>
<td>Accessing medical records</td>
<td>72%</td>
</tr>
<tr>
<td>Communicating with medical team</td>
<td>72%</td>
</tr>
<tr>
<td>Patient Education</td>
<td>69%</td>
</tr>
<tr>
<td>Scheduling appointments</td>
<td>64%</td>
</tr>
<tr>
<td>Monitoring health and wellness</td>
<td>56%</td>
</tr>
<tr>
<td>Chronic care management</td>
<td>55%</td>
</tr>
<tr>
<td>Providing virtual appointments/consultation</td>
<td>50%</td>
</tr>
</tbody>
</table>

To what extent are the following digital tactics (via app, websites, etc.) being used to improve patient experience in your organization?
Aside from tracking the success of individual improvement activities and/or actions, which metrics is your organization using to measure overall improvement in the Patient Experience? Please select all that apply.

- Government-mandated surveys (i.e. HCAHPS, CG-CAHPS, etc.) 68%
- Patient experience surveying (beyond government requirements) 65%
- Monitoring social media 47%
- Patient/family advisory committee 44%
- Bedside surveys/instant feedback during rounding 42%
- Calls made to patients/caretakers after discharge 41%
EXPERIENCE

- Clinical Outcomes
- Financial Outcomes
- Consumer Loyalty
- Community Reputation

To what extent do you believe your existing Patient Experience efforts have a positive impact on each of the following? (Somewhat - Great Extent)

- Engagement & Retention: 78%
- Clinical Outcomes: 82%
- Financial Outcomes: 72%
- Consumer Loyalty: 87%
- Community Reputation: 87%
- New Customer Attraction: 74%
At this point, how do you feel about the progress (or lack of progress) your organization is making toward improving the patient experience?
To share is human
2010
Defining Patient Experience

The sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.
2012
Building a
Body of Knowledge
2016
Elevating the Profession
2017
Advocating for Change
2018
Establishing the Experience Framework
Influence on PX Outcomes

To what extent do you believe the following influence patient experience outcomes? (To a great extent)

- 91%
- 82%
- 82%
- 42%
- 74%
- 42%
- 94%
- 37%
2019
Introducing the
Experience Ecosystem
Institute Resources

Associated Organizations

Solution Providers

Experience Framework

- Culture & Leadership
- Quality & Clinical Excellence
- Infrastructure & Governance
- Staff & Provider Engagement
- Policy & Measurement
- Environment & Hospitality
- Innovation & Technology
- Patient, Family & Community Engagement

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To Care is Human: Elevating The Human Experience In Healthcare

#PX2019 Opening Keynote - Jason A. Wolf

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Welcome to the Experience Assessment.

The Assessment is a tool to understand the human experience in healthcare. It provides insights into how patients, families, and healthcare providers interact with healthcare services and each other. The assessment measures various aspects of the patient experience, including communication, accessibility, and overall satisfaction. By completing the assessment, organizations can identify areas for improvement and develop strategies to enhance the patient experience.

To Care is Human: Elevating The Human Experience In Healthcare

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Experience Assessment

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Assessment

Experience Ecosystem

Self Navigation

Guided Navigation

Experience Roadmap/Navigation Coming soon....
Welcome to the Experience Assessment.

Grounded in The Beryl Institute’s Experience Framework and built upon the evidence that a positive patient experience is critical to positive experience outcomes by both high performing and low performing organizations alike, this assessment provides individuals and organizations with an understanding of how they score against the framework, and also identifies strengths and opportunities within the eight strategic lenses. The report offers links to resources in support of your improvement efforts.

Click the arrow below to begin.

EXPERIENCE ASSESSMENT REPORT

Thank you for completing The Beryl Institute Experience Assessment.

This report provides you a summary of insights based on your responses. With this report you can:

- Gain insight into your organization’s overall experience efforts.
- Clarify the strengths and gaps of those experiencing, delivering and improving care.
- Identify your priorities for improvement within the eight strategic lenses.
- Connect to resources to support your experience journey.

It contains two main sections, your overall Human Experience Index Score and scoring in each lens of the Experience Framework. The report below also provides direct links to resources in each lens.

Human Experience Index Score

101
Reflection is the critical first step in any action planning and improvement process.
Patient, Family & Community Engagement Resources

Central to any experience effort are the voices of contributions from and partnerships with those receiving care and the community served.

Institute Resources
The Beryl Institute offers a library of resources developed by and for our patient experience community. Below you will find a selection of the many Patient, Family & Community Engagement resources available to support your patient experience improvement.

- White Papers
- Webinars

Associated Organizations
Associated Organizations provide insights and resources beyond the Institute's boundaries with a focus on experience improvement and excellence in some capacity. They primarily operate as a social enterprise in a non-vendor capacity.

View Organizations
Shortens your **distance to discovery**, builds a **bridge to supporting resources**, and quickens your **pace to outcomes**.
To persevere is human
Transactional
Relational Transactions
A Framework for Elevating Human Experience

Listen

Create Space

Communicate

Be Present

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N of ONE
Elevating Compassion
when those feelings and thoughts include the desire to help

Ensuring Empathy
our ability to take the perspective of and feel the emotions of another person
The human capacity to care for others isn’t something trivial or something to be taken for granted. Rather, it is something we should cherish.

Compassion is a marvel of human nature…

- Dalai Lama
To love is human
Everything I Ever Needed to Know, I Learned on my Way to Kindergarten

Learn something new

Be kind to others

Believe in yourself

It's ok to make mistakes (as long as you learn from them)
We cannot just look inside the person we care for, we must commit to caring for the whole person we see.
To learn is human
To share is human
To persevere is human
To love is human
Human beings caring for human beings.
#ToCareIsHuman

Elevating The Human Experience In Healthcare