



AT THE FOREFRONT

**UChicago**  
**Medicine**

# The Patient Experience Journey: Strength Based Approach

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Chief Experience Officer

Patient Experience and Engagement Program

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# Learning Objectives

- Role of Chief Experience Officer
  - Vision of Patient Experience
- Explore best practices in designing and implementing a strengths-based engagement program that energizes the patient, family, clinician and organizational leadership
- Engagement of Providers

# Where we are today: UCM at a Glance



## 4 Inpatient Facilities

- Center for Care and Discovery
- Bernard Mitchell Hospital
- Comer Children's Hospital
- Ingalls Memorial Hospital

## 1296 Licensed Beds

- 804 Med Surg
- 67 OBGYN
- 171 ICU
- 77 Gen Peds
- 53 NICU
- 78 Acute Mental Illness
- 46 Rehabilitation



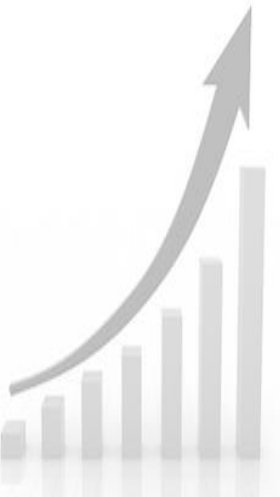
## 50 Operating Rooms

## 8 Ambulatory Care Facilities

- Duchossois Center for Advanced Care
- Ingalls Family Care Centers at Flossmoor, Calumet City, Tinley Park, Crestwood
- Ingalls Center for Outpatient Rehab
- Orland Park Center for Ambulatory Care
- South Loop Facility

### Leading Growth in the Market

- 44K** Admissions
- 253K** Patient Days
- 26K** Surgical Cases
- 1,138K** Outpatient Encounters
- 141K** Emergency Room Visits



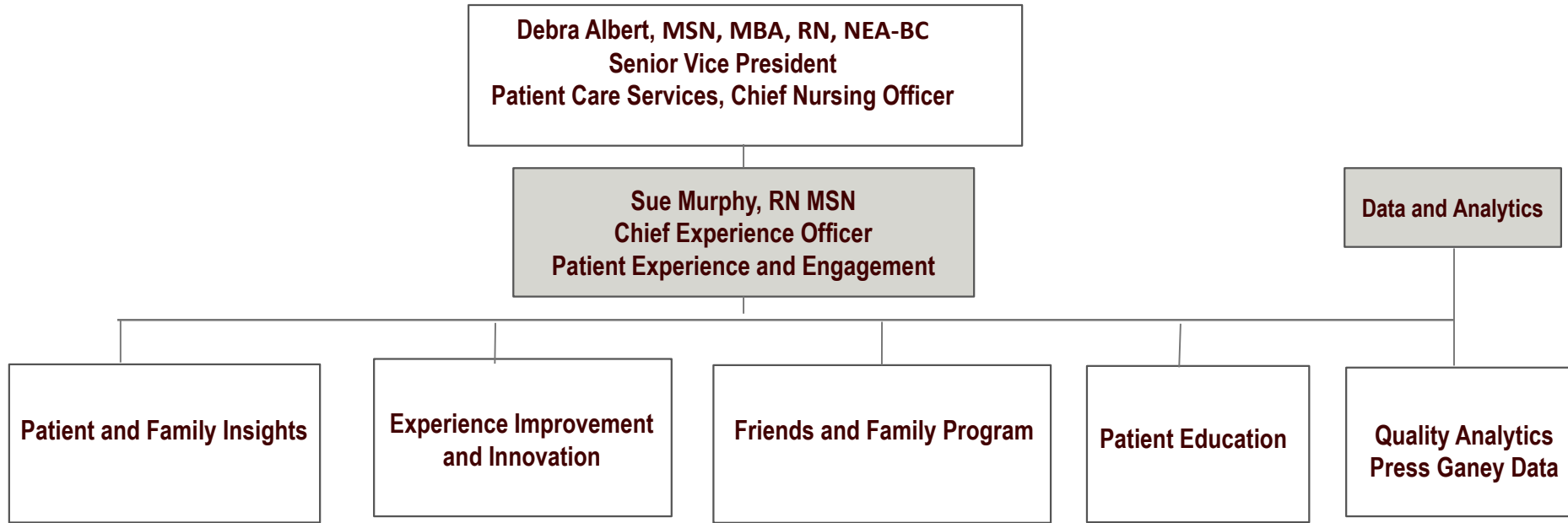
- \$2.1B** Net Patient Service Revenue
- \$262M** EBIDA
- \$83M** Operating Income



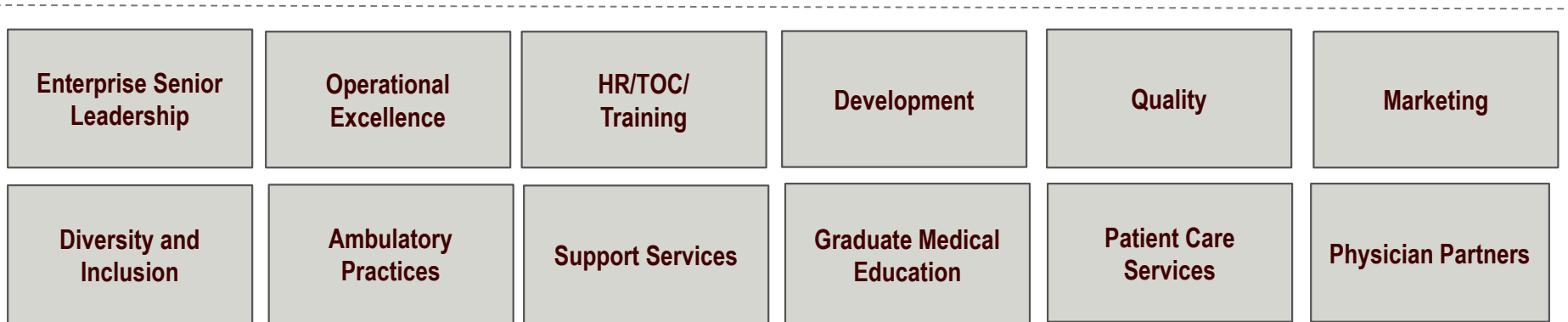
- ~11,800** UCM Employees
- 1,298** Physicians
- 3,299** Nurses
- 1,132** Residents & Fellows



# PEEPs Team



## *Key Partnerships*



# Role of CXO

Change agent to create sustainable system transformation that delivers optimal care to patients and families while empowering care teams and staff to achieve the highest healing potential by:

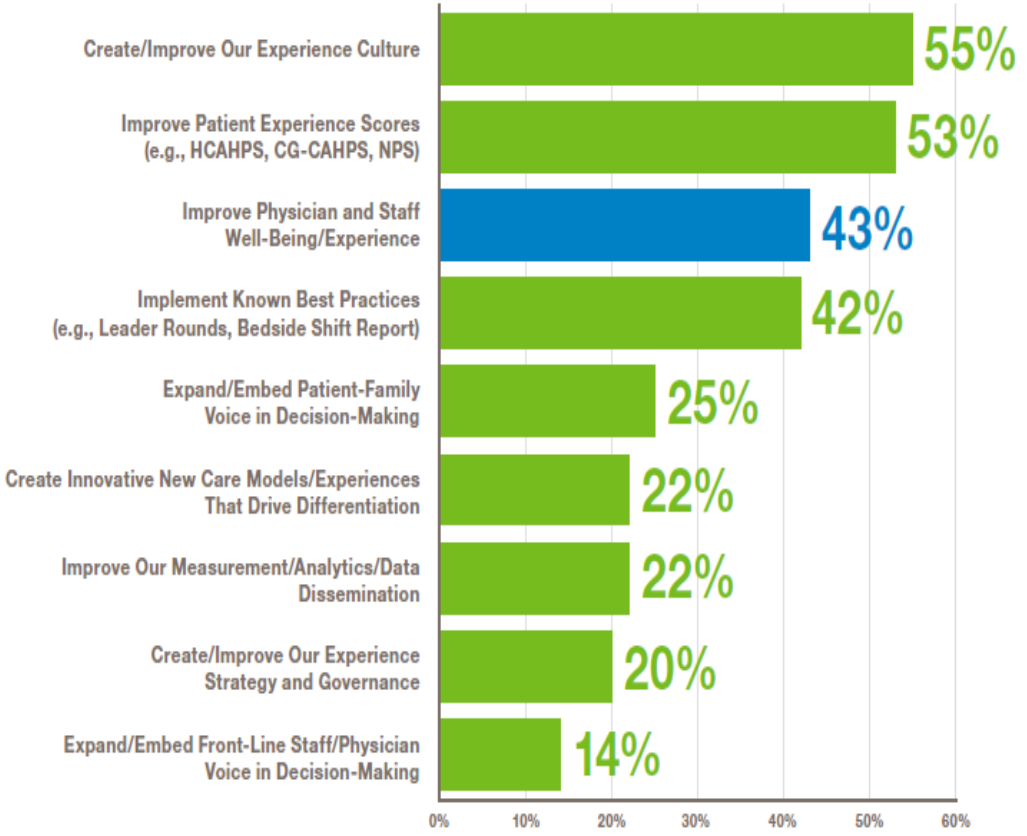
- Leading the enterprise strategy to ensure the mission and vision are met for the patients daily
- Driving culture transformation while unifying, quality, safety, experience strategies
- Ensuring alignment with the regulatory mandates around patient experience outcomes
- Restoring human connection in line with mobile communication technology
- Introducing innovation to improve communication, patient engagement, staff resiliency and more

# Role of CXO

Focus of CXO is resilience, well-being, and joy at work and transforming the experience culture

What are your top three priorities for experience improvement in 2017?

n = 195



2017 CXO Insight Series |



Source report: Experience Innovation Network: Experience Beyond Boundaries: The Next Generation CXO 2017 Research Report

# Our Vision - Aligning Quality, Safety and Experience

- Deliver a consistent patient experience across all UCM platforms of care
- Create lasting market differentiation and loyalty through innovation and consistent performance
- Develop a continuous improvement model that infuses the voice of patients, families, employees, and physicians
- Unify quality, safety, efficiency, and experience strategies to improve satisfaction and outcomes
- Incite change by creating and celebrating memorable moments

# Patient Engagement/Patient Experience

- **Patient Engagement:** The individual points of patient/caregiver interaction. Engagement is a choice
- **Patient Experience:** The sum of all the engagements a patient has with healthcare. These seamless patient experiences should be guided by empathy

*Beryl Institute: Patient Experience is the sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care*





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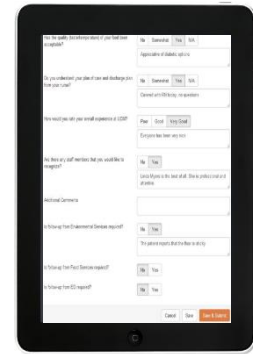
# Best Practices

# Best Practices – Engaging Everyone to Create Exceptional Experiences

- hArt of Medicine
  - Strength Based Approach – Clinical Nonclinical
  - Provider Coaching and Observations



- Creating Conversations (Rounding)



- Best Practices Forum



# hArt of Medicine Program



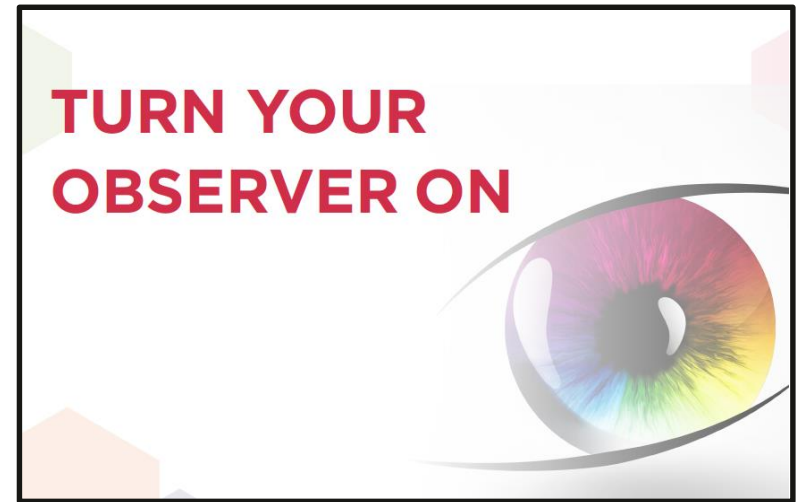
*“Everyone  
has the  
capacity to  
change a  
world.”*



**hArt of Medicine**  
**Creating Positive Healthcare Experiences**  
**Stories from the hArt**

# Turning Your Observers On

- Starts with the leaders
- Use of strength based coaching
- Developing and cultivating a culture of well-being and resilience
- Notice the impact of their actions, attitudes and behaviors





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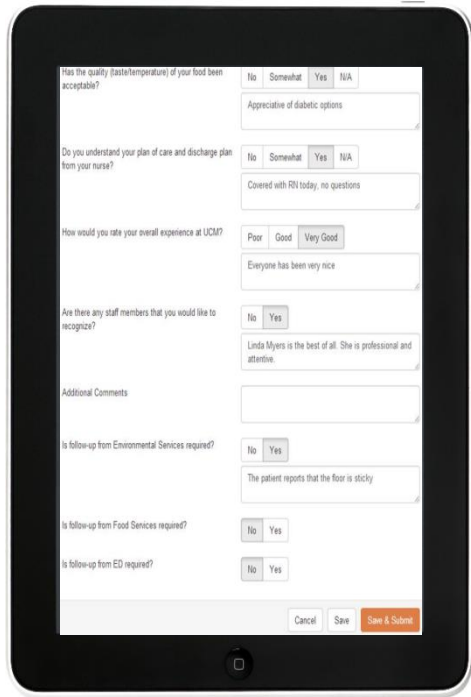
# Creating Conversations/Rounding

# Reason for Action

*To create a culture where exceptional experiences occur for everyone, every time*

- Build proactive partnerships with nursing and support services
- Strategically prioritizing patients using various data sources
- Round on 100% of patients measured by patient satisfaction survey results

# Creating Conversations



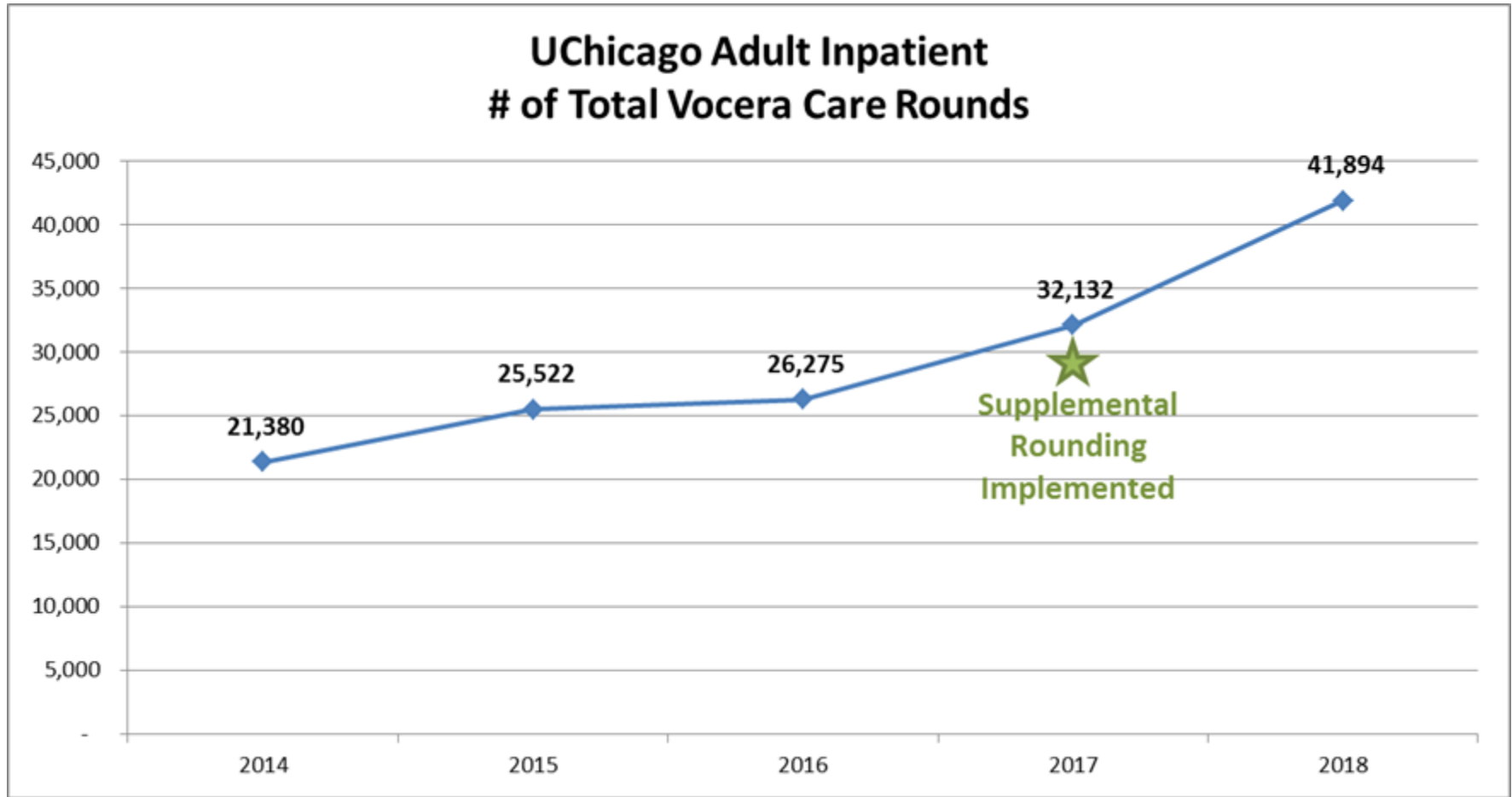
The image shows an iPad displaying a patient feedback form. The form contains several questions with radio button options and text input fields. The questions and their current states are:

- Has the quality (taste/temperature) of your food been acceptable? (Options: No, Somewhat, Yes, N/A)
- Appreciative of diabetic options (Text input field)
- Do you understand your plan of care and discharge plan from your nurse? (Options: No, Somewhat, Yes, N/A)
- Covered with RN today, no questions (Text input field)
- How would you rate your overall experience at UCM? (Options: Poor, Good, Very Good)
- Everyone has been very nice (Text input field)
- Are there any staff members that you would like to recognize? (Options: No, Yes)
- Linda Myers is the best of all. She is professional and attentive. (Text input field)
- Additional Comments (Text input field)
- Is follow-up from Environmental Services required? (Options: No, Yes)
- The patient reports that the floor is sticky (Text input field)
- Is follow-up from Food Services required? (Options: No, Yes)
- Is follow-up from ED required? (Options: No, Yes)

At the bottom of the form, there are buttons for "Cancel", "Save", and "Save & Submit".

- iPad rounding process
- Create a conversation with the patient
- Identify issues before there is a need for service recovery
- Acknowledge staff in the moment. Focusing on the impact of the team member and the behaviors exhibited (less on task!)

# Supplemental Care Round Impact





# Best Practices Forum



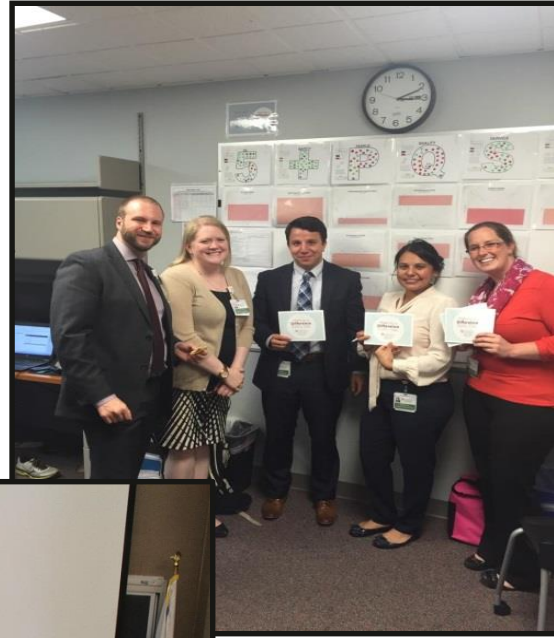
# Making a Difference Every Day Best Practices Forum



## Structure of the Best Practices Forum



# Patient Experience and Engagement Program





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## Engagement of Providers

# Executive Physician Coaching Program Objectives

- Codify interaction – deeper understanding and clarity of communication components
- Foster clarity and awareness of communication fundamentals and articulate the impact – Validate and further develop communication skills
- Advance a strength-based approach to mentorship efforts
- Create meaningful, effective interactions between the doctor and the patient

# Best Practices Forum Video

# Questions?



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