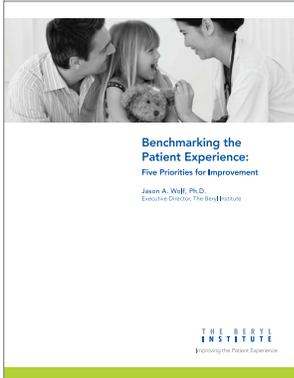


Benchmarking the Patient Experience



This white paper from The Beryl Institute explores qualitative data obtained in the 2011 benchmarking study, *The State of Patient Experience in American Hospitals*.

While the original research report provided an overview of the study findings, this paper takes a deeper dive to share specific actions discovered that help shape a systemic solution to improving overall patient experience. It includes verbatim responses on how survey participants are addressing top patient experience priorities including:

- Reducing Noise, Discharge Process
- Rounding
- Responsiveness of Staff/Communication
- Pain Management. This information is a valuable continuation of the critical conversation in which all must engage around the patient experience.

In order to address these issues, this paper is framed from within the context of the benchmarking paper’s findings. In addition, this paper seeks to provide practices that have been endorsed by respondents for addressing these key priority issues. The reader may then take these initiatives and explore solutions of their own for responding to topics regarding patient experience practices in hospitals.

“What is shared here should not be seen as the final answer,” says Jason Wolf, Executive Director of The Beryl Institute. “These ideas represent another building block and a positive step on this incredibly important journey.”

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Practices from the Frontline - What study participants said they are doing to improve communication/responsiveness of staff

- Assessing rounding routines and scripting to capture best practices
- Bedside shift report
- Call lights - answered within 5 minutes (or time TBD)
- Daily huddles held for in-coming and out-going shifts sharing information
- Discharge rounding by senior leadership
- Education for physicians with incentive comp plan for hospitalists based on HCAHPS score
- Education materials available in print, video and audio format
- ER specific - Rounding with patients every 15 minutes and communicate delays or information to the patient
- Hand-off reports include the patient and family

About The Beryl Institute

The Beryl Institute serves as a professional home for stakeholders who recognize that the patient experience is an essential element in the execution and evaluation of healthcare performance. The Institute defines the patient experience as “the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.”