The Impact of Hospital Hospitality Lodging on the Patient and Family Experience
Presented by Healthcare Hospitality Network, Inc. Team
Defining Patient Experience

The sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.

- The Beryl Institute
Patient Experience Regional Roundtables 2015

San Francisco
UCSF
September 24

Charlotte
CMC-Mercy
October 1

Minneapolis
Allina Health
October 23

Make Connections.  Be Inspired.  Take Away New Ideas.
Housekeeping

• All participant phone lines are muted.
• The presentation will run 45-50 minutes with about 10-15 min for Q&A.
• Q&A will be conducted through the Q&A function. Please submit questions to the host for a facilitated Q&A after the presentation.
• Webinar materials and session recording will be available for all attendees. (receive an email notification with the appropriate link)
• A survey will be distributed following today’s session.
• This program is pending approval for 1 PXE
PX Continuing Education Credits

• In order to obtain patient experience continuing education credit, participants must attend the program in its entirety and return the completed evaluation.

• The planning committee members and presenters have disclosed no relevant financial interest or other relationships with commercial entities relative to the content of the educational activity.

• No off label use of products will be addressed during this educational activity.

• This activity has received no sponsorship or commercial support. No products are available during this educational activity, which would indicate endorsement.
The Impact of Hospital Hospitality Lodging on the Patient and Family Experience

Hospital hospitality houses have been serving patients and families across North America for more than 40 years. The significant role, however, that these houses play in improving the patient and family experience has gone largely unnoticed. The purpose of this session is to share specific data on the impact of hospitality houses. Panelists will discuss their surveying methods and findings in such areas as overall stress, health, finances, nutrition, sleep, spiritual concerns, and the myriad of other needs of patients and their caregivers / loved-ones.
Presenters

Karylinn Echols, HHN
Executive Director

- Master of Arts in Organizational Management with over 30 years executive leadership experience in for-profit, non-profit, and public service
- Joined HHN as the executive director in 2009 and provides the leadership for the only North American professional association of all types of hospitality houses
- Serves as an elected city councilor for the fourth largest city in Oregon

Kristen Solt, American Cancer Society & HHN Board President

- Master of Arts and Bachelors degrees from Auburn University with over 27 years experience with the American Cancer Society
- Since 2005, Vice President of Hope Lodge Network directing the nation-wide strategy for ACS’s 31 Hope Lodges. Working now on the development of a Hope Lodge in Kenya
- Serves as the HHN board president as well as sits on boards of other organizations

www.hhnetwork.org
Presenters

Toni Moore, Hospitality House of Tulsa

- Fifteen year background in hospital administration and finance
- Co-founder of the Hospitality House of Tulsa based on the principles found in the Biblically defined practice of hospitality. Frequent speaker on the practice of Biblical hospitality
- Serves on HHN board of directors, chairs the Governance Committee, and regular presenter at HHN conferences and online training sessions

Kathy Sindel, HavenHouse of St. Louis

- Master in Social Work from Washington University and 37 years of experience with children and families
- Member of St. Louis BBB Charity Information Service Committee
- Transformed a children’s residential care facility to hospital hospitality house and obtained its own non-profit status in January 2005
The Impact of Hospital Hospitality Lodging on the Patient and Family Experience

Presented to The Beryl Institute
by the
Healthcare Hospitality Network, Inc.
July 28, 2015
Agenda

• About HHN and hospital hospitality houses
• Impact studies
  – American Cancer Society Hope Lodges
  – Hospitality House of Tulsa
  – HavenHouse St Louis
• Tips & suggestions
• Q&A
Session Outcomes

• Learn about the network of hospitality houses and where you can get more information
• Increase knowledge of hospitality houses and the services provided
• Gain understanding of the impact HHHs on the patient and caregiver experience
• Obtain ideas about working with HHHs or, in the absence of HHHs, what you can do to extend hospitality to patients & families
Healthcare Hospitality Network, Inc.

• Founded 1981 Michigan, Incorporated 1986, located in Oregon
  – Professional membership association
  – Nearly 200 members across North America

• Operational and ownership models

• Hospitality houses: comfort, support, community and privacy, meals, transportation, laundry, give a break from the hospital
  – Serves: out-patients, families/caregivers, adults only, pediatrics, all
  – Diagnoses served: specific, any & all

• Size of houses: 1 room to over 150 guest rooms
  – Total guest rooms in HHN membership: over 4,300

• Numbers served (per 2014 member survey):
  – Patients / families served a year: Over 300,000
  – Average length of stay: 4 – 7 days

www.hhnetwork.org
Impact of HHHs

• Anecdotal information: testimonials, ‘thank you’ letters, website postings, phone calls

  “Our home away from home. I cried the first time I walked through the doors! What a change from years of napping on hospital cots and floors. We love everyone there!”  ~ Maggie

  “The staff at the hospitality house have been absolutely amazing, they have all gone above and beyond to make my stay here as stress free as possible. This has been a very trying time and you have made it as stress free as possible. THANK YOU !!!!!!!”  ~ Jennifer

• Studies on the impact
Shared Missions

**HHN**

To support **homes that help and heal** to be more effective in their service to patients and families

**The Beryl Institute**

The Beryl Institute is the global community of practice dedicated to **improving the patient experience** through collaboration and shared knowledge. We define the patient experience as **the sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care.**
• Kristen Solt, MA, Managing Director, Hope Lodge Network
• First Hope Lodge 1970; Charleston, SC
  – Currently 31 hope lodges in 21 states and Puerto Rico
  – In 2014, served 42,000 patients & caregivers; 267,000 free nights
• Core to ACS mission to improve access and remove barriers to care
• Each Lodge offers a variety of resources and support for patients & caregivers
• The impact on the patient / family
• Having Hope Lodge as an option for housing allows patients to choose the best care available, not just the most convenient.

• Being able to stay at a Hope Lodge removes financial/logistical obstacles, allowing patients and caregivers to focus on treatment.

• Patients staying at a Hope Lodge were found to have increased compliance with treatment protocols because of the practical and social support offered at the Lodge:
  – Clean, germ-free environment, symptom monitoring (“treatment team”)

• The Hope Lodge environment leads to increased “staying power” of caregivers through the sharing of burdens and knowledge:
  – Fewer day to day chores than at home
  – More time with spouse/loved one because away from home: time for each other
  – Caregivers became support for other guests; part of “circle of giving”

• Staying at Hope Lodge “improved the quality of life” for patients and caregivers:
  – Less isolation/communal environment (hotel: lonely and isolating)
  – Decreased anxiety; increased optimism and new ways of “understanding life”
• Toni Moore, President/CEO
• Founded 2004
• The Hospitality House of Tulsa is a Christian faith-based organization that desires to serve all families in need during a medical crisis regardless of religious preference or background.
• Thirteen guest suites, a day room, meals, prayer support, community connection
• Serve 14 Tulsa hospitals
• 530 families a year
  38% pediatric, 62% adult
  Average length of stay is 12 days
HH Tulsa Outcomes Study

- Surveyed 574 previous guests
- Within 17 weeks, 28% return
- Measured impact
  - Healthcare/physical (stress levels, rest & nutrition)
  - Financial
  - Social services
  - Emotional / spiritual
  - Unmet Needs

www.hhnetwork.org
In the caregiver’s opinion, how significant did their stay at Hospitality House improve the health of their patient in the hospital?

<table>
<thead>
<tr>
<th>Impact Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Significant (4)</td>
<td>33%</td>
</tr>
<tr>
<td>Somewhat Significant (2)</td>
<td>22%</td>
</tr>
<tr>
<td>Not Significant (0)</td>
<td>19%</td>
</tr>
<tr>
<td>Essentially Not Significant (1)</td>
<td>9%</td>
</tr>
</tbody>
</table>
Conclusions from the comments related to this question:

• Caregiver was rested and cared for, which decreased the patient’s guilt and allowed the patient to focus on their own health and recovery.

• Caregiver was able to be in close proximity to patient and provide necessary support such as mothers of neonatal babies providing breast milk, care, and bonding which the premature babies responded to.

• Caregiver was well rested and received adequate nutrition allowing them to communicate more effectively with the medical staff in making decisions on behalf of the patient’s care and recovery.
In the caregiver’s opinion, how did their stay at Hospitality house impact their overall health (physical, emotional, spiritual)?
Where was the guest sleeping prior to staying at Hospitality House of Tulsa...

<table>
<thead>
<tr>
<th>Location</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital waiting room</td>
<td>24%</td>
</tr>
<tr>
<td>Family member's hospital room in a chair</td>
<td>23%</td>
</tr>
<tr>
<td>Hotel/motel</td>
<td>17%</td>
</tr>
<tr>
<td>Family member's hospital room in a bed</td>
<td>9%</td>
</tr>
<tr>
<td>Vehicle</td>
<td>9%</td>
</tr>
<tr>
<td>At home/commuted</td>
<td>5%</td>
</tr>
<tr>
<td>Other</td>
<td>13%</td>
</tr>
</tbody>
</table>
During the patient’s hospitalization, how many hours of sleep per day was the caregiver receiving...

Before staying at HHT

<table>
<thead>
<tr>
<th>Hours of Sleep</th>
<th>% of Guests</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-1</td>
<td>10%</td>
</tr>
<tr>
<td>2-3</td>
<td>20%</td>
</tr>
<tr>
<td>3-4</td>
<td>30%</td>
</tr>
<tr>
<td>5-6</td>
<td>30%</td>
</tr>
<tr>
<td>7-8</td>
<td>10%</td>
</tr>
</tbody>
</table>

After checking into HHT

<table>
<thead>
<tr>
<th>Hours of Sleep</th>
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</tr>
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<tbody>
<tr>
<td>0-1</td>
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<td>10%</td>
</tr>
<tr>
<td>5-6</td>
<td>30%</td>
</tr>
<tr>
<td>7-8</td>
<td>30%</td>
</tr>
<tr>
<td>9-10</td>
<td>10%</td>
</tr>
<tr>
<td>10+</td>
<td>0%</td>
</tr>
</tbody>
</table>
What was the caregiver’s level of anxiety . . .

Before staying at HHT

<table>
<thead>
<tr>
<th>Level of Anxiety</th>
<th>% of Guests</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 (none)</td>
<td>10%</td>
</tr>
<tr>
<td>1</td>
<td>5%</td>
</tr>
<tr>
<td>2 (mild)</td>
<td>15%</td>
</tr>
<tr>
<td>3</td>
<td>30%</td>
</tr>
<tr>
<td>4 (severe)</td>
<td>40%</td>
</tr>
</tbody>
</table>

After checking into HHT

<table>
<thead>
<tr>
<th>Level of Anxiety</th>
<th>% of Guests</th>
</tr>
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<tbody>
<tr>
<td>0 (none)</td>
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<td>50%</td>
</tr>
<tr>
<td>3</td>
<td>15%</td>
</tr>
<tr>
<td>4 (severe)</td>
<td>10%</td>
</tr>
</tbody>
</table>
• Kathy Sindel, MSW, Executive Director
• Founded January 2005
• The mission of HavenHouse St. Louis is to provide the comfort of home and a community of support for patients and families traveling to St. Louis for medical care. Comprehensive support includes: 32 spacious guest rooms all with private baths, two home-cooked meals prepared daily, three shuttles daily, and support services as needed. Staff on duty 24/7.
• Serves all major hospitals and medical facilities and patients of all ages with all medical conditions
• Hosts approximately 8,000 people per year (patients and family members)
• Full BBB accreditation each year since inception
HavenHouse Guest Surveys

• Surveyed 253 previous guests
• 78 responses; 31% response rate
• Measured:
  – Access to medical care in St. Louis
  – Stress level pre & post
  – Financial
  – Use of amenities and services
Access to St. Louis medical services

1. Having access to the following services allowed our family to receive necessary medical care in St. Louis

- Lodging
- Transportation
- Meals
- Support Services

<table>
<thead>
<tr>
<th>Service</th>
<th>N/A</th>
<th>Strongly Disagree</th>
<th>Somewhat Disagree</th>
<th>Neither Agree nor Disagree</th>
<th>Somewhat Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lodging</td>
<td>31%</td>
<td>28%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>Transportation</td>
<td>1%</td>
<td>7%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>Meals</td>
<td>9%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
<td>5%</td>
<td>4%</td>
</tr>
<tr>
<td>Support</td>
<td>14%</td>
<td>5%</td>
<td>4%</td>
<td>7%</td>
<td>2%</td>
<td>2%</td>
</tr>
</tbody>
</table>

www.hhnetwork.org
Stress level reduced because of stay at HavenHouse

2. Stress level was reduced because we received assistance with

- **Lodging**: 92% Strongly Agree, 86% Agree
- **Transportation**: 49% Agree, 58% Neither Agree nor Disagree
- **Meals**: 34% Strongly Disagree, 7% Neither Agree nor Disagree
- **Support Services**: 27% Strongly Disagree, 0% Neither Agree nor Disagree

Source: www.hhnetwork.org
Financial impact of staying at HavenHouse

3. Out-of-pocket expenses were reduced because HavenHouse provided

- Lodging
- Transportation
- Meals
- Support Services

www.hhnetwork.org
How feel about their stay at HavenHouse

4. HavenHouse would like to know what your stay with us was like

- N/A
- Strongly Disagree
- Somewhat Disagree
- Neither Agree nor Disagree
- Somewhat Agree
- Strongly Agree

- Provided a home-like atmosphere
- I would recommend to a friend
- I would come back
5. HavenHouse would like to know which of our services and accommodations are important to you.
Conclusions from the Surveys

- HavenHouse enabled patients and caregivers to travel to St. Louis for quality medical care that otherwise might not have been an option.

- Out-patients and caregivers had access to regular nutritional meals at no additional cost which reduced overall stress, freeing them to focus on healing.

- Stress levels were lowered significantly because of the lodging and other services provided by the hospitality house.
Take-Aways for Immediate Action
“I remember when I used to sit on hospital beds and hold peoples hands. People used to be shocked because they had never seen this before. To me is was quite normal.”

~Princess of Wales Diana
Hospitality tips & suggestions

• If you have a HHH: Get to know them, take a tour, refer families, volunteer, contribute to their ‘Wish Lists’, participate in fundraisers, have them speak to your staff, work with them on collecting data

• If you don’t have a hospitality house: Think about the small things that can lower someone’s stress and anxiety
  – Low-cost lodging options; hotel partners; hotel & lodging association; Joe’s House; faith-communities; community agencies
  – Day room in the hospital – nap, shower, laundry, privacy
  – Nutritional meal options
  – Gym options

www.hhnetwork.org
More tips & suggestions

– Internet and cell connectivity; gift cards for cell minutes; pre-paid phones; VoIP service such as Ooma
– Referral resources for community services
– Transportation solutions; out-patients, elderly, unfamiliar with the city, hotel shuttle, errands, etc.
– Find out who is sleeping in the waiting room or patient’s room
  • Waiting room comfort: furniture, family huddle areas, lighting, music & TV, beverage bar, kids’ area
  • Waiting Room Survival Kits
For More Information

Healthcare Hospitality Network (HHN): www.hhnetwork.org
Karylinn Echols, Executive Director, kechols@hhnetwork.org
800-542-9730 ext. 101

Kristen Solt, Managing Director Hope Lodge Network, kristen.solt@cancer.org
American Cancer Society: www.cancer.org
404-329-7963

Toni Moore, President/CEO, tmoore@hhtulsa.org
Hospitality House of Tulsa: www.hhtulsa.org
918-794-0088

Kathy Sindel, Executive Director, kjsindel@havenhousestl.org
HavenHouse St. Louis, www.havenhousestl.org
314-434-5858

Joe’s House (lodging referrals for hospitality houses, hotels, and other low-cost options)
www.joeshouse.org
PX Continuing Education Credits

• This program is pending approval for 1 PXEs

• In order to obtain PXEs, participants must attend the program in its entirety and complete evaluation.
Upcoming Webinars

August 4: **Innovations in Healthcare: Developing Online Communities to Support an Improved Patient Experience**
*Presented by Joan Forte-Scott, Administrative Director, Patient and Community Engagement and Bev Anderson, Family Consultant, Stanford Hospital and Clinics*

August 13: **Employee Engagement: We are ALL Patient Advocates!**
*Presented by Carol Santalucia, Vice President, CHAMPS Patient Experience/Santalucia Group*

September 10: **Engaging Patients and Families Each and Every Time**
*Presented by Stacey Koenig, Senior Director, Sheryl Chadwick and Dee Jo Miller, Parents on Staff, and Linda Taloney, Family Centered Care Manager, Children’s Mercy Hospital*

September 17: **Disney Meets Deming: Going from Good to Great in Quality and Patient Perceptions through Experience Based Improvement**
*Presented by Fred Lee, National Speaker and Author, If Disney Ran Your Hospital - 9 1/2 Things You Would Do Differently*

September 29: **Inspired Healthcare - A Collaboration Blueprint**
*Presented by Amy Whidden, Patient Experience Officer, William Osler Health System and Susan DeRyk, VP, Patient Experience, Communications & Strategy, CW Community Care Access Centre Headwaters Health Care Centre, William Osler Health System*

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* Part of the Patient Experience Conference 2015 Encore Webinar Series**
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Thank you for participating!

Please look for a post-webinar evaluation coming soon...

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