Community Conversation:
Reflecting on PX Pulse: Lessons from this Moment

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Please take a moment to **introduce yourself** via the chat and let us know where and how you are.
Ground Rules

• All participant phone lines are muted.

• Participant contributions will be collected through the chat pod.

• Chat pod is for sharing of ideas, asking questions, interacting with participants; not for promoting services and products.

• Recording and chat notes will be available on our COVID-19 Resource site shortly following the call.

• This active dialogue will offer a wealth of information to all members of The Beryl Institute community. We thank you in advance for your contribution.
Defining Patient Experience

The sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.

- The Beryl Institute
Sustaining healthcare’s future

Changing healthcare by ensuring an unwavering commitment to the HUMAN EXPERIENCE
The Crisis Continues...
A Community Commitment
With the rapid spread of coronavirus globally we are reminded of how essential our healthcare systems are, the critical role members of our community play and how fundamental the experience we provide remains. As the global community of practice committed to elevating human experience in healthcare, we remain focused now, as always, on partnering with you to support our shared purpose.
A Delicate Balancing Act
Rebalancing of Care Models

Capturing Lessons Learned

Leaning in on Policy Changes

Reinforcing “silver-lining”
(connection, camaraderie, compassion and collaboration)

Honoring Those We Lost

Sustaining Effective Practices

Preparing for Reoccurrence

Recharging our workforce (& addressing post-traumatic stress)

Reestablishing Consumer Confidence

Socio-Economic Implications

www.theberylinstitute.org
Where we continue today

Reopening Operations
- Helping Patients/Consumers Feel Safe
- Reassessing visitation/volunteers
- Recharging the workforce

Managing Financial Realities

Managing Resurgence & Elevating Public Health Considerations
- Addressing Health Disparities
- Policy Opportunities

Maintaining COVID Care

Enacting Reactivation Plans
New Existence – Moving Forward

- Care Teams
- Governance & Leadership
- Models of Care & Operations
- Systemic & Policy Issues
Special Issue 2020: Sustaining a Focus on Human Experience in the Face of COVID-19

32 articles

90+ authors

40 organizations globally

https://pxjournal.org/journal/
What do you believe will be the **MOST critical area of focus** as we look at our new existence fostered by this current health crisis?
Reflecting on PX Pulse: Lessons from this Moment
A community Conversation
• Collaboration between The Beryl Institute and Ipsos

• Nationally representative consumer survey providing statistically-valid, representative findings

• Conducted quarterly with a minimum of 1,000 completed surveys are collected

• Tracks consumer perspectives on PX and healthcare overall

• For July 2020
  o 1,020 completed surveys (US only)
  o Data collected June 23 to July 2
How would you rate the quality of healthcare in this country? (% that report ‘Very good’ or ‘Good’)

Thinking about how you have experienced healthcare in the past year, how would you rate your overall experience? (% that report ‘Very good’ or ‘Good’)

Dec '19 | Mar '20 | Jun '20
--- | --- | ---
46% | 59% | 58%

Dec '19 | Mar '20 | Jun '20
--- | --- | ---
66% | 73% | 74%
From the following list, which healthcare issue is most important to you? (% in top 3 choices)

- Having affordable insurance options
- Out-of-pocket healthcare costs
- Access to quality hospitals and treatments
- Cost of health insurance premiums

The chart shows the percentage of people choosing each issue over time from December 2019 to June 2020.
## Frequency of Healthcare Encounters

Please indicate whether you or someone for whom you are providing care (e.g., a child) have done any of the following healthcare-related activities in the past 3 months.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Dec ‘19</th>
<th>Mar ‘20</th>
<th>Jun ‘20</th>
<th>% Diff from Dec ‘19 to Jun ‘20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visited your primary care provider</td>
<td>61%</td>
<td>52%</td>
<td>35%*</td>
<td>-26%</td>
</tr>
<tr>
<td>Stayed in a hospital overnight</td>
<td>10%</td>
<td>6%</td>
<td>3%*</td>
<td>-7%</td>
</tr>
<tr>
<td>Visited a specialist provider</td>
<td>47%</td>
<td>34%</td>
<td>29%*</td>
<td>-18%</td>
</tr>
<tr>
<td>Visited an emergency room/urgent care facility</td>
<td>24%</td>
<td>20%</td>
<td>12%*</td>
<td>-12%</td>
</tr>
<tr>
<td>Visited a lab for medical tests</td>
<td>50%</td>
<td>36%</td>
<td>29%*</td>
<td>-21%</td>
</tr>
</tbody>
</table>

An asterisk (*) denotes statistically significant differences from the previous quarter.
At this time, how comfortable are you seeking healthcare services from the following:

- **Your primary care provider**: 61%
  - Extremely comfortable: 24%
  - Very comfortable: 37%
  - Somewhat comfortable: 30%
  - Not comfortable at all: 9%

- **A specialist provider**: 54%
  - Extremely comfortable: 19%
  - Very comfortable: 36%
  - Somewhat comfortable: 35%
  - Not comfortable at all: 10%

- **A lab for medical tests**: 54%
  - Extremely comfortable: 16%
  - Very comfortable: 38%
  - Somewhat comfortable: 33%
  - Not comfortable at all: 13%

- **Your local hospital**: 58%
  - Extremely comfortable: 13%
  - Very comfortable: 30%
  - Somewhat comfortable: 38%
  - Not comfortable at all: 20%

- **An emergency room or urgent care facility**: 64%
  - Extremely comfortable: 12%
  - Very comfortable: 24%
  - Somewhat comfortable: 39%
  - Not comfortable at all: 25%
What **actions can and must we take** to ensure people feel comfortable and safe in returning to seek care?
Which of the following actions reflect meaningful participation in your care experiences? (% of respondents selecting)

<table>
<thead>
<tr>
<th>Action</th>
<th>Percentage</th>
</tr>
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<tr>
<td>Having open access to my medical records</td>
<td>66%</td>
</tr>
<tr>
<td>Partnering with my healthcare providers on decisions</td>
<td>55%</td>
</tr>
<tr>
<td>Completing surveys about my care</td>
<td>37%</td>
</tr>
<tr>
<td>Completing a comment card about a healthcare organization</td>
<td>21%</td>
</tr>
<tr>
<td>Participating in an ongoing virtual feedback panel</td>
<td>17%</td>
</tr>
<tr>
<td>Participating on a quality improvement team</td>
<td>13%</td>
</tr>
<tr>
<td>Participating in a focus group</td>
<td>10%</td>
</tr>
<tr>
<td>Serving on a Patient/Family Advisory Council</td>
<td>8%</td>
</tr>
<tr>
<td>Serving as a reviewer of patient education materials</td>
<td>6%</td>
</tr>
</tbody>
</table>
Where **can and must we focus effort** to ensure people feel engaged meaningfully in their care?
## Reasons for Choosing Provider/Facility

**Why did you choose your [specific provider setting / facility]?**

<table>
<thead>
<tr>
<th>Primary Care Providers</th>
<th>Hospitals</th>
<th>Urgent Care Centers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proximity to home, work or school</td>
<td>Proximity to home, work or school</td>
<td>Proximity to home, work or school</td>
</tr>
<tr>
<td>Included on insurance list</td>
<td>Friendly / respectful providers</td>
<td>Included on insurance list</td>
</tr>
<tr>
<td>Friendly / respectful providers</td>
<td>Referred by another provider/org</td>
<td>Only one able to address need</td>
</tr>
<tr>
<td>Recommend by family/friends</td>
<td>Friendly / respectful office staff</td>
<td>Friendly / respectful providers</td>
</tr>
<tr>
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Primary care visits data collected Dec ‘19; Hospital stays data collected Mar ‘20; ED/Urgent Care Visits collected Jun ‘20
### Reasons for Choosing Provider/Facility

*Why did you choose your [specific provider setting / facility]?*

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</thead>
<tbody>
<tr>
<td>Proximity to home, work or school</td>
<td>37%</td>
<td>Proximity to home, work or school 42%</td>
<td>Proximity to home, work or school 53%</td>
</tr>
<tr>
<td>Included on insurance list</td>
<td>32%</td>
<td>Friendly / respectful providers 22%</td>
<td>Included on insurance list 29%</td>
</tr>
<tr>
<td>Friendly / respectful providers</td>
<td>30%</td>
<td>Referred by another provider/org 22%</td>
<td>Only one able to address need 23%</td>
</tr>
<tr>
<td>Recommend by family/friends</td>
<td>26%</td>
<td>Friendly / respectful office staff 20%</td>
<td>Friendly / respectful providers 16%</td>
</tr>
<tr>
<td>Friendly / respectful office staff</td>
<td>24%</td>
<td>Included on insurance list 18%</td>
<td>Recommend by family/friends 15%</td>
</tr>
</tbody>
</table>

Primary care visits data collected Dec ‘19; Hospital stays data collected Mar ‘20; ED/Urgent Care Visits collected Jun ‘20
Telemedicine Use Preferences

Please indicate whether you would prefer to talk to a healthcare provider via videoconference call or to visit a healthcare provider in person if you needed to do each of the following:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Prefer a video conference call</th>
<th>Prefer to visit the provider in person</th>
<th>Don't have a preference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discuss symptoms when you are feeling sick</td>
<td>38%</td>
<td>36%</td>
<td>26%</td>
</tr>
<tr>
<td>Have a follow-up discussion after outpatient surgery</td>
<td>36%</td>
<td>36%</td>
<td>28%</td>
</tr>
<tr>
<td>Talk to a counselor about your mental health</td>
<td>36%</td>
<td>35%</td>
<td>29%</td>
</tr>
<tr>
<td>Have a follow-up discussion after a hospital stay</td>
<td>35%</td>
<td>33%</td>
<td>31%</td>
</tr>
<tr>
<td>Discuss results of medical/lab tests</td>
<td>33%</td>
<td>33%</td>
<td>34%</td>
</tr>
<tr>
<td>Receive results of a medical test</td>
<td>32%</td>
<td>34%</td>
<td>34%</td>
</tr>
</tbody>
</table>
Does your doctor provide you with an online portal or an app you can use for accessing your health information?

July 2020 Report

62% Yes 23% No 15% Don’t know

Please indicate how often you use your healthcare provider’s online portal for each of the following:

- Review test results and doctor’s comments:
  - Always: 28%
  - Usually: 23%
  - Sometimes: 33%
  - Never: 17%

- Review medical history:
  - Always: 18%
  - Usually: 18%
  - Sometimes: 41%
  - Never: 23%

- Request prescription refills:
  - Always: 15%
  - Usually: 15%
  - Sometimes: 26%
  - Never: 45%

- Manage your appointments (new or existing):
  - Always: 14%
  - Usually: 18%
  - Sometimes: 31%
  - Never: 36%

- Review billing:
  - Always: 13%
  - Usually: 13%
  - Sometimes: 34%
  - Never: 41%

- Message your doctor/physician assistant about medical questions:
  - Always: 11%
  - Usually: 13%
  - Sometimes: 32%
  - Never: 45%

- Ask your provider questions about diagnoses or treatment plans:
  - Always: 10%
  - Usually: 11%
  - Sometimes: 32%
  - Never: 48%

- Ask your provider questions about medication:
  - Always: 9%
  - Usually: 13%
  - Sometimes: 30%
  - Never: 48%
Pulse Survey

To what extent do you believe discrimination exists in healthcare today?

- Not at all
- Very little
- To some extent
- To a great extent
Experiences with Discrimination

How often, if ever, have you personally experienced discrimination or prejudice in your healthcare encounters based on your race or ethnicity?

- **Black**
  - Often: 13%
  - Sometimes: 22%
  - Rarely: 24%
  - Never: 41%

- **Hispanic/Latino**
  - Often: 5%
  - Sometimes: 19%
  - Rarely: 20%
  - Never: 56%

- **White**
  - Often: 3%
  - Sometimes: 9%
  - Rarely: 88%

- **Female**
  - Often: 2%
  - Sometimes: 12%
  - Rarely: 18%
  - Never: 69%

- **Male**
  - Often: 3%
  - Sometimes: 7%
  - Rarely: 13%
  - Never: 78%

- **Gay/Lesbian/Bisexual**
  - Often: 3%
  - Sometimes: 16%
  - Rarely: 22%
  - Never: 59%

- **Straight**
  - Often: 3%
  - Sometimes: 7%
  - Rarely: 89%
Perceptions of Inequity

To what extent do you think the quality of care provided is better or worse than it should be for people who identify as White?

- Much better: 1%
- Better: 6%
- As expected: 14%
- Worse: 78%
- Much Worse: 1%

To what extent do you think the quality of care provided is better or worse than it should be for people who identify as Black?

- Much better: 3%
- Better: 5%
- As expected: 66%
- Worse: 28%
- Much Worse: 17%

To what extent do you think the quality of care provided is better or worse than it should be for people who identify as Hispanic/Latino?

- Much better: 2%
- Better: 2%
- As expected: 64%
- Worse: 21%
- Much Worse: 11%
What **can and must we do** to address the issue of inequity and systemic racism in healthcare?
Importance of Patient Experience

Overall, how important is it that you have a good experience?

Top reasons why patient experience is important to consumers:

1. My health and wellbeing is important to me
2. I want my physical needs to be taken seriously
3. Good PX contributes to good outcomes
4. I want to be addressed as a person, not a disease
5. I want / deserve to be treated with respect
Where we go from here

We will...

- Ensure the voices of all engaged in healthcare are heard, respected and acted on for what matters to them

- Advocate for and act to sustain practices, processes, and policies that have supported experience excellence

- Address the systemic issues that undermine our capacity to support the health and well-being of all global citizens

- Co-create a future in which new possibilities sprout from the deep roots of human experience
“The future depends on what we do today and tomorrow and the next day and the next day. It depends too on the recognition that at the heart of healthcare overall is our humanity and the human experience that is provided. And yet we still have work to do. The future of human experience is not waiting for us to arrive. It is waiting for us to build it together.”

https://www.theberylinstitute.org/HX2030
Engage in learning from home or work.

While we will not meet in person for Patient Experience Conference 2020, we offer you the opportunity to connect with the PX community where you are through a virtual conference held via Zoom, April 27 - September 19, 2020.

- Over 50 breakout sessions
- Conference community interaction via PX Connect
- Virtual exhibit hall
- PX2020 T-Shirt
Growing Resources
THANK YOU, BE SAFE and STAY WELL!

https://www.theberylinstitute.org/COVID-19Resources

https://www.theberylinstitute.org/Racism_and_Health_Disparities