ARE YOU LISTENING?

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ONE Experience

Patients First, Always
in the Long Term Care Setting

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*Disclosure
As a result of this breakout session, participants will be able to:

- Apply specific approaches from a patient experience model developed to include, inform, and inspire residents, families, and teammates,
- Differentiate approaches in the long term care setting from the acute care setting,
- Use person centered ideas and real-life examples to make connections and build relationships with residents and families, and
- Sustain a culture of “Patients First, Always” through employing strategies focused on resident satisfaction and teammate engagement.
Who We Are

- **39 hospitals** and **900+ care locations** in North Carolina, South Carolina and Georgia
- More than **7,800** licensed beds
- More than **11 million** patient encounters in 2013
- **3,000+** system-employed physicians, **14,000+** nurses and more than **60,000** employees
- **$1.5 billion** in community benefit in 2013
- More than **$8 billion** in annual revenue
- The region’s only Level I trauma center
- **One** of five academic medical centers in North Carolina
- **One** of the largest HIT and EMR systems in the country
Where We Are

1. Alamance Regional Medical Center
2. AnMed Health Medical Center
3. AnMed Health Rehabilitation Hospital
4. AnMed Health Women’s and Children’s Hospital
5. Annie Penn Hospital
6. Bon Secours/St. Francis Hospital
7. Cannon Memorial Hospital
8. Carolinas Medical Center
9. Carolinas Medical Center-Lincoln
10. Carolinas Medical Center-Mercy
11. Carolinas Medical Center-NorthEast
12. Carolinas Medical Center-Pineville
13. Carolinas Medical Center-Randolph
14. Carolinas Medical Center-Union
15. Carolinas Medical Center-University
16. Carolinas Rehabilitation
17. Carolinas Rehabilitation-Mount Holly
18. Carolinas Rehabilitation-NorthEast
19. CHS Anson
20. CHS Behavioral Health-Davidson
21. CHS Blue Ridge-Morganton
22. CHS Blue Ridge-Valdese
23. CHS Rehabilitation
24. Cleveland Regional Medical Center
25. Columbus Regional Healthcare System
26. Cone Health Behavioral Health Hospital
27. Elbert Memorial Hospital
28. Kings Mountain Hospital
29. Levine Children’s Hospital
30. Moses H. Cone Memorial Hospital
31. Murphy Medical Center
32. Roper Hospital
33. Roper St. Francis-Mount Pleasant Hospital
34. Scotland Memorial Hospital
35. St. Luke’s Hospital
36. Stanly Regional Medical Center
37. Wesley Long Hospital
38. Wilkes Regional Medical Center
39. Women’s Hospital
GROWING CONNECTEDNESS
Ultimately, We are One.

Statement of System Strategy

Carolinas HealthCare System will achieve its vision through the development of a **single unified enterprise** focused on developing **enduring relationships** with our patients based on superior **personalized** service and high quality outcomes.
Patients First Always:
ONE PATIENT EXPERIENCE
Patient Experience

Definition

The sum of all interactions, shaped by the One culture of Carolinas HealthCare System, that influences patient perceptions across and at each point of the continuum of care.
Patient Experience

Purpose
Compassion
Values
Worthwhile Work

Includes, Informs, Inspires
Every Person, Every Encounter, Every Time

Carolina HealthCare System
ONE Experience

Foundations of Caring
- Personal caring improves clinical outcomes
- Are we connecting with patients through effective communication?
- Are we truly caring or just going through the motions?
- Are we fostering relationships?

Healing Environments
- Holistic approach to healing
- Does the environment support healing or get in the way?
- Is it quiet, clean and peaceful?
- How easy is it to navigate our system (online and at our facilities)?

Teammate Engagement
- Every teammate enhances the patient experience
- Engaged teammates lead to better patient care and higher job satisfaction
- How engaged are your teams?
- How are we supporting our teams through communication and R&R?

V.O.I.C.E.
- Are we listening?
- Does the patient understand what we are saying?
- What does our patient feedback tell us about the care we provide?
- How do we utilize what our patients are saying?
ONE Experience Model

Foundations of Caring
- Begin and End with Caring
- One Experience Behaviors
- Own the Zone
- Patient-Centered Handoffs
- Rounding for Outcomes

Healing Environments
- Staging Comforts
- Way-Finding
- Integrated Therapies
- Spiritual Support & Crisis Response
- Peaceful Spaces

Teammate Engagement
- Huddles
- Reward & Recognition
- Leader Rounding on Teammates
- Alignment & Accountability

V.O.I.C.E.
- Connect to Purpose
- Service Recovery
- Moments of Caring
- Satisfaction Survey
- Patient & Family Advisors/Councils

Carolinas HealthCare System
BUILDING THE CULTURE
Teammate Orientation and Onboarding
Leadership Engagement and ACTION

Patient Experience Action Councils (PEAC)
Teammate Engagement: Patient Experience TEAMS
Strategic Communication to Drive Connection and Support
Include, Inform, Inspire
Reward & Recognition

- Birthday Recognition
  - Birthday card and meal voucher mailed to home

- Service Awards
  - Celebrating teammates in 5 year increments with certificate/gift

- WOW! Program
  - Anyone can write a WOW card for providing an excellent patient experience

- Values in Action
  - Rewarding actions tied to our core values with a $35 gift card

- Key Engagement Award Program
  - Special monetary award for outstanding performance or significant contribution
THE PINNACLE AWARD

Carol Yow
Quality Connection
The RESIDENT Experience
Person Centered Approach

Foundations of Caring
Leader Rounding

• Leader Engagement in Resident Experience
  – Opportunity to hear patient’s perspective, recognize specific teammates, perform service recovery if necessary

• Linked to Satisfaction Surveys and Quality Measures

• Skills Labs for Verification / Validation
  – Accountability as Drivers of the Culture
Peaceful Spaces

Healing Environments

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Carolinas HealthCare System
The Acorn Shop

The Acorn Store will Re-Open
Friday, November 28th
@ 10:30am
Only residents can purchase items from
10:30am-2pm.
We can’t wait for the Holiday Sparkles!
Spiritual Support
V.O.I.C.E.
Values, Opinions, Information, Collaboration, Engagement
Resident and Family Perception of Care Surveys

- My InnerView
- Discharge and Annual LTC surveys
- Encouraging feedback (manual distribution)
- Responding to the resident & family voice
  - Action plan for improvement
  - Involve family and resident councils
  - Educate teammates
Day of Learning
Resident and Family Councils

Values, Opinions, Information, Collaboration, Engagement
Sustaining the Culture

• ONE Experience > Behaviors that Reflect our Core Values > Foundations of Caring

  • Listening and Responding to the Resident and Family VOICE for continuous improvement

  • CONNECT to your PURPOSE
Teammate Engagement
ARE YOU LISTENING?
Questions and Discussion

I LIKE...
I WISH...
I WONDER...