SUMMARY OF ACTIVITIES

Huron Perth Healthcare Alliance (HPHA)
Patient Experience Week 2015
April 27 – May 1

Exceptional Care Story Submission

Staff were asked to submit stories about how they or their team enhanced a patient’s experience by going above and beyond. There was also an opportunity to share a story about a co-worker who had a positive impact on a patient or family member.

Submitted stories were drawn at random for prizes (HPHA dollars for the cafeteria or to purchase a uniform top). Stories were also shared at our Patient Experience Week Coffee Breaks, uploaded to our Intranet and shared via email.

Patient Experience Week Coffee Breaks

Coffee breaks were held at each of our four sites. Management Team was encouraged to attend to offer thanks to staff. Our Patient Experience Video (created in 2014) was also shown.

Example of Photo boards created for coffee breaks (St. Marys Memorial Hospital Site)

http://youtu.be/Og-7abgHAwl
Recognition Post Cards

Thank you cards were distributed for recognition during Patient Experience Week. These are 4x6 postcards. We have started off with a trial amount and will then evaluate to see if these would be a welcome addition to the Management Team’s Recognition Tool Kits.

Media Release

A Media Release was prepared and distributed. See attached.
FOR IMMEDIATE RELEASE
April 24, 2015

At HPHA We Are All the Patient Experience

Every day, clinical and non-clinical staff, physicians and volunteers across the Huron Perth Healthcare Alliance (HPHA) make a difference in the lives and experiences of our patients and their loved ones. To illustrate this point HPHA created the video “I Am the Patient Experience” available for viewing on HPHA’s website and YouTube page.

“This video was created by our Patient & Family Experience Steering Committee and has been celebrated internally for almost a year,” says Anne Campbell, Vice President Partnerships & Patient Experience. “Last year during the inaugural Patient Experience Week we had a release party and the video is used at our staff orientation. The message reinforces that no matter what our role, we all form part of the patient’s experience.”

“In health care, it’s all about the patient,” states Andrew Williams, President & CEO. “At HPHA our team prides itself on providing each patient with the very best of care by supporting and promoting a culture where patients and families have a voice in their care. Each and every staff member takes responsibility for this by taking active steps to enhance the patient’s experience.”

April 27 to May 1 marks the second annual Patient Experience Week and HPHA will be using this week to celebrate accomplishments, reenergize efforts and honour staff, physicians and volunteers who impact patient experience every day. Patient Experience Week is brought to the health care community by The Beryl Institute, the global community of practice and premier thought leader on improving patient experience in health care.

“Over the past year we’ve continued work on our Patient & Family Experience Framework. This framework includes developing processes and environments that support person-centered care, establishing patient feedback processes that allow for real time communication and action and engaging patients and family members in various aspects of organizational analysis and planning,” states Campbell. “This framework truly is the voice of the patient and the voice of the staff working together to co-create the way we deliver care and services.”

“One of the greatest impacts of this framework has been patient participation on our Unit Action Councils, our Collaborative Care Planning Teams and specific project teams, such as Bedside Transfer of Accountability,” adds Williams. “Each time we embark on a new initiative we are actively reinforcing our commitment to a patient-centred culture by recruiting patient input. Having patients working with us ensures that we focus on the care needs that matter most to patients and their families.”

“Patients and their families are often considered an unused resource in the health care system. Our goal is to change that,” concludes Campbell.
Photo cutline: A still shot from HPHA’s I Am the Patient Experience video. This video illustrates the ongoing commitment of every member of our HPHA team to ensuring that every one of our patients has the best possible experience.  https://youtu.be/Og-7abgHAWI

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