

EXECUTIVE BRIEF • 5-6 MIN

To care is human: The factors influencing human experience in healthcare today

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Introduction to the Report

Since the 1999 release of The Institute of Medicine's landmark paper "To Err is Human," the conversation on patient safety has remained central to healthcare. Subsequent studies suggest that while some progress has been made, there are still significant opportunities for improvement. The questions that remain are "What has hampered our progress" and "How do we continue to move forward." Supported with in-depth research and consumer insight in partnership with Siemens Healthineers, *To Care is Human* dives into the exploration of moving healthcare away from simply a focus on error reduction to a focus on care expansion. It explores the view that improvement may lie in looking beyond quality and safety to include ALL encounters that are part of healthcare users' experience. As such, the study was intended to answer a simple question: "To what extent does a comprehensive list of factors impact patient experience?" The findings identify these influence factors, telling a broader story about the opportunities we have for transforming healthcare from a transactional business to a relational one.



GENERAL DEMOGRAPHICS

Capturing the insights of respondents from 19 countries, this paper takes a deeper look at the key influencers affecting healthcare and the human experience. Developed as a two-phase inquiry, *To Care is Human* shares findings from focus groups and surveys comprising global healthcare professionals and patient and family members, garnering responses from 1,478 individuals across diverse roles. In addition, the paper compares results from a general response group to the responses of 294 high-performing healthcare units determined by common experience metrics across 175 healthcare organizations. Aligned with the strategic lenses of the Experience Framework, responses were synthesized into an influence factor roadmap offering structure and opportunities for prioritization and focus to improve healthcare experience overall.

Key Takeaways

As one looks at the healthcare landscape today, it is hard to ignore the incredible pressures confronting its traditional processes and practices. The pathway to the best outcomes in experience, inclusive of quality and safety, requires a broader lens – beyond transactions – focused on the fundamentals of what healthcare organizations must do in an effort to be more relational. This study outlines three headlines that can lead the experience effort forward:

- 1 We must see and operationalize patient experience with an integrated focus that ties together the many facets impacting how human beings on both sides of the care equation experience healthcare.
- 2 We must move beyond simple transactions and embrace that fact that experience excellence is about the relational interactions we have in healthcare, grounded in the kind of organizations we build to sustain quality, safe and effective healthcare for all engaged.
- 3 We must join the complex science of medicine with the art of the human experience, a merger that when successfully achieved can lead to magnificent outcomes for patients. This must be the rallying cry for all in healthcare.

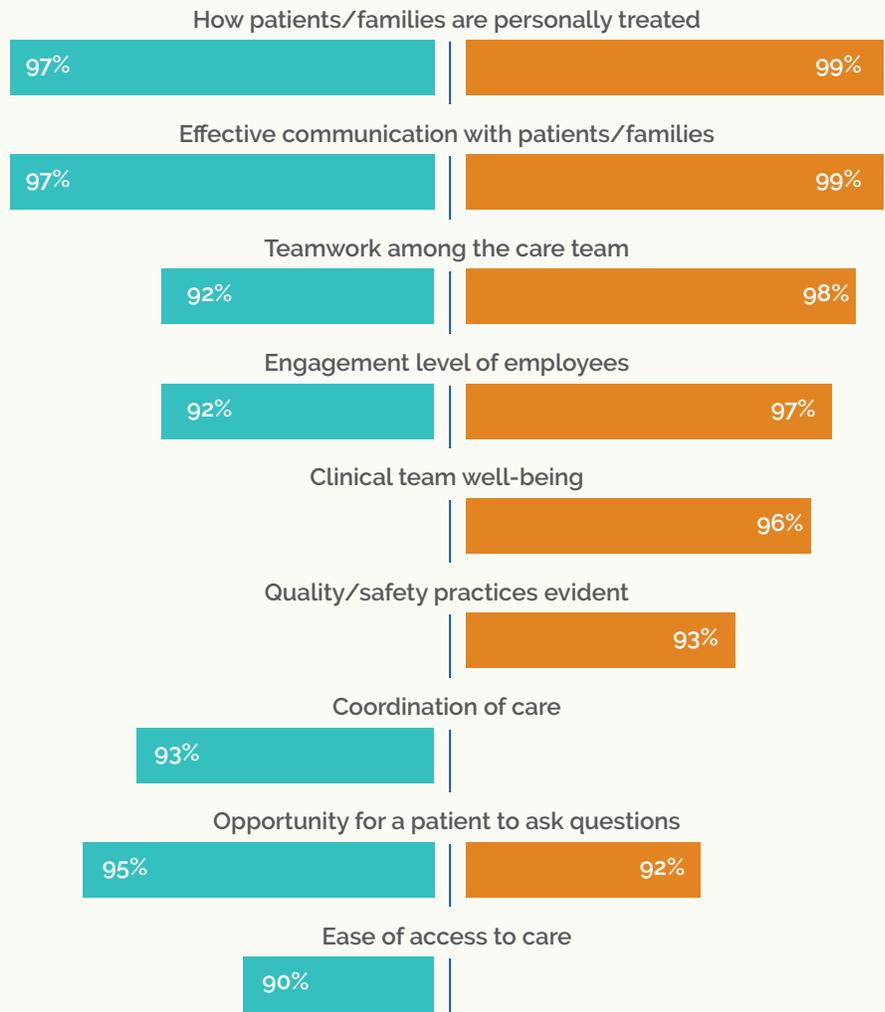


TOP TEN RATED INFLUENCE FACTORS PER RESPONDENT GROUP

(% Great + Greatest)

GENERAL RESPONDENTS

HIGH PERFORMERS



Strategic Considerations

For over 20 years, healthcare has been called to act differently due to the rapidly increasing access to information and consumer awareness and choice. This paper brings to bear the lessons learned since the issues about safety were first discovered and addresses a needed shift in perspective if healthcare is to really tackle its systemic problems. To accelerate progress, below are eight strategic considerations for healthcare leaders:

- 1 Ensure and sustain a culture of safety
- 2 Create centralized and coordinated oversight of safety
- 3 Create safety metrics with meaningful outcomes
- 4 Increase funding for research in patient safety
- 5 Address safety across the continuum of care
- 6 Support your healthcare workforce
- 7 Partner with patients and families for the safest care
- 8 Optimize technology to improve patient safety

Data from the study culminates to a roadmap designed not only to improve safety and quality outcomes but also serve as the cornerstones for building healthcare organizations that embrace human experience excellence. Supported by the Experience Framework, calls to action include:

- 1 Patient, Family & Community Engagement – Communicating clearly, treating with courtesy and respect and understanding needs and preferences.
- 2 Quality & Clinical Excellence – Taking pain seriously, coordinating care and reinforcing confidence in quality and safety.
- 3 Environment & Hospitality – Ensuring cleanliness and comfort.
- 4 Staff & Provider Engagement – Elevating teamwork, engagement and team well-being.
- 5 Culture & Leadership – Committing to experience efforts.
- 6 Infrastructure & Governance – Ensuring ease of access to care including timely scheduling and clearly explained discharge instructions.

ARE YOU LOOKING TO IMPROVE EXPERIENCE AT YOUR ORGANIZATION?

The Beryl Institute is a global community of over 55,000 healthcare professionals and experience champions committed to transforming the human experience in healthcare. As a pioneer and leader of the experience movement and patient experience profession for more than a decade, the Institute offers unparalleled access to unbiased research and proven practices, networking and professional development opportunities and a safe, neutral space to exchange ideas and learn from others.

We invite you to join us.
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ADDITIONAL RESOURCES

Consumer Perspectives on Patient Experience 2021 15 MIN

Human Experience 2030: A Vision for the Future 15 MIN

Concern for the Patient's Experience Comes of Age – PXJ 5 MIN



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