Our Speakers

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Supporting your Experience Journey

Building Organizational Capacity
A structured path for organizations to assess, develop and sustain experience strategy.

- Make Experience a Sustained Practice
  - Experience Integration Lab
- Assess Strengths and Opportunities
  - Experience Framework & Assessment
- Establish Foundational Principles
  - Guiding Principles & Assessment

Developing Individuals
A focused path for individual development to expand strategic leadership ability.

- Lead for Experience Excellence
  - Experience Leaders Circle
- Acquire and Apply Learning
  - Emerging Leaders
- Build a Foundation of Knowledge
  - Body of Knowledge
    - PX 101

Engage in the Institute Community
Membership provides access to leading research, resources and connections to support your experience efforts.
Agenda

Introduction

- Overview
- Seven Learning Sessions
- Support for Leaders
- Reinforcement Options
- Questions
Why Patient Experience 101

• At The Beryl Institute, we define the patient experience as the sum of all interactions shaped by an organization’s culture that influence patient perceptions across the continuum of care. We have witnessed a continued and global commitment in efforts to improve experience for all in healthcare.

• We view experience from an integrated perspective of quality, safety, service and cost and believe experience is about driving the outcomes we all strive for in healthcare.

• We believe all who work in healthcare are the patient experience and value the critical nature that they all have a fundamental understanding of patient experience and a skill set to positively impact these experiences.

• The patient experience community has expressed the need for a mechanism to translate core principles of patient experience to people throughout healthcare organizations.

• PX101 serves that purpose by distilling the vast resources and knowledge available via the Institute intro practical, transferable learning that can be applied immediately on the front lines of care to positively impact experience outcomes.
Introduction to *Patient Experience 101*

- **Goal:** Provide a convenient, easy-to-use resource to enable healthcare organizations to support and extend *patient experience excellence* in their organizations

- **Audience:** Employees at all levels and in all roles, clinical & non-clinical

- **Type of Resource:** Onboarding, or ongoing education; customizable

- **Solution:** Toolkit of materials
  - Resource Overview
  - 7 Customizable Learning Sessions
  - Guide for Leaders (includes follow up activities)
  - Whiteboard Refresher Videos
Goals of Patient Experience 101

- Build awareness
- Increase motivation
- Develop knowledge and skills
- Practice skills in a safe environment (free from judgment)
- Prepare for usage on-the-job
- Keep engaged through on-going activities and reinforcement tools
Resource Overview

Includes:

- An overview of the purpose and goals
- Clear description of each component included
- Description of the individual sessions
- Guidance for implementation
- Options for delivery
- Recommendations for involving leaders
- A list of additional resources
Instructionally sound sessions based on accepted adult-learning principles

Content guidance provided by patient experience community

Professionally designed PowerPoint
  - Includes interactive exercises
  - Sessions include scenarios/ some with video
  - 15-20 minutes in length
  - Customizable and interactive

Facilitator Guide
  - Provides logical development of key ideas
  - Directions for all exercises

Participant Handout encourages involvement

Reinforcement activities

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PX 101 Seven Sessions

- **What Is Patient Experience?**
  - Making an emotional connection with Patient Experience
  - In ways that motivate the Learner to “want” to impact PX

- **The Ripple Effect Of Patient Experience**
  - Patient experience impacts more than patient satisfaction
  - Patient experience has implications on healthcare outcomes, financial outcomes, safety, quality, and reputation

- **What Matters Most To Patients**
  - Understanding the experience from the patient’s perspective
  - Increasing awareness of what patients care about and therefore the types of things we can all influence
PX 101 Seven Sessions (cont’d)

- **The Place for Empathy in Patient Experience**
  - The do’s and don’ts of verbal and non-verbal communication when showing patients that you care
  - How to use 3Cs of for building skills (Care, Connect, Communicate)

- **Measurement and Patient Experience**
  - Valuing measurement
  - Improving scores through consistency of behaviors

- **Service Recovery and Patient Experience**
  - What to do when we don’t meet patient expectations
  - How to recover trust and patient goodwill
PX 101 Seven Sessions (cont’d)

- **Staying True to Our Purpose**
  - Knowing we are all in this together helps us connect to one another and to our greater purpose
  - Finding the connection between values, personal strengths and the contributions we make to the experience of patients and their families helps us stay energized and engaged
Support for Leaders

Leader Presentation:
• Designed to inform leaders about the program’s goals and their role in its success
• Includes set of PPT slides with Facilitator notes the Program Manager can use to:
  • Introduce the PX 101 program to Leaders
  • Explain how the program works
  • Describe their critical role
  • Encourage their involvement and support

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Includes:

- An overview of the purpose and goals
- A brief description of the individual sessions
- Recommended follow-up activities the leader can take to reinforce the content of the session and keep the ideas top-of-mind
- The activities are linked to the content of the sessions but can be used independently
- A list of additional resources
Reinforcement Activities

Follow-up activities:

• Intended for Huddles, team meetings or other small groups
• Designed to be led by Leaders
• 1-3 options are given per session
• Specific directions are provided (Guide for Leaders)
Whiteboard Animation Videos

Video whiteboard animations:
- Format includes narration with visuals
- Content is related to the session topics, one per session
- Purpose is to reinforce key points in session and keep knowledge and skills top-of-mind
- Can be viewed by teams with leader-led discussion
- Can be viewed independently, by individuals

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PX 101 Community

• Community forum dedicated to organizations using PX 101.
• Support and enhance your culture of patient experience excellence.
• Provide an opportunity for someone tasked with implementing to engage with others in sharing ideas, challenges and proven practices.
Downloadable PDF Samples Available

Each PX 101 session includes electronically accessible resources:

- **Resource Overview**
  Session materials and program guide for Leaders, such as customizable presentations to fit various learning needs and timeframes.

- **Whiteboard Videos**
  Seven downloadable whiteboard videos (view sample), each 3-5 minutes in length, that can be downloaded and shared throughout your organization, in training sessions and in other presentations.

- **Classroom Sessions**
  Highly interactive sessions in a 15 to 30-minute classroom-style format that include PowerPoints, facilitator notes, participant hand-outs and real-life scenarios using pictures, dialogue or video.

- **Guide for Leaders**
  Suggestions for your leadership team to build on the concepts and principles shared in each session for ongoing learning and sustainability.
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*Pricing as of October 8, 2019*
What questions do you have?
Thank you for participating