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Community Health Network's Journey to Human Experience

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NRC Health Symposium | A journey to understanding | #NRCSymp 1

Session Summary

People are wonderfully and marvelously complex beings. And in the business of healthcare, we are blessed to witness all that wonderful complexity on display every day as we treat the physical, behavioral, emotional, and spiritual needs of people of all types. The more we study the needs of different people—patients, families, consumers, employees, providers—we see that they are surprisingly similar. But how do we create the systems and structures that reliably provide the experience that people need, no matter their role and their particular situation? Join us on our journey to the human experience!



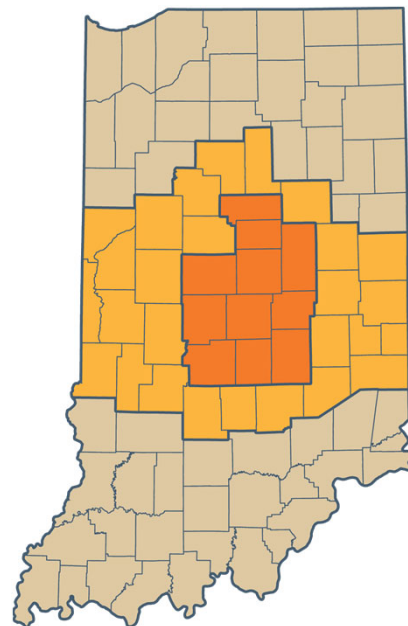
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"The chief experience officer makes sure, as we move toward more efficient care, that it's not in the absence of recognizing humanity." – Liz Boehm



Community Health Network

- Sites of care: **200+**
- Acute and specialty care hospitals: **9**
- Walk-in clinic locations: **20**
- Surgery and endoscopy centers: **11**
- Community Physician Network: **>1,000 providers**
- School nursing and behavioral therapists:
770,000 student visits at 101 schools
- Central Indiana market leader for oncology, cardiology, women's services, primary care, behavioral care & addictions





Staffed beds	1,000
Inpatient admissions	57,000
ER visits	274,000
Births	7,600
Surgeries	103,000
Ambulatory visits	3.5 million
Mental health visits	686,000
Unique patients served	627,000
Employees	16,000



Exceptional care.
Simply delivered.

OUR MISSION

- Deeply committed to the communities we serve, we enhance health and well-being.

OUR VISION

- To simply deliver an exceptional experience— with every life we touch.

OUR VALUES

- Patients First
- Relationships
- Integrity
- Innovation
- Dedication
- Excellence



Why Focus on Human Experience?



Our organizational DNA

Remaining true to our roots,
our mission, our culture
and our founding spirit





“A warmer, more personal atmosphere where patients felt at home in every sense of the word.”
- goal of physicians involved in launching Community



And now . . .
human experience is more important than ever

How do we incorporate human experience in our everyday work?

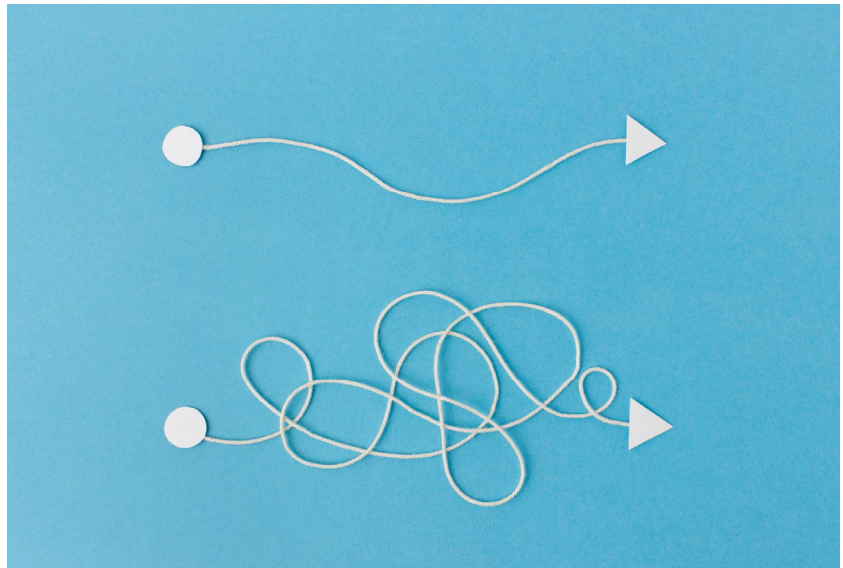


Creating a process-honoring culture

FROM	TO
Employees are the problem	The process is the problem
Measuring individuals	Measuring the process
Changing the person	Changing the process
Motivating people	Removing barriers
Controlling employees	Developing people
“Who made the error?”	“What allowed the error to occur?”
Bottom-line driven	Customer-driven

From Business Process Improvement, by H. James Harrington

Making it easy to be a caregiver at Community



Creating Servant Leaders



Discovering
our
strengths



TRUTH

As you grow you become more and more of who you already are.

TRUTH

You will grow most in your areas of greatest strength.

TRUTH

A good team member volunteers his or her strengths most of the time.

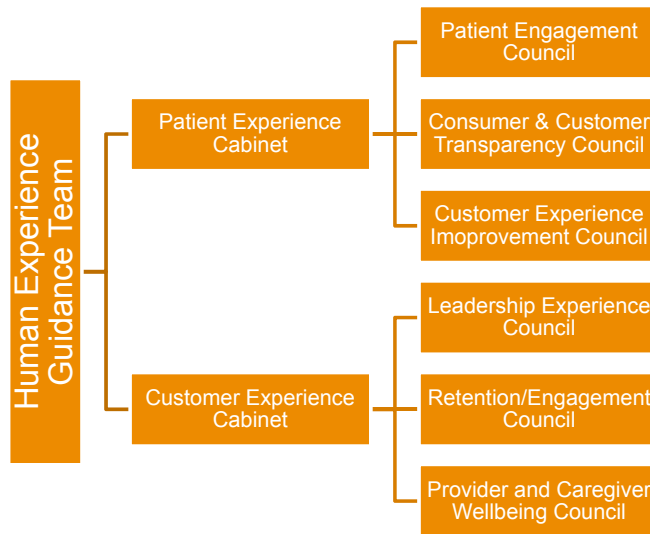
Helping all teams to perform like our best teams



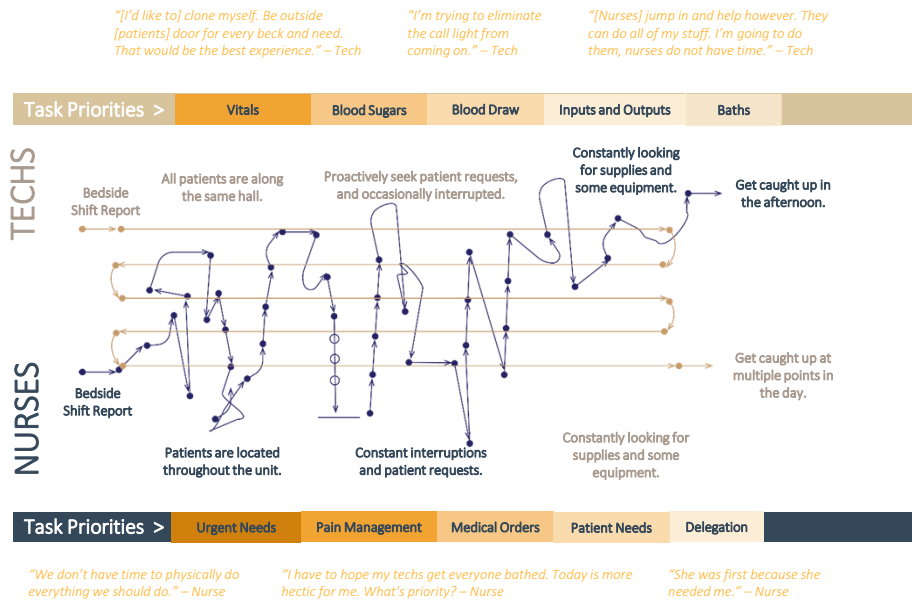
Becoming a customer-centric organization



Community's "Human Experience 2020"



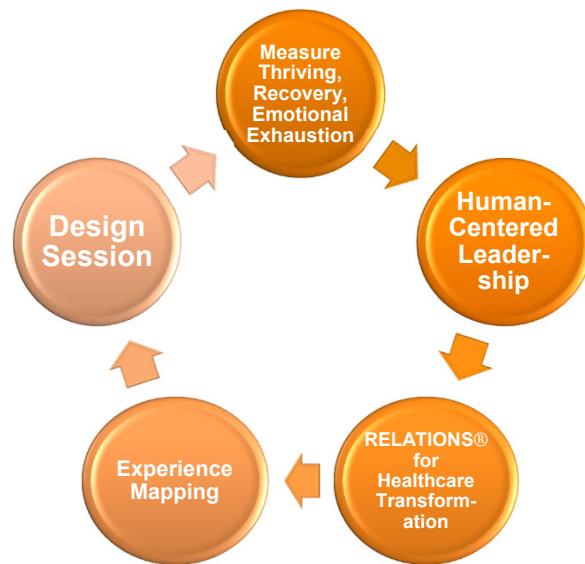
Design thinking: the missing link



Relationship Based Care



National Taskforce for Humanity in Healthcare



Becoming a Truly Human-Centric Organization: Challenges for the Future

Rocks under the water . . .

CULTURAL

- The servant leadership journey
- “We are Velcro for weaknesses and Teflon for strengths”

DATA

- Mindset
- Skillset
- Toolset

ORGANIZATIONAL

- From managing functions to managing processes

“The important thing is not to stop questioning.
Curiosity has its own reason for existing.”

-Albert Einstein

Questions?

