Emerging Leaders Program Overview
Tiffany Christensen, CPXP | Vice President, Experience Integration, The Beryl Institute
June 18, 2020

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

- The Beryl Institute
Sharing stories of extraordinary human care in a time of crisis

During the trying times of the COVID-19 pandemic, the power of community and shared experience has never been more important. We encourage you to submit your own story highlighting the tremendous ways that patients, families and healthcare providers have shown incredible strength, love and resilience, in the most difficult circumstances. Through these stories we aim to help community members find comfort and honor those who have given so much.

VIDEO OVERVIEW >

SUBMIT A STORY

honoringhumanservice.com
Addressing Systemic Racism and Health Disparities

We cannot stand by in declaring an unwavering commitment to human experience if we cannot ensure that all humans are seen in that light, as people who deserve the same rights, opportunities, freedoms and respect regardless of race, ethnicity, socio-economic status, gender, gender identity or beliefs. It is incumbent on each of us as individuals to gauge our own stand, dig in to understand our privilege, uncover our biases and then work diligently to honor the essence of what humanity calls from all of us. For we are only as strong as a community in the strength of respect we give to and show for one another.

We have worked to curate content on systemic racism and health disparities as part of our library of resources provided below. We also acknowledge we can and must do much more as an organization, and as a community, to drive change in healthcare and beyond. We will continue to add to these resources and commit to sustaining conversations and leading action through which these critical issues can be addressed.

- Community Briefing and Conversation
- Podcasts
- On Demand Webinars
- Learning Bites
- Topic Calls
- Grant Research Reports
- Patient Experience Journal
Emerging Leaders Program Overview

June 18, 2020

Tiffany Christensen, Vice President for Experience Integration
Today’s Agenda and Facilitator

2:00 – 2:20 EST

The Experience Framework
The Experience Assessment
Emerging Leaders Overview
Emerging Leaders Online Course Example
Creating an Experience Plan
When, where and pricing

2:20 – 2:30 EST

Your questions!

Tiffany Christensen
CPXP
VP, Experience Integration
The Beryl Institute
A FRAMEWORK FOR EXPERIENCE
<table>
<thead>
<tr>
<th>Strategic Lenses</th>
<th>Why</th>
<th>Patient &amp; Family Impact</th>
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<tbody>
<tr>
<td>Culture &amp; Leadership</td>
<td>The foundation of any successful experience effort is set on who an organization is, its purpose and values, and how it is led.</td>
<td>When an organization’s culture is aligned in its purpose and values, patients and families feel that the entire organization was designed to provide them with best possible experience and find comfort and joy in every interaction across the organization.</td>
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<td>Patient, Family &amp; Community Engagement</td>
<td>Central to any experience effort are the voices of, contributions from and partnerships with those receiving care and the community served.</td>
<td>When the experiences of patients and families are included in all of the organization’s processes and executive leadership strategies, patients and families feel respected and valued as both integral part of their healthcare team and change-agents for the organization.</td>
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<td>Staff &amp; Provider Engagement</td>
<td>Caring for those delivering and supporting the delivery of care and reaffirming a connection to meaning and purpose is fundamental to the successful realization of a positive experience.</td>
<td>When staff and clinicians are supported and engaged, patients and families experience a personal connection, joyful teamwork, and mutual respect that contributes to the patient feeling well cared for, safe, and confident in the team.</td>
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<td>Environment &amp; Hospitality</td>
<td>The space in which a healthcare experience is delivered and the practices implemented to ensure a positive, comfortable and compassionate encounter must be part of every effort.</td>
<td>When the environment and hospitality practices of a healthcare organization focus on comfort and compassion, patients and families have the opportunity to focus on the most important part of their healthcare journey, saving their energy for what really matters to them.</td>
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<td>Quality &amp; Clinical Excellence</td>
<td>Experience encompasses all individual encounters and the expectations they have for safe, quality, reliable, and effective care focused on positively impacting health and well-being.</td>
<td>When clinical care is excellent, the expectations of patients and families for safe, high-quality healthcare are met, fostering confidence, building trust and cultivating organizational loyalty.</td>
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<td>Infrastructure &amp; Governance</td>
<td>Effective experience efforts require both the right structures and processes by which to operate and communicate and the formal guidance in place to ensure sustained strategic focus.</td>
<td>When infrastructure and governance are designed to have the best interest of the patient at heart, patients and families feel welcomed, supported and embraced.</td>
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<td>Innovation &amp; Technology</td>
<td>As a focus on experience expands, it requires new ways of thinking and doing and the technologies and tools to ensure efficiencies, expand capacities and extend boundaries of care.</td>
<td>When an organization engages innovative and truly meaningful technology, patients and families experience more efficient care with less stress and are empowered to maintain more control in the management of their care.</td>
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<td>Policy &amp; Measurement</td>
<td>Experience is driven and influenced by external factors and systemic and financial realities and requires accepted and understood metrics to effectively measure outcomes and drive action.</td>
<td>When policies are designed with respect for the lived experiences of patients and voices of patients and families carry weight equal to survey data, the implemented metrics become meaningful and patients and families experience a feeling of organized and considerate care.</td>
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Support for Operationalizing The Experience Framework
Emerging Leaders

Virtual

Four two-hour sessions, one session per week, over a four-week period

Application work in between sessions

Participants will leave the course equipped with an organization-specific Experience Framework Plan supported by resources and tested solutions
Emerging Leaders Overview

• Designed for individuals who are newer to or aspiring to a PX Leader role and those who have an investment in and/or level of operational accountability for experience outcomes (i.e., PFAs, Unit Managers/Directors, etc.)

• Based in understanding the value of eight lenses of the Experience Framework for experience improvement

• In between classes, analyze resources, research and practices associated with specific lenses

• Generate solutions with peers and mentors each week
Emerging Leaders Weekly Course Example

**Pre-work:**

- White Paper: *To Care is Human*
- PXJ: *Creating a Culture of Accountability*
- Blog: *Introducing the Experience Ecosystem*
- Podcast: *A Conversation with Michael Dowling, President & CEO of Northwell Health*

**Online Agenda:**

- Reflections on pre-work
- Exploring the Lens of **Culture and Leadership** with group discussion and facilitated exercises
- Plugging in Culture and Leadership lessons, priorities & planning to Experience Framework Plans
Emerging Leaders Plans are based on…

- Your Experience Assessment
- Potential solutions and current practices shared by peers
- Feedback from group and Institute leaders, including Jason Wolf, President and CEO of The Institute
Emerging Leaders
Specifics

Next course offering:
Aug. 13, 20, 27, Sept. 3
2:00 – 4:00 EST

Pricing:
$495 members / $595 non-member

Emerging Leaders is also available to individual organizations or groups
Questions?
Contact us

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Thank you for participating