

INCORPORATING THE PATIENT VOICE

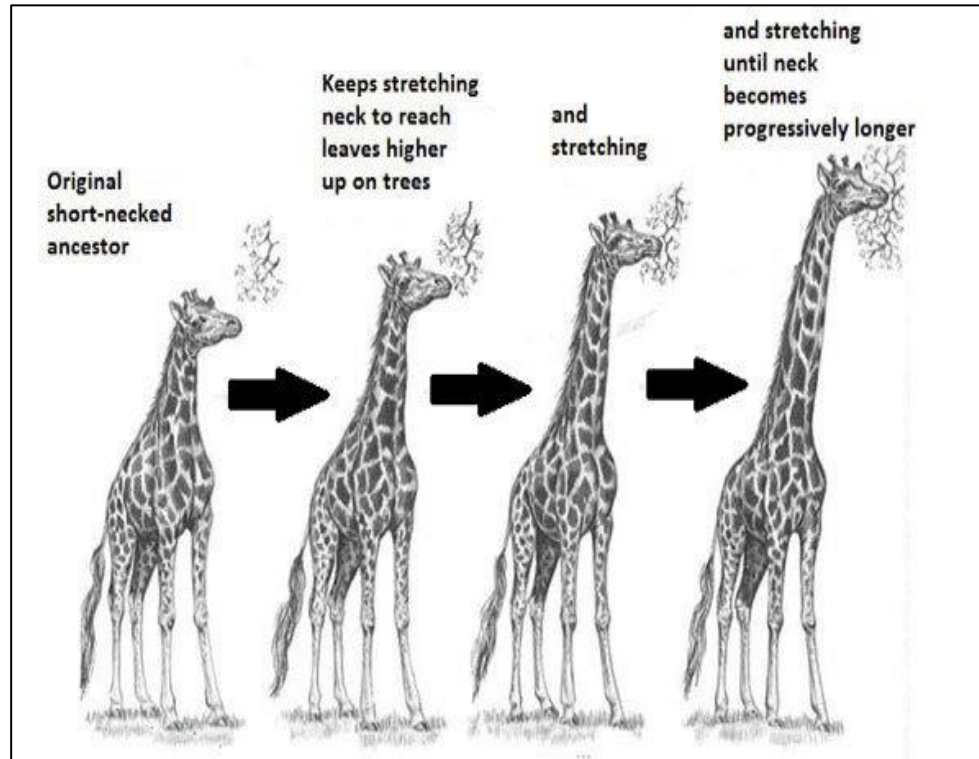
BY IMPROVING THE EMPLOYEE
EXPERIENCE

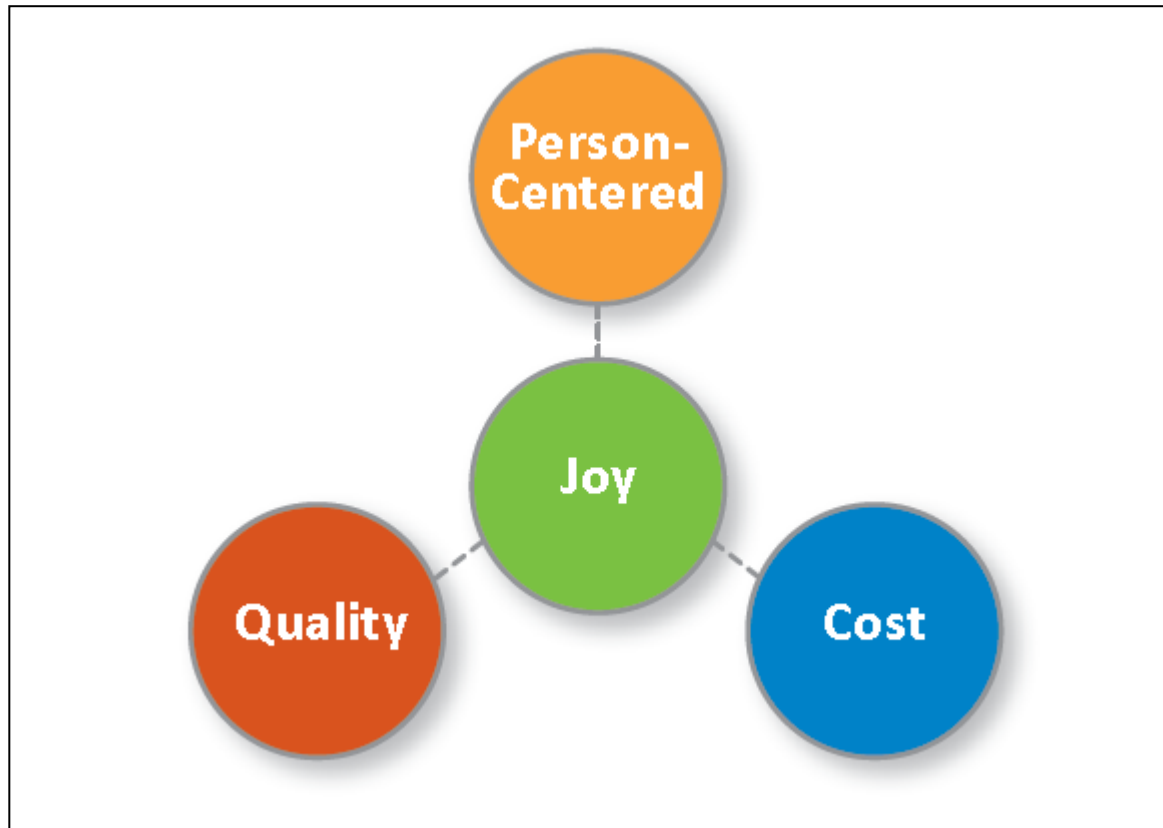
SO WHY NOW?

“PATIENT ENGAGEMENT IS NOT AN AMENITY. IT’S A CORE STRATEGY FOR HEALTH TRANSFORMATION AND IMPROVEMENT.”

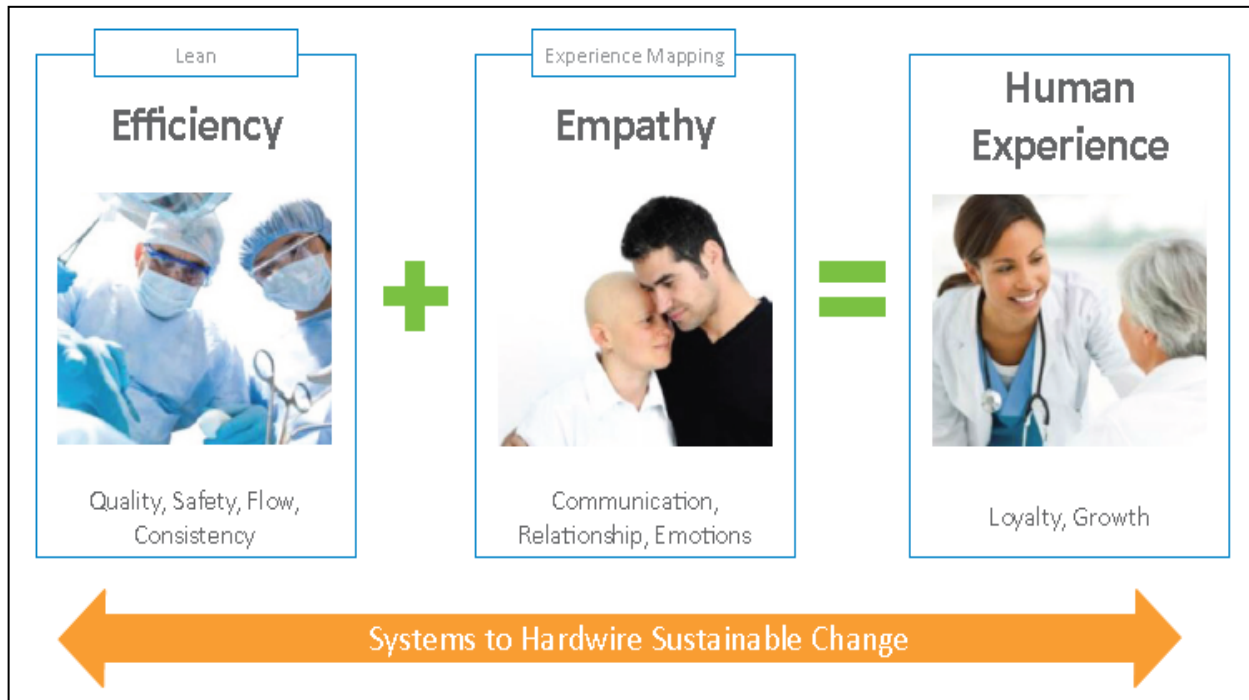


EVOLUTION IS INEVITABLE





QUADRUPLE AIM



HUMANIZED IMPROVEMENT

BECKER'S

Hospital Review

Improving the Patient Experience is No 'Fluff' Job

May 21, 2015

"As we promote innovation around healthcare delivery, what has become clear is that strengthening communication and human relationships among leaders at every level is critical to setting a cultural foundation to support meaningful change."

– Patrick Kneeland, MD, Medical Director for Patient and Provider Experience, University of Colorado Health (Aurora)

WHAT'S THE CONNECTION?

- UNDERSTAND
THE
EMPLOYEE
EXPERIENCE...

- TO
TRANSFORM
THE PATIENT
EXPERIENCE



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THE HAPPY SECRET TO BETTER WORK



SCIENCE OF HAPPINESS

- IT'S NOT REALITY THAT SHAPES US, BUT THE LENS THROUGH WHICH YOUR BRAIN VIEWS THE WORLD THAT SHAPES YOUR REALITY.
- CHANGE THE LENS AND CHANGE YOUR HAPPINESS (WORK, EDUCATION, ETC.)
- FOCUS ON THE POSITIVE.
- JOB SUCCESSES ARE PREDICTED BY OPTIMISM LEVELS, SOCIAL SUPPORT AND ABILITY TO SEE STRESS AS A CHALLENGE.
- FORMULA FOR HAPPINESS AND SUCCESS:
 - NOT ABOUT WORKING HARDER
 - SUCCESS DOES NOT EQUAL HAPPINESS
 - NOT ABOUT CHANGING GOAL POSTS
 - HOW TO BE POSITIVE IN THE PRESENT



WORKPLACE CULTURE



CULTURE IS NOT THE CULPRIT

PHSA VALUES

- RESPECT PEOPLE
- BE COMPASSIONATE
- DARE TO INNOVATE
- CULTIVATE PARTNERSHIPS
- SERVE WITH PURPOSE



Our Values Are Our
Roadmap for Success

“GREAT THINGS ARE NOT DONE BY
IMPULSE, BUT BY A SERIES OF SMALL
THINGS BROUGHT TOGETHER”



THE COUNCILS

- THE PATIENT EXPERIENCE COUNCIL
- THE WORKPLACE CULTURE COUNCIL



WHAT'S NEXT?

- VALUES IN ACTION STORIES
- BRANDING
- PATIENTS MORE ENGAGED
- PATIENT STORIES AT BOARD
- NEW METRICS – EMPLOYEES AND PATIENTS
- PILOT CORPORATE VOLUNTEERING PROGRAM
- ETC...ETC....

NOTHING IS IMPOSSIBLE TO A WILLING HEART ~HEYWOOD

TO FEEL VALUED, TO KNOW, EVEN IF ONLY
ONCE IN A WHILE, THAT YOU CAN DO A
JOB WELL IS AN ABSOLUTELY MARVELOUS
FEELING

- BARBARA WALTERS



THOUGH NO ONE CAN GO BACK AND
MAKE A BRAND NEW START, ANYONE
CAN START FROM NOW AND MAKE A
BRAND NEW ENDING

• CARL BARD

