PX 101 Overview

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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.

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Housekeeping

• All participant phone lines are muted.
• The presentation will run approximately 30 minutes with time at the end for Q&A.
• Q&A will be conducted through the chat pod. Please submit questions to the host for a facilitated Q&A after the presentation.
• Chat pod for sharing of ideas, asking questions, interacting with presenters and attendees and not for promoting services and products.
• Receive follow up email tomorrow afternoon with webinar materials and session recording.
Our Speakers

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Agenda

Introduction

- Overview
- Seven Learning Sessions
- Support for Leaders
- Reinforcement Options
- Questions
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.

Why Patient Experience 101

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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
Session Materials

• 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
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)
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
Community forum:
• Share ideas, ask questions and learn ways to fully leverage this education resource
• Offer guidance for new users
• Provide valuable, real-time feedback
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
- > Click to view a sample of the Resource Overview

**Whiteboard Videos**
- Follow up activities, whiteboard refreshers and links to additional resources
- > Click to view a sample of the Whiteboard Videos

**Classroom Sessions**
- Highly interactive sessions in a 15 to 30-minute classroom-style format that includes PowerPoints, facilitator notes, participant hand-outs and real-life scenarios using pictures, dialogue or video
- > Click to view a sample of the customizable PowerPoint presentations
- > Click to view a sample of the facilitator notes
- > Click to view a sample of the participant hand-outs

**Guide for Leaders**
- Suggestions for your leadership team to build on the concepts and principles shared in each session for ongoing learning and sustainability
- > Click to view a sample of the Guide for Leaders
# Pricing

## PX 101 Full Package

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<th>Price</th>
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## Whiteboard Videos Only

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*Pricing as of October 8, 2019*
What questions do you have?
We invite you to join our growing global community who are passionate about improving the patient experience.

Become a member today at www.theberylinstitute.org
Thank you for participating

www.theberylinstitute.org