

COOK COUNTY  
HEALTH

# Patient Experience Strategic Plan

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Goal is to bring back the joy in work  
and remember our purpose for  
working in healthcare.

- Over 16 years in healthcare (5 years at NYC Health + Hospitals + 12 years at Stanford Health Care).
- Among the first cohort of 70 professionals to earn the CPXP certification.
- Raised over \$35M within 8 months during COVID-19 pandemic to support staff relief efforts. (NYC Health + Hospitals)
- Raised over \$3M to pilot new arts initiatives to support staff, patient and community engagement. (NYC Health + Hospitals)
- Raised over \$2M yearly for art collection and arts programs. (Stanford Health Care)
- Improved community, patient and staff perception by implementing standard of behaviors –moved Press Ganey percentile rating from 67% to 92% within 2 months. (Stanford Health Care)
- Developed improvement efforts to elevate patient care documentation processes – results in complaints and grievances decrease by 46%, increased compliance by 72%. (NYC Health + Hospitals)



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# What is Patient Experience?

“It’s the sum of all interactions shaped by an organization’s culture that influence patient perceptions across the continuum of care.” ~ Beryl Institute

**MISSION:** To inspire hope and proactively contribute to the health and well-being of patients, families, and staff members by providing compassionate and high quality care via an engaged and energized workforce that embodies teamwork, respect, communication, and overall excellent customer service.

**VISION:** To be the leading health system that provides an unparalleled experience by creating a model of mutual respect, teamwork, equity, and person-centeredness that brings the best aspects of a care team to every patient and employee.

# Top 4 Goals



## Drive Patient Experience Satisfaction Scores

- + RCA
- + Customer Service Training
- + Train Workforce on Data Analysis
- + Press Ganey iRound App
- + Patient Experience Flow
- + Focus on Key Drivers



## CI CARE Transformation

- + Implement CI CARE standard of behaviors
- + Train System
- + Engagement of Frontline Staff & Management
- + Collaborative Efforts



## Engagement & Wellness

- + Arts in Medicine
- + Workforce Wellness
- + Focus Groups
- + PFAC established
- + Reward/Recognition Program
- + Employee Engagement Survey Implementation










## Systemize Operations

- + Onboarding new hires standardization
- + Support units/sites on data-Informed decision making
- + Complaints and Grievance Standardization
- + Rounding Sustainability
- + PX Data Stratification Alignment













# FY23 Initiatives

<i>Initiative</i>	<i>Target</i>	<i>Current Status</i>
Patient & Family Advisory Council	Committee Formed (12-20 members) by 2/24	
Standards of Behavior System-wide Change	Form Workgroup, Create training, Train System-wide by 9/22	
Patient Experience 101 Training	Train on importance of PX and PG Survey Scores by 3/22	
Streamline Complaint/Grievance Handling	Evaluate and adopt best practice from top hospital systems by 4/22	
Language Services Patient Support	Streamline support for Deaf/Hard of Hearing and non-English speaking patients by 3/22	
Wellness Lounge & Programs	Launched by 3/22	
Comment Cards	Patient/Staff to voice opinions anonymously by 3/22	
Volunteer Services / Volun-Teen	Implement and Launched by 5/22	
Increase L&D Census	Launched by 3/22	
Service Recovery Kit	Design, train, and implement by 6/22	

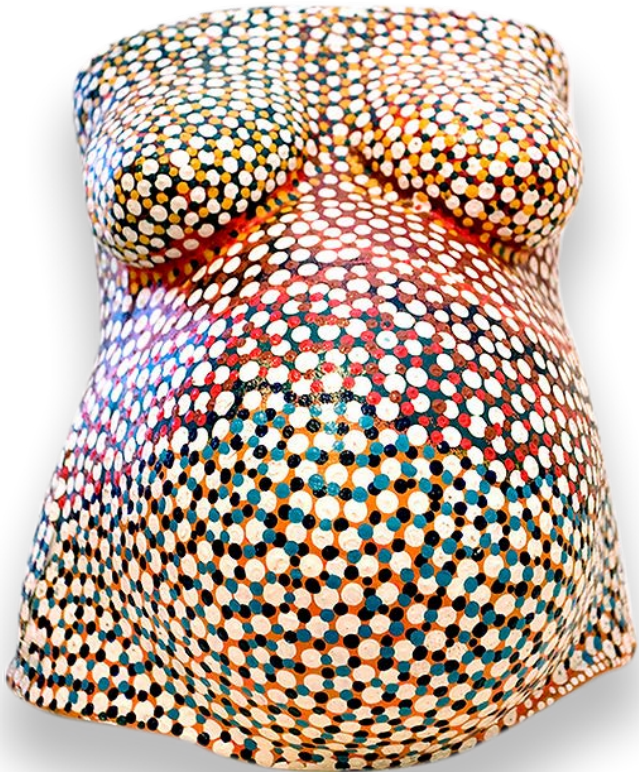


# FY23 Initiatives

<i>Initiative</i>	<i>Target</i>	<i>Current Status</i>
Employee Engagement Events	Identify important days and launch monthly events by 2/22	
Grants/Donors/Auxiliary	Obtain outside funds to support new wellness/art initiatives 7/22	
Community Murals	Finish 17 murals at 17 sites by 9/24 (6 murals each year)	
Farmers Market	Partner with local farmers and launched during 5/22-10/22	
Chaplaincy Program	Hire and onboard 2 chaplains at Stroger/ 1 at Provident by 3/22	
Standard Dashboard/Report	Standardize Press Ganey report across the system by 3/22	
Leadership Skills Training	Create and train during 3/22-10/22	
iRounds	Launch Press Ganey iRounds by 3/22, full integration by 6/22	
Gemba Walk	Design, train, and implement by 3/22	
Annual Patient Experience Newsletter	Promote staff engagement, donor relations, wellness challenges	

# Improve L&D Census

## New Mom Belly Paint Project



# Improve L&D Census



# Baby Photo Gift





# Community Murals



# Community Mural Paint Party Survey

## Art Participation Results

- + Average stress scores decreased by 17.3%
- + Average social support scores increased by 15.8 %
- + Average engagement scores increased by 12 %

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*“I have worked here for over 10 years. This is one of the nicest, calming thing the facility has done for their staff and especially during COVID-19 times! Please consider doing this or similar projects again.”*

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*“This was a lovely experience. Thank you for helping us transform our painful experiences into a meaningful one.”*

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# WHY PROACTIVE & PREVENTATIVE WELLNESS?

## What is Wellness?

new life skills and becoming aware of and making conscious choices toward a balanced and fulfilling lifestyle. There are eight dimensions that contribute to a more successful existence.

The goal of wellness is to reach a state where you are flourishing and able to realize your full potential in all aspects of life despite adversity.



# WELLNESS BENEFITS

Reduced Healthcare Costs

Greater Productivity

Reduced Stress

Improved Relationships

Increased Moral

Improved Resilience

70% of employees enrolled in wellness programs have reported higher job satisfaction than those not enrolled in the companies' program (Aflac, 2019)

Employees are more likely to recommend a company that supports well-being efforts as a good place to work (APA, 2016)

Medical costs fall by about \$3.27 for every dollar spent on wellness programs and that absenteeism costs fall by about \$2.73 for every dollar spent (Baicker, 2010)





Thank you!



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