Partnerships to Drive Performance, Innovation, and High Reliability in Patient Experience Webinar Toolkit

Table of Contents

I. Webinar Presentation

Learn more by visiting qualtrics.com or by contacting the presenters at adrienneb@qualtrics.com or msmithbentley@stanfordhealthcare.org

Partnerships to Drive Performance, Innovation, and High Reliability in Patient Experience

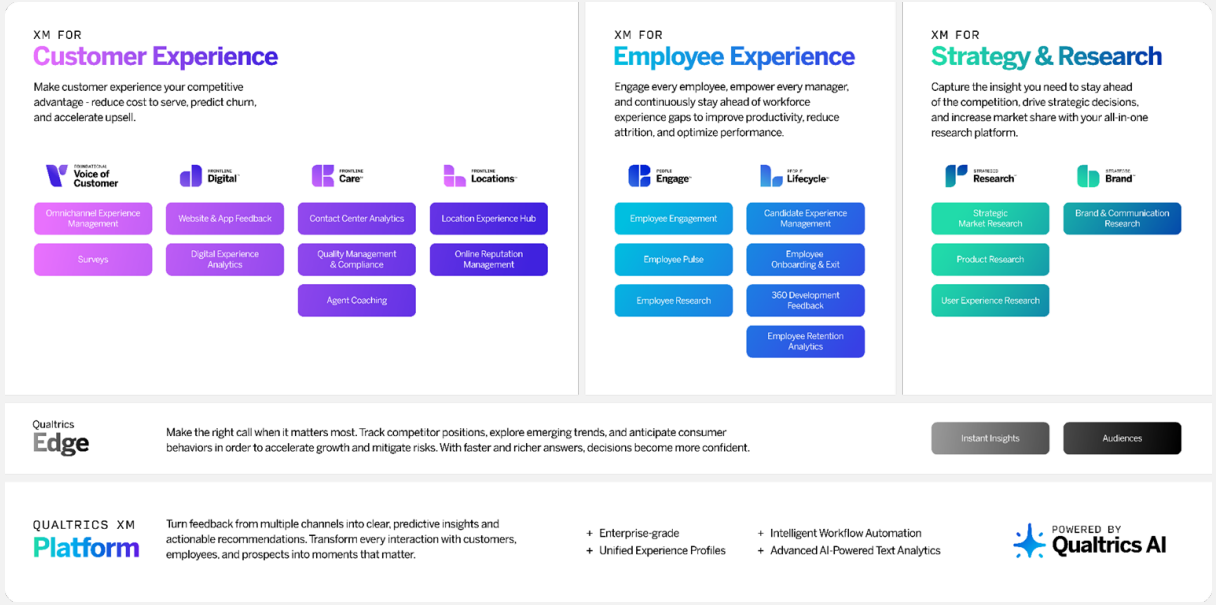
Mysti Smith -Bentley, RN, MBA
Executive Director of Service Excellence - Stanford Health Care

Adrienne Boissy, MD, MA
Chief Medical Officer - Qualtrics

qualtrics XM

An all-in-one experience management platform

The Qualtrics XM Platform is an all-in-one platform built with the breadth to cover every touchpoint –and purpose-built apps to empower every experience team –today, tomorrow, and in the future.



Start small: Set up listening posts to capture customer feedback across every channel and touchpoint

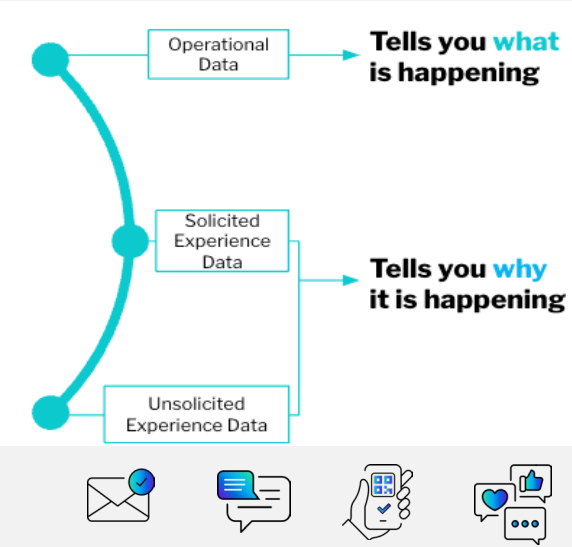
Scale quickly: Leverage AI to understand every individual's experience to inform your business strategies

Win big: Deliver fully autonomous, personalized customer and employee interactions to make every experience the best experience

A powerful platform to bring everything together for intelligent actioning

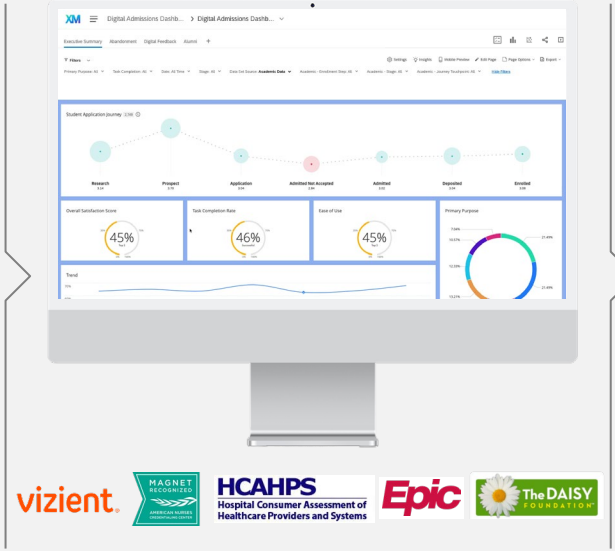
LISTEN

Collect data and feedback from stakeholders at key touchpoints



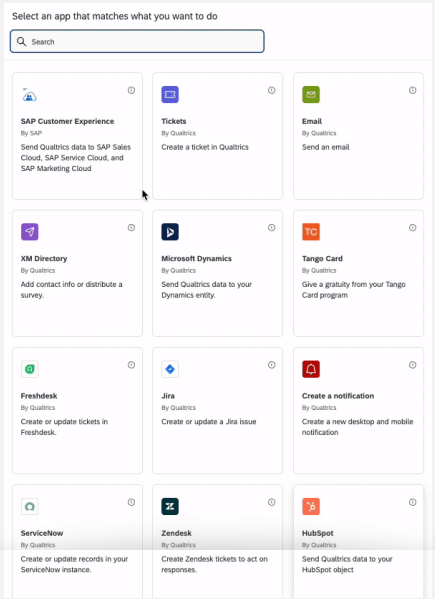
UNDERSTAND

Analyze data through dashboards and advanced analytics



ACT

Distribution of insights, ticketing, and closed loop feedback



Stanford Health Care

2024 – 2025

Stanford Health Care, along with Stanford Health Care Tri-Valley and Stanford Medicine Partners, is part of the adult health care delivery system of Stanford Medicine. Combining clinical care, research, and education to advance the understanding and practice of medicine, Stanford Health Care provides compassionate, coordinated care personalized for the unique needs of every patient.

By the Numbers

Services

426 Life Flight Transports
643 Licensed Beds
119 Licensed ICU Beds

Patient Visits

1,424,913 Outpatient
82,971 Adult Emergency Room
29,830 Pediatric Emergency Room
501,961 Video Visits

Community Support

$791M Community Benefit Investment
$1.3B Financial Assistance for Medicare Patients

Our People

18,400 Employees
2,755 Physicians on Active Medical Staff
4,712 Nurses
1,504 Residents & Fellows

98.4% ★★★★½
Stanford Health Care Physicians
With a Star Rating of 4.5 or Higher

8 **Stanford Medicine**
Nobel Prize Laureates

Awards & Recognition

The Joint Commission's Sustainable Healthcare Certification
Stanford Health Care is among the first hospitals in the nation to receive the certification, which celebrates our progress toward reducing emissions that contribute to climate change.

NCI-Designated Comprehensive Cancer Center
The **Stanford Medicine Cancer Center** is part of the Stanford Cancer Institute, the only NCI-Designated Comprehensive Cancer Center between San Francisco and Los Angeles.

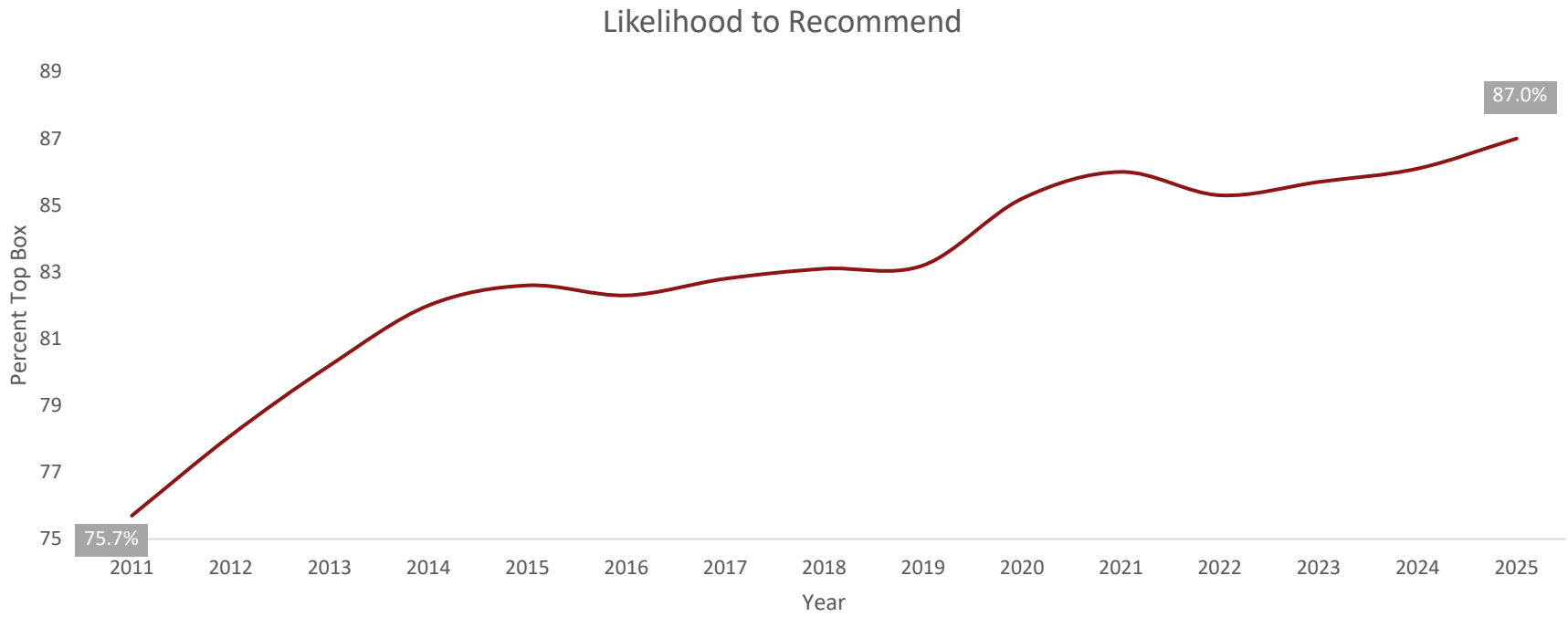
Comprehensive Stroke Center
The **Stanford Stroke Center** is designated by The Joint Commission as a Comprehensive Stroke Center, providing the most advanced and rapid stroke care for patients.

Magnet Hospital
Stanford Health Care was first designated as a Magnet hospital in 2007. Magnet Recognition is a prestigious award developed by the American Nurses Credentialing Center to recognize health care organizations that provide nursing excellence. Only 9% of U.S. health care organizations achieve this honor.

Healthcare Equality Index (HEI)
Stanford Health Care earned a top score on the HEI from the Human Rights Campaign Foundation, a leading LGBTQ+ rights organization. The HEI is the national LGBTQ+ benchmarking tool that evaluates health care facilities' policies and practices related to the equity and inclusion of their LGBTQ+ patients, visitors, and employees.

vizient.
Star rating
★★★★★

Stanford Likelihood to Recommend Trend



FY 2025 Patient Experience Outcomes

Stanford MEDICINE Health Care + qualtrics XM

Likelihood to Recommend

87.0% +2.1% from FY20

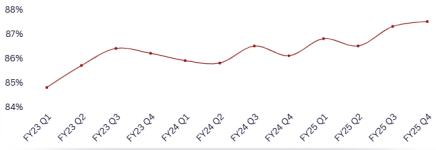
Video Visit Overall Rating

88.8% +2.0% from FY21

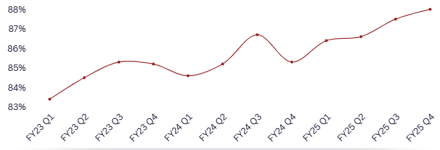
Vizient Patient Centeredness Rank

5 / 118 +20 from 2020 Annual Report

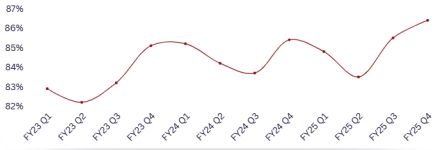
SHC



SMP



SHC Tri-Valley



Responsiveness of Staff

+2.6% from 2020

Hospital Environment

+9.7% from 2020

Communication About Medications

-1.1% from 2020

Discharge Information

+0.4% from 2020

Communication With Nurses

+1.2% from 2020

Communication With Doctors

-0.3% from 2020

Overall Rating / LTR

+3.3% from 2020

Transitions of Care

+0.2% from 2020

Stanford Patient Experience

HCAHPS
Hospital Consumer Assessment of Healthcare Providers and Systems

- ✓ Above National Average for 9/10 Domains
- ✓ Above California Average for 10/10 Domains

MAGNET with Distinction
AMERICAN NURSES CREDENTIALING CENTER

- ✓ Exemplar Designation for 8/16 Magnet Categories in Patient Experience:
  - ✓ Care Coordination
  - ✓ Patient Education
  - ✓ Safety
  - ✓ Careful Listening
  - ✓ Courtesy & Respect
  - ✓ Responsiveness
  - ✓ Caring Science Enculturation

LEAPFROG HOSPITAL SAFETY GRADE

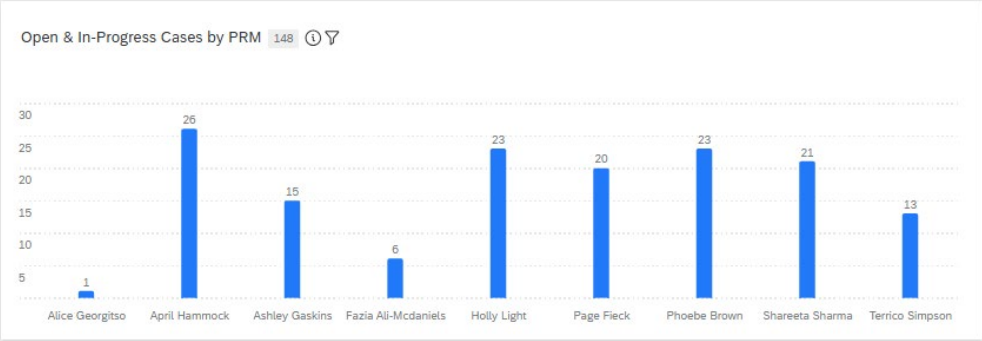
- ✓ A grade rating in Spring 2025
- ✓ Achievements in Doctor + Nurse Communication & Responsiveness

vizient.

- ✓ Ranked #5/119 in Patient-Centeredness Domain for Academic Medicine

Complaints and Grievances

- Co-developed a new case management platform for complaints and grievances
  - ✓ Employee dashboards to manage case loads
  - ✓ Improved clarity and storytelling at individual case level
  - ✓ Easier quality assessment and performance evaluation
  - ✓ Improved reporting quality
  - ✓ Greater transparency between teams
  - ✓ Faster metric calculations and reporting
- Ongoing training and workflow optimization
- Designed a Recognition Dashboard, enabling SHC leaders to send patient acknowledgements to their teams
- Launched patient satisfaction survey to measure Patient Relations experience



30%
Reduction in open cases related to documentation efficiency

1.6
FTE reduction due to efficiancy gains

2
Successful TJC surveys

Employee Engagement

What's Next

- Enhance platform to access new features
- Proactive leader dashboard dissemination
- Close-the-Loop Agent

Stanford MEDICINE Health Care + qualtrics XM

Thank you!