



The Voice of Quality Care: The Patient Experience & Safety Connection Toolkit

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The Voice of Quality Care: The Patient Experience & Safety Connection

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Today's Presenter:



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Senior Vice President

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Dr. Kristine Keefer Wolff is a Healthcare Executive with 25+ years of system and business unit level health care experience with a history of creating and improving workplace culture, employee engagement and patient outcomes. She is known as a transformational leader skilled at relationship building with internal and external partners. She is also experienced in labor relations and building shared governance models.

Kristine is known for building and leading teams in a collaborative and supportive environment. She has worked in many complex environments, always striving for the best possible outcomes by keeping the patient as the guidepost. She is committed to mentoring and developing others to support their leadership development journeys and understands that by building stronger leaders, we will realize stronger patient experiences and outcomes.

Kristine was the facilitator for the Center for Healthy Nursing, a collaborative among the UPMC Center for Nursing Excellence, the UPMC Health Plan, and the University of Pittsburgh School of Nursing, which focused on improving the health of nurses as well as the environments in which they work. Her doctoral work "Implementation of a Peer Review Program and Evaluation of its Impact on Nurses' Perceptions of the Peer Review Process for Patient Safety Events in an Acute Care Hospital" was implemented at UPMC.

Learning Objectives:

Participants of today's program will be able to:

Describe the body of evidence that connects patient experience and quality/safety

Discuss how to their organization can embrace patient experience to improve the care they deliver

State one measure in the Leapfrog Patient Safety Survey that their organization will be able to positively impact

The background of the slide is a blurred photograph of a meeting. Several people are seated around a table, with their hands and arms visible as they interact. A blue semi-transparent overlay covers the entire image. A yellow pill-shaped button is positioned on the left side of the slide.

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Patient Safety as a Strategic Priority



By the Numbers:

Upwards of **200,000** people die every year from hospital errors, injuries, accidents, and infections

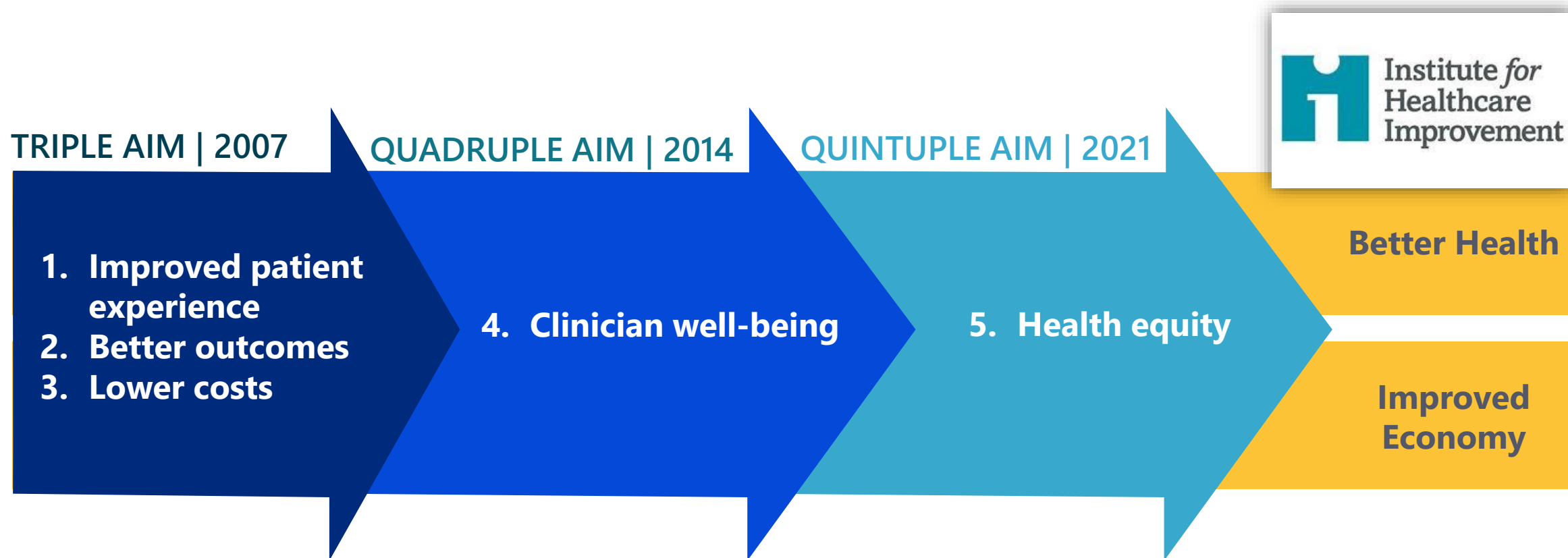
Every year, **1 out of every 31** patients develops an infection while in the hospital—an infection that didn't have to happen.

How Safe is Your Facility?

A Medicare patient has a **1 in 4** chance of experiencing injury, harm or death when admitted to a hospital

Today alone, more than **500** people will die because of a preventable hospital error

The IHI's Framework for High Performing Healthcare:





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Evaluating & Improving the Patient Experience

The Beryl Institute

Defining the Patient Experience

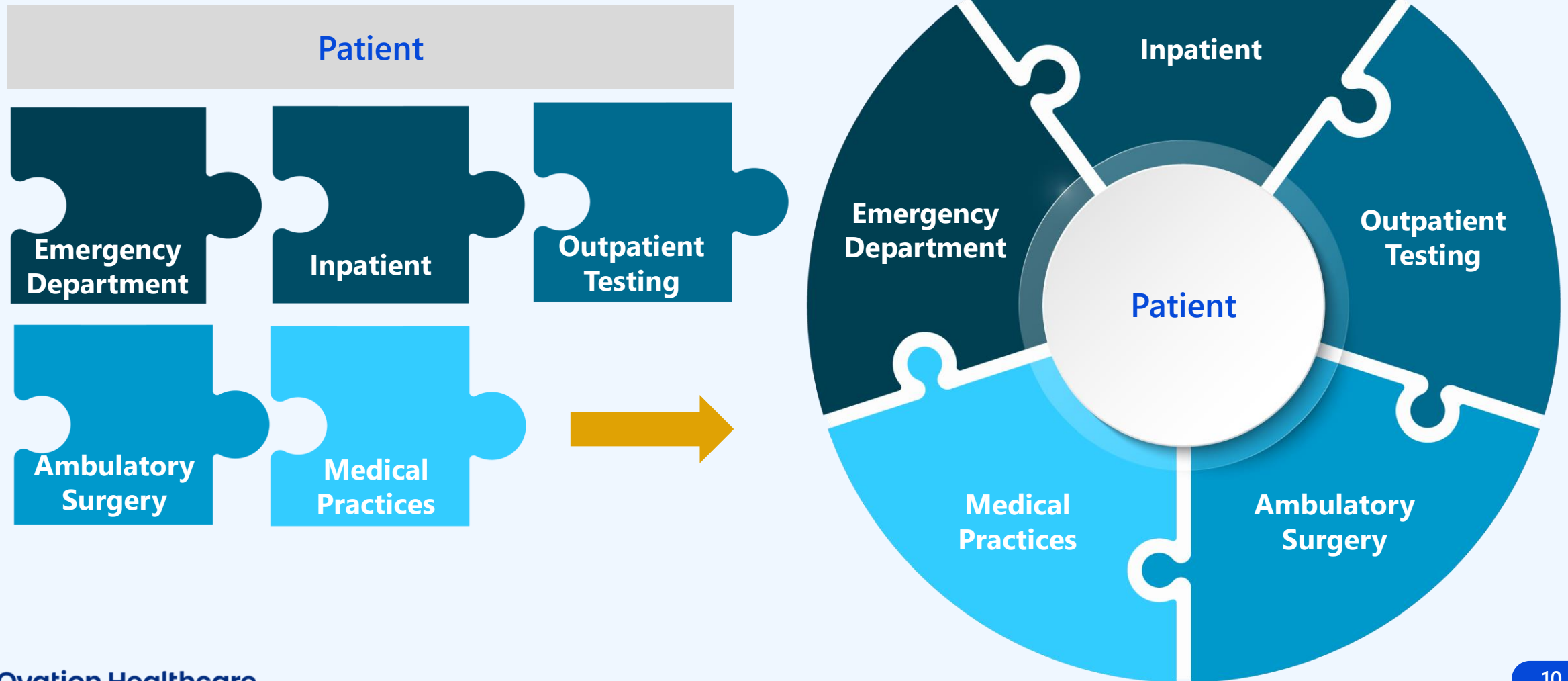
The **Patient Experience** is the sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care.

The **Human Experience** is grounded in the experiences of **patients & families, members of the healthcare workforce and the communities they serve.**



<https://www.ahrq.gov/cahps/about-cahps/patient-experience/index.html>

Evaluating Patient Experience Across Care Settings:



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What Drives a Positive Patient Experience?



**Teamwork and
Engagement**

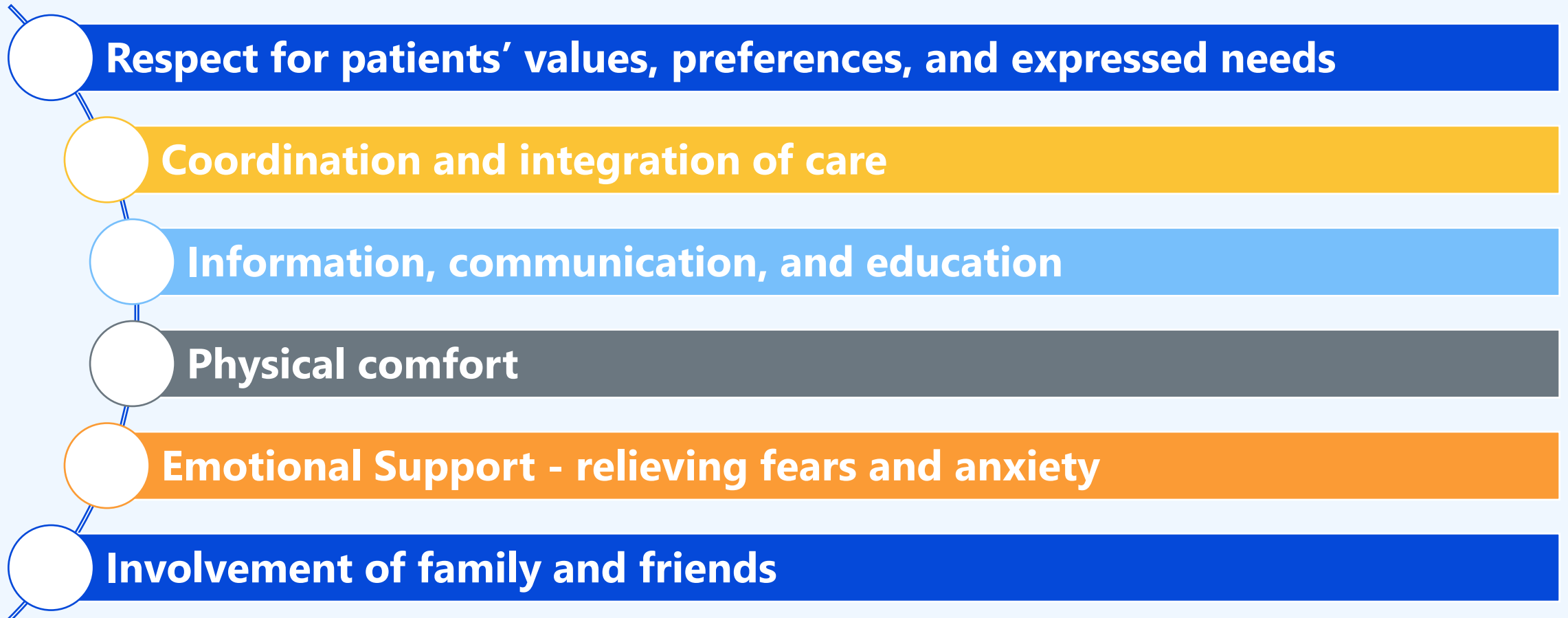


**High Clinical
Quality**



**Provider Courtesy
and Respect**

What is Patient-Centered Care?





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Why Do Patient Experience Measures Matter?



Improved Clinical Processes and Outcomes

The Clinical Case for Improving Patient Experience

- Positively correlates to:
 - Improved processes of care for both prevention and disease management
 - Better adherence to medical advice and treatment plans
 - Better health outcomes
- Reveals system problems that may have broad implications for clinical quality, safety, and efficiency

Where the Research Has Shown a Positive Clinical Connection:

Patient Safety Indicators

Are associated with general patient experiences (HCAHPS Measures)

Patient Reports of Undesirable Events

Are associated with global rating of care and respect and dignity questions

Technical Quality of Care

(using Hospital Quality Alliance [HQA] score)

Is associated with patient communication with clinicians, experience of nursing services, and discharge planning questions

Survival 1-yr Post Discharge

Is associated with patient-centered care, access, courtesy, information, coordination, patient preferences, emotional support, family involvement, and physical comfort measures

Medical Compliance

Is associated with patient's faith in their doctor and the patient-provider relationship that exists

Medication Adherence

Is associated with level of physician support, participation in decision-making and information on side effects

Key Financial Indicators

The Business Case for Improving Patient Experience

- ↑ Patient retention
- ↑ Profit margins
- ↓ Employee turnover
- ↓ Medical malpractice risk



Linking Quality to a Positive Financial Outcome:

Hospital Readmissions
Reduction Program
(HRRP)

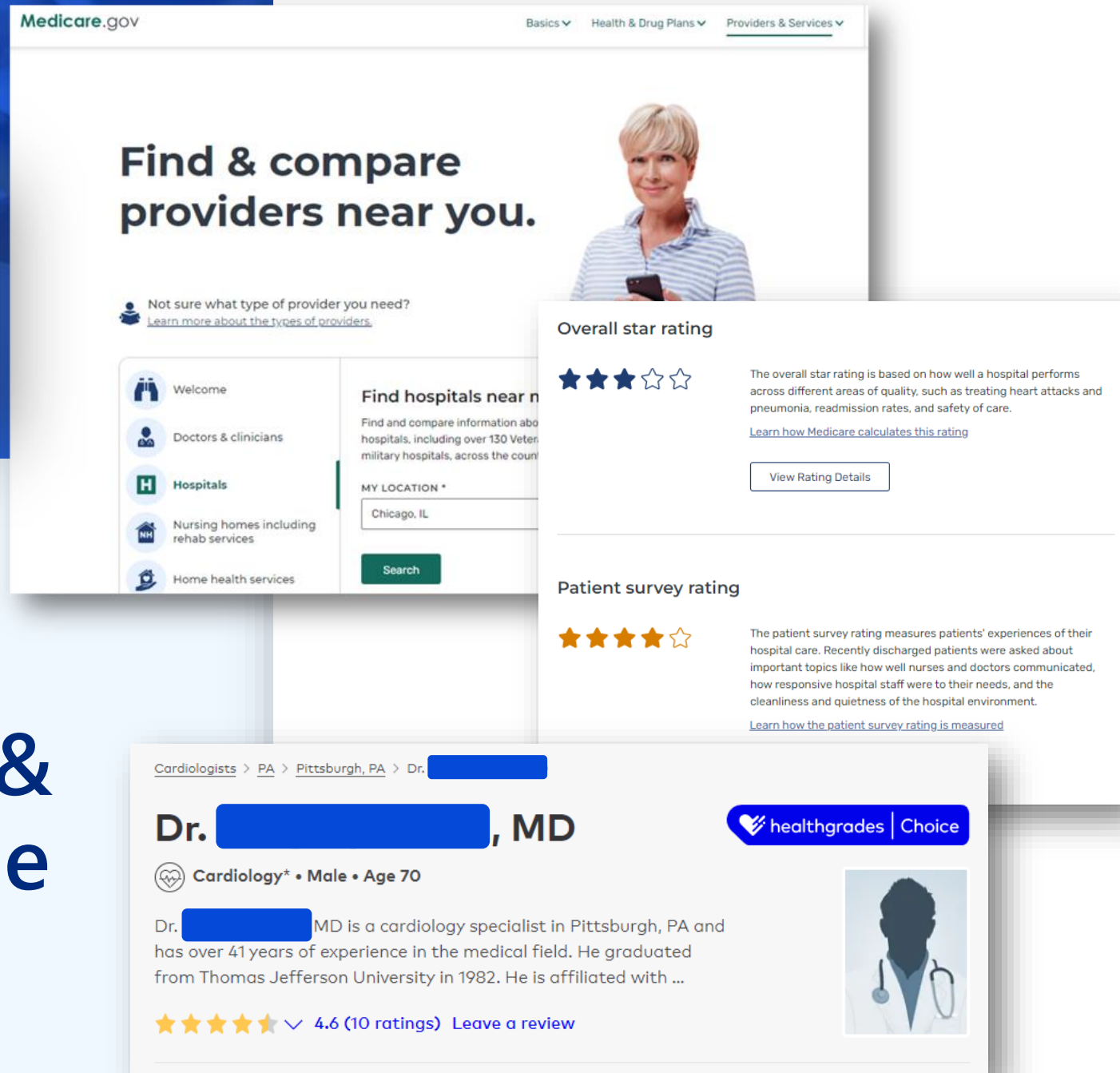
Hospital Value-Based
Purchasing (VBP) Program

Hospital-Acquired
Condition (HAC)
Reduction Program

Comprehensive Care for
Joint Replacement
(CJR) Model



Healthcare Consumerism & the Voice of the Patient



The image displays three overlapping screenshots of healthcare-related websites. The top screenshot is from Medicare.gov, showing a search interface for providers and hospitals. The middle screenshot is from Healthgrades, displaying a profile for Dr. [redacted], MD, a cardiologist in Pittsburgh, PA, with a 4.6 star rating. The bottom screenshot is a detailed view of a hospital's overall star rating and patient survey rating on the Medicare.gov site.

Medicare.gov Screenshot:

- Header: Medicare.gov | Basics | Health & Drug Plans | Providers & Services
- Main heading: Find & compare providers near you.
- Image: A woman holding a smartphone.
- Text: Not sure what type of provider you need? [Learn more about the types of providers.](#)
- Left sidebar: Welcome, Doctors & clinicians, Hospitals, Nursing homes including rehab services, Home health services.
- Right section: Find hospitals near you. Find and compare information about hospitals, including over 130 Veterans Affairs hospitals, across the country. MY LOCATION * Chicago, IL. Search.

Healthgrades Screenshot:

- Breadcrumb: Cardiologists > PA > Pittsburgh, PA > Dr. [redacted]
- Profile: Dr. [redacted], MD
- Details: Cardiology* • Male • Age 70
- Description: Dr. [redacted] MD is a cardiology specialist in Pittsburgh, PA and has over 41 years of experience in the medical field. He graduated from Thomas Jefferson University in 1982. He is affiliated with ...
- Rating: ★★★★★ 4.6 (10 ratings) Leave a review
- Image: A silhouette of a doctor with a stethoscope.
- Logo: healthgrades | Choice

Medicare.gov Star Rating Screenshot:

- Section: Overall star rating
- Rating: ★★★★★
- Text: The overall star rating is based on how well a hospital performs across different areas of quality, such as treating heart attacks and pneumonia, readmission rates, and safety of care. [Learn how Medicare calculates this rating](#)
- Button: View Rating Details
- Section: Patient survey rating
- Rating: ★★★★★
- Text: The patient survey rating measures patients' experiences of their hospital care. Recently discharged patients were asked about important topics like how well nurses and doctors communicated, how responsive hospital staff were to their needs, and the cleanliness and quietness of the hospital environment. [Learn how the patient survey rating is measured](#)

HCAHPS Measures: The Voice of the Patient

Nurse Communication

- Did your nurses treat you with courtesy & respect?
- Did your nurses listen carefully to you?
- Did your nurses explain things in a way that you could understand?

Doctor Communication

- Did your doctors treat you with courtesy & respect?
- Did your doctors listen carefully to you?
- Did your doctors explain things in a way that you could understand?

Staff Responsiveness

- How often did you get help as soon as you wanted it?
- How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

Communication about Medications

- How often did hospital staff tell you what your new medicine was for?
- How often did hospital staff describe possible side effects in a way you could understand?

Discharge Information

- Did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?
- Did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

Leapfrog Hospital Safety Grade: Patient Experience Impacts

Process/Structural Measures

HCAHPS Composites

- Nurse Communication
- Doctor Communication
- Staff Responsiveness
- Communication about Medications
- Discharge Information

Safe Medication Administration

NQF Safe Practices

- Effective leadership to prevent errors
- Staff work together to prevent errors

Outcome Measures

AHRQ Patient Safety Indicators

- Pressure Ulcer Rate
- In-hospital fall with hip fracture rate
- Perioperative pulmonary embolism or deep vein thrombosis rate

Falls and Trauma Rate

Infection Rates

Death Rate among surgical inpatients with serious treatable conditions

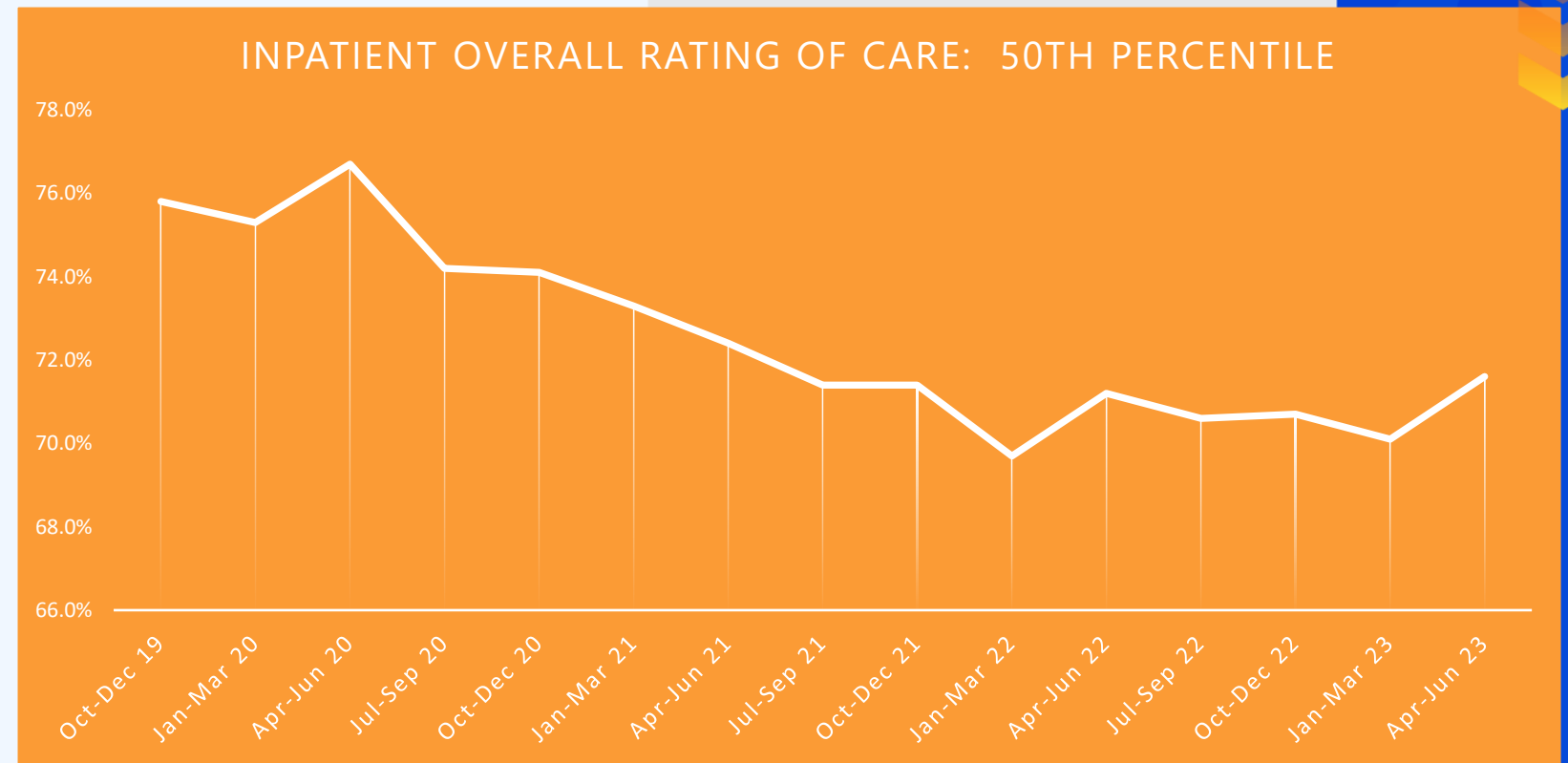


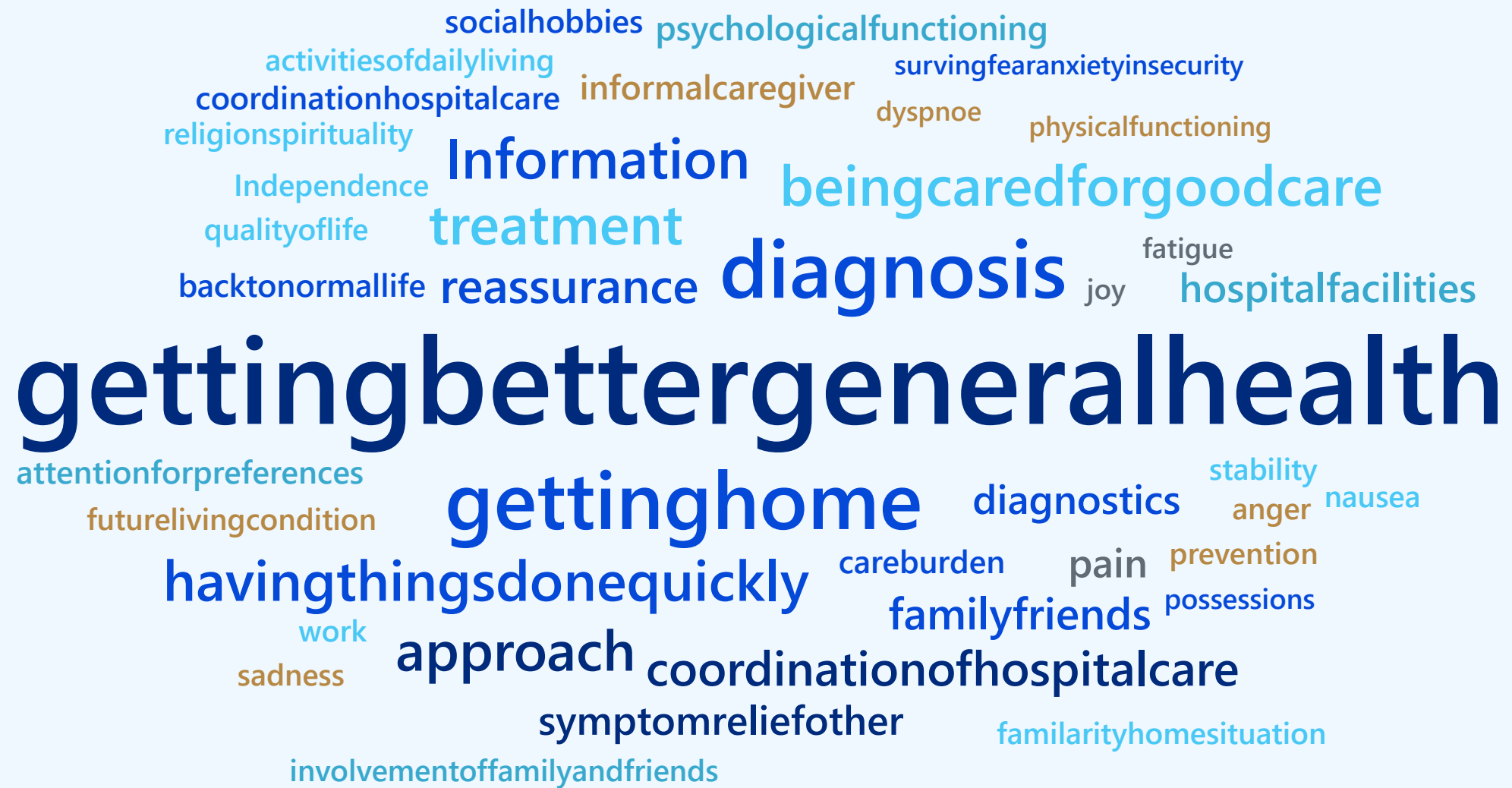
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Patient Experience Trending & Achievement

Impact of the COVID-19 Pandemic on Patient Experience

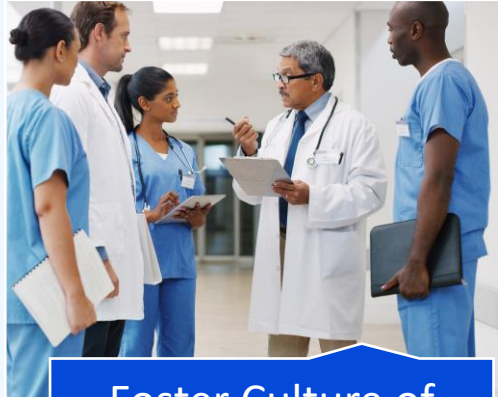
- Patient Experience Metrics
- Healthcare Consumerism
- Patient Trust





Word cloud of 'what matters most'

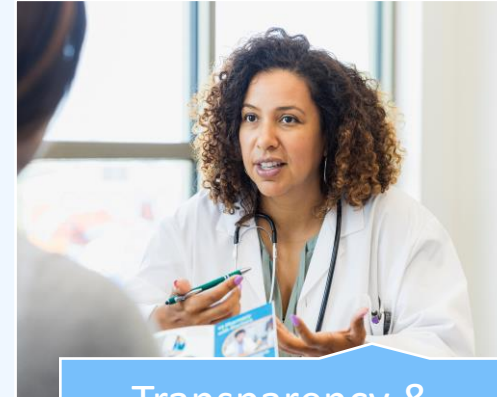
Patient Experience: Improvement Strategies



Foster Culture of Improvement



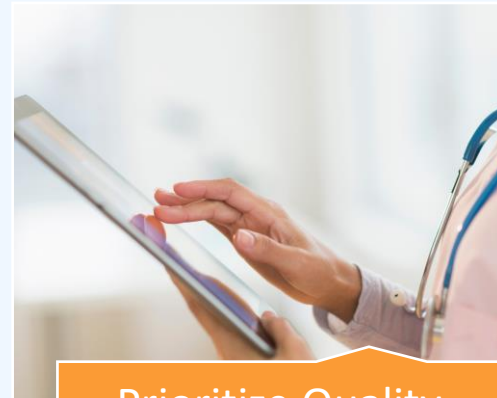
Promote Communication



Transparency & Patient Engagement



Accessibility & Empathy



Prioritize Quality Outcomes

Questions?



THANK YOU

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Cadence Clinical Services Overview



Our solutions include:

Our team of experts uses best practices and processes to empower hospitals, health systems, and the community to achieve optimal outcomes. Their expertise covers the entire care continuum with services ranging from quality, regulatory, behavioral health, operations, care and utilization management, and leadership development.

Operations

- Chronic Care Management Assessment and Implementation Advisory Services
- Capacity Management Assessment, Implementation, and Coaching
- Surgical Services Assessment, Implementation, and Coaching
- Emergency Department Assessment, Implementation, and Coaching
- Laboratory Assessment, Implementation, and Coaching
- EHR Conversion Support
- Patient Experience Program Support

Education and Development

- Nurse Leader Academy
- Executive Leader, Senior Leader, Frontline Leader Executive Coaching/Coaching & Development
- Ovation Healthcare's Learning Institute Symposiums and Conferences

Behavioral Health

- Behavioral Health Quality/Regulatory Readiness
- Behavioral Health Operations Assessment, Implementation, and Coaching
- Deemed Accreditation Surveys

Quality/Patient Safety

- Quality Program Assessment, Implementation, and Coaching
- Patient Safety/High Reliability Assessment/Culture of Safety
- Risk Program Assessment
- STARS Recovery
- Leapfrog Assessment Support
- Employee Engagement Survey Readiness
- Critical Event Recovery

Regulatory

- Regulatory Readiness Assessment
- Medical Staff Bylaws Review
- Infection Prevention Program Assessment

Case Management/Utilization Review

- Case Management Assessment, Implementation, and Coaching
- Patient Throughput and Cost Analysis



For more clinical services information, visit: **Cadence.OvationHC.com**





High Praise and Success

In the words of our clients:

"Cadence Clinical Services has assisted in improving the way quality is measured and reviewed. Huron Regional Medical Center has expanded their quality and safety programs with the help of Cadence Clinical Services. The training they provided our directors has also improved the way HRMC does and looks at quality and safety."

**DeeAnna Opstedahl, RN, MSN, CNOR**VP of Nursing,
Huron Regional Medical Center

"The Cadence Clinical Services mock survey team is second to none. They thoroughly understand The Joint Commission regulations; they're tough as nails; and just as they did three years ago, they set us up to succeed."

**Meg Davis**Chief Nursing Officer,
Newberry County Memorial Hospital

"As someone who is new to the role of quality leaders, I am very appreciative of Cadence Clinical Services' leadership support and mentoring. I feel like I have a whole team of support guiding Huron Regional Medical Center and me as we strive to improve our quality and patient safety."

**Destiny Finn, RN**Director of Quality and Risk Management,
Huron Regional Medical Center

"Both of our consultants have been available whenever we need them. No matter the question, they are quick to respond with the resources we need. They found what would work best for our hospital and tailored the program to our needs."

**Serenity Johnson,**Quality Improvement Manager,
Salina Regional Health Center