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*Chief Patient Experience Officer*  
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# Human Understanding in Practice

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# Learning Objectives



- Explain and justify the importance of measuring the construct of human understanding.
- Identify variations in human understanding based on patient experience data from a variety of sources as well as the implications for health.
- Design a plan to optimize human understanding of *all*.

# Nemours - a Leading Pediatric Health Care System



# Department of Patient Experience Nemours Children's Health

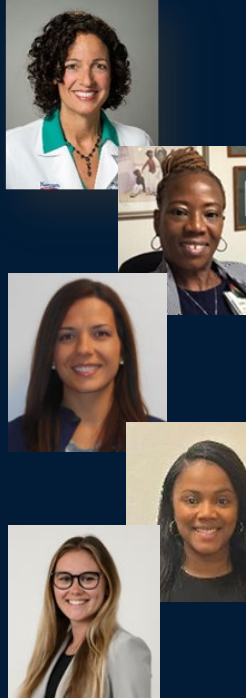
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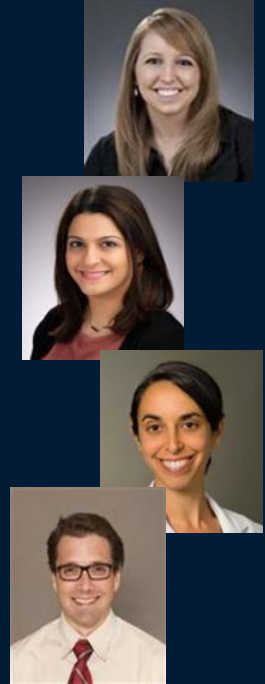
## *Part-time Clinician Liaisons:*

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Patient Experience Clinician Liaison,  
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Sahar Barfchin, M.D.  
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# What is “Patient Experience”?

**Everything we are and do, in partnership with children and families throughout the healthcare continuum**

*Todo lo que somos y hacemos, en colaboración con los niños y las familias en todo el proceso de atención médica*

# Human Understanding

- Patients and Families
- Clinicians and Staff



# Understanding =

- To know the meaning of something, comprehend
- To know how something works or happens
- **To *know how someone thinks, feels, or behaves***
  
- To **use** or **show** that knowledge in how you think, feel, or behave toward that individual



# *Understanding*

# *Compassion*

*My daughter has anxiety and both the doctor and nurse were patient and understanding, taking care to explain to her - in language she could understand*

# Understanding Humans

—  
Patients and Families



# Understanding Patients and Families

Patient Rounding

Patient/Family Advisory Councils

Post-Visit / Post-Stay Surveys

Open-Ended Comments

Virtual Advisory Community



# Understanding Patients and Families

## Patient Rounding



# Understanding Patients and Families

## Patient/Family Advisory Councils



# Understanding Patients and Families

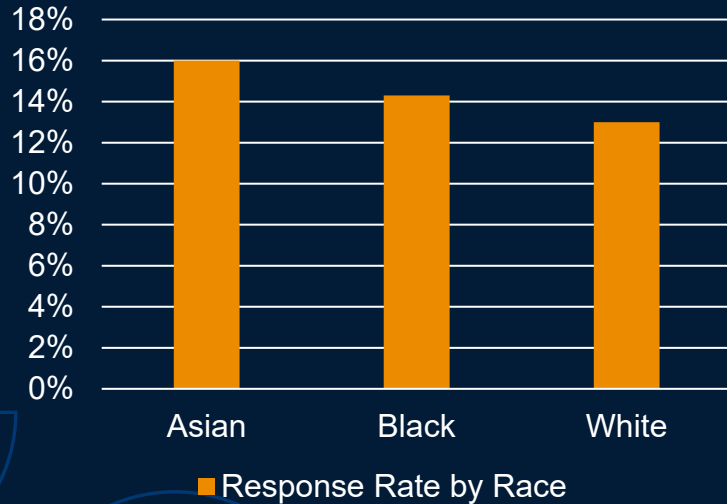
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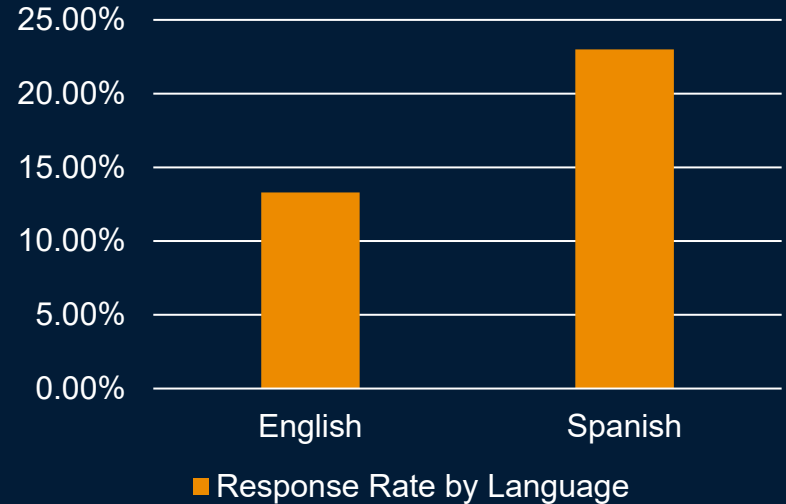


# Response Rate Analysis

## Response Rate by Race



## Response Rate by Language



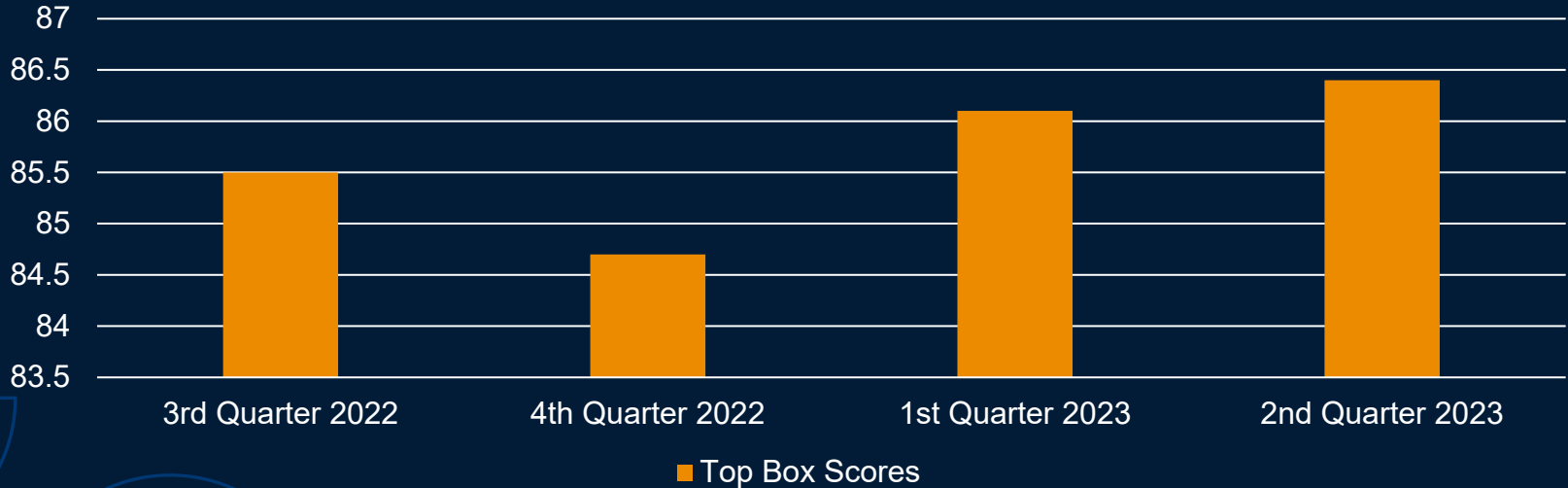
# Human Understanding Question

- *Did everyone treat you/your child as a unique person?*

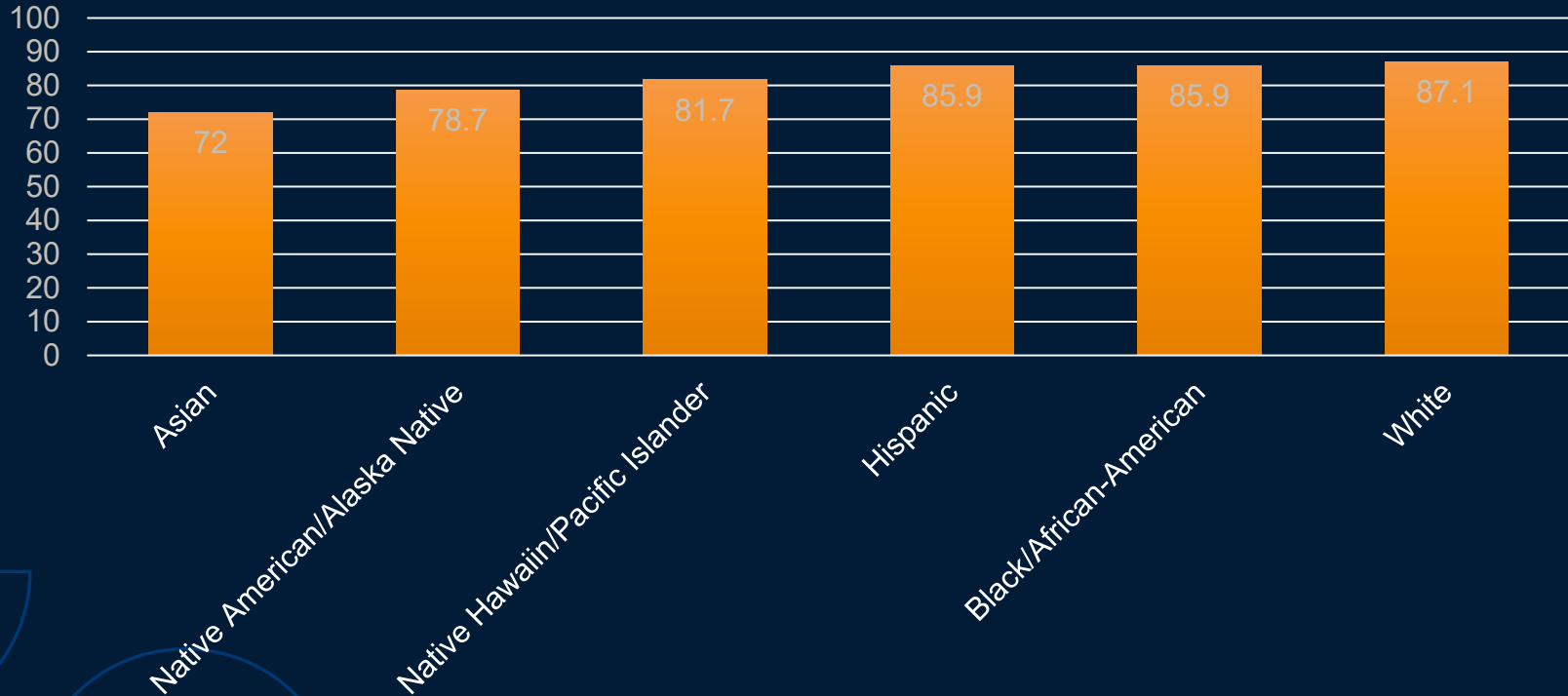


# “Treated Uniquely” Over past year

## Top Box Scores



# “Treated Uniquely” by Race/Ethnicity




# “Treated Uniquely” by Language

Preferred Language	Score
English	85.7
Spanish	<b>86.3</b>

# “Treated Uniquely” by Question Pod

Question Pod	Score
Outpatient Behavioral Health	89.7
Outpatient Speech OT/PT	89.5
Hospital Outpatient	89.4
Outpatient Testing	87.5
Medical Practice	86.8
Inpatient/ICU	79.6
Urgent Care	74.7
Emergency Department	72.8



- Relationship
- Individualized care
- Length of encounter
- # of people involved

# Understanding Patients and Families

Open-Ended Comments



# “Understanding” in Open-Ended Comments

- Our experience was very pleasant. Everyone was very kind and *understanding*.
- The inclusion and *understanding* your staff continues to show in regard to gender identity is far above any other provider's and I am very grateful that my child can feel accepted and validated in your office.
- First time ever having to take my child to the emergency department, and I must say the entire staff was very *understanding*. They made the visit comfortable for her and handled the situation very well.
- The doctor was very *understanding* in the concerns I was having about my child, and she weighed all options, and did everything she could to make me feel comfortable with the decision.



# Human Understanding Question

- *Did everyone treat you/your child as a unique person?*



# Use of the Term “Unique” in Open-Ended Comments

- “Unique” used in **22** comments, (**82%** of which were positive) in the 12 months *prior* to adding the Human Understanding question
- “Unique” used in **129** comments (also **82%** of which were positive) in the 12 months *after* adding the Human Understanding question.

# Understanding Patients and Families



Virtual Advisory Community

# Virtual Advisory Committee Surveys

- Outpatient Lab Experiences
- Cardiac Catheterization
- Waiting in the Emergency Department
- Hem-Onc Coordination of Care
- Bedside Reporting
- Vaccination Perceptions
- Mental Health Needs
- Fairness Survey
- Interpreter Experience (in Spanish)



# Co-Designing Care

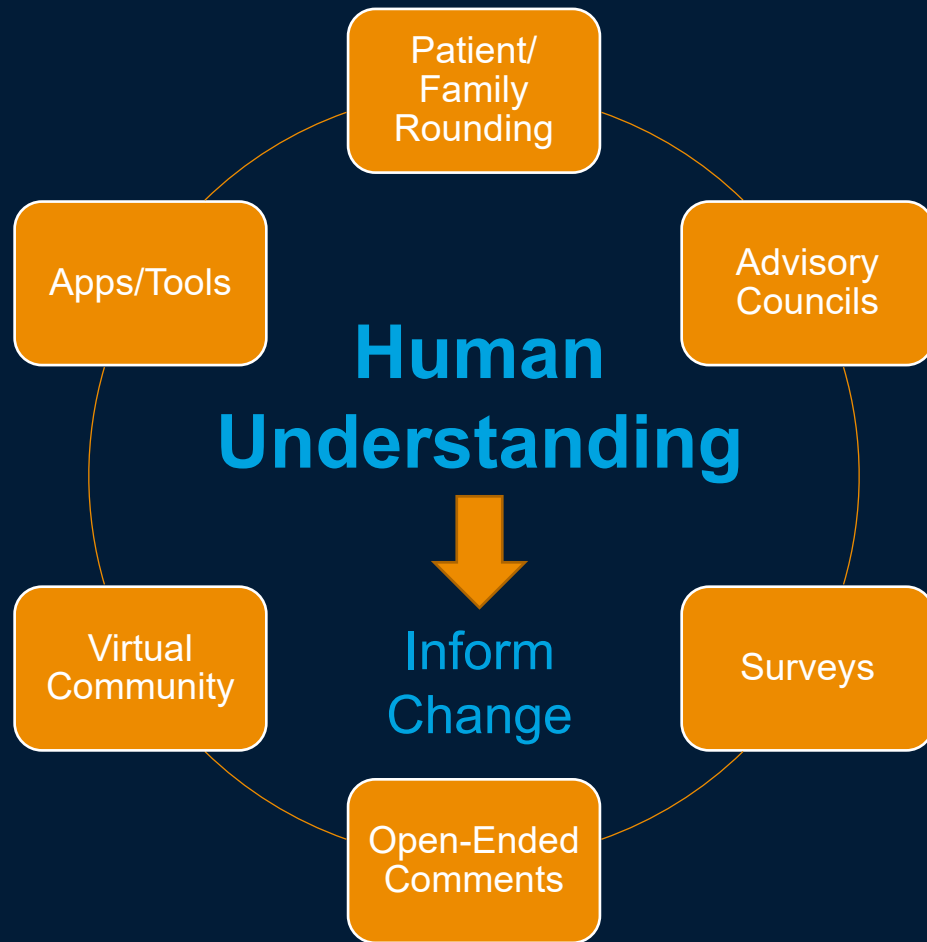
*What are the most important features in a waiting room for you?*

- Infection prevention
- Physical distancing
- Comfortable seating
- Access to child play area
- Ability to put your feet up
- Device chargers
- Worktables
- Televisions
- Outdoors view/windows
- Other: \_\_\_\_\_



We want to understand you and  
your needs...

We want to *treat you* like we  
understand you and your needs





# Understanding Humans

Clinicians and Staff



# Understanding Clinicians and Staff:

## *What Matters Most?*

### **Understand/Connect with Patients and Families - CONNECT**

Meeting families where they are at and being part of their journey

That patients feel heard and connected

To establish a trusting relationship

That my patients and families leave feeling heard, understanding my thoughts/plans and trust me

### **Provide Care/Improve Health - CARE**

It matters to me to try to alleviate suffering

To provide helpful service to patients

Being able to deliver timely and complete care

To break down barriers – make care more accessible and equitable

### **Make a Difference - CHANGE**

That I make a positive difference in my patient's life, either with their health, or in other ways

That my patients feel comfortable, not judged, and walk away feeling that encounter was worth something

To help patients and families feel that their humanity and dignity is seen and respected

I am influenced by my parents' experiences with healthcare as immigrants, and mainly the incredibly caring, guiding hand of our family's pediatrician. I find myself thinking,

***“What would have mattered to my mom in healthcare interactions? What healthcare interactions could have changed the trajectory of our lives?”***

# Connect Care Change

# Showing Understanding of Clinical Staff

- Redefine patient experience and how you partner with clinicians
  - Choose initiatives that fit with the priorities of **Connect, Care, and Change**
  - Provide information and resources that help support clinical staff re-engage in their passion

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# Redefine Patient Experience...



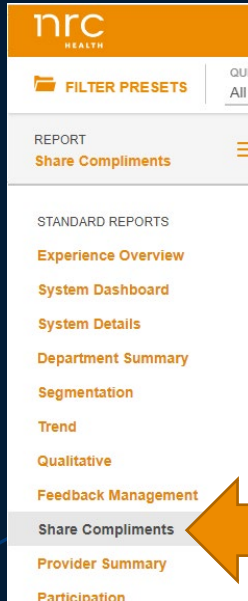
- Likelihood to Recommend
- “Transparency” Initiatives



- Quality and Safety of Care
- Categorical Sharing

# Sharing Positive Comments

- Share Compliments Tab



The 'Send To' dialog box is shown over a blurred background of a patient record. The dialog has a title bar with a close button (X). The main content includes: 'You are about to send 1 compliments', a 'Choose Template' dropdown, and several input fields: 'SEND FROM' (filled with 'Compliments - DO NOT REPLY' and 'subscriptions@nationalresearch.com'), 'SUBJECT LINE' (filled with 'Compliments'), 'LIST OF RECIPIENTS' (filled with 'Peggy Greco@nemour...' and an 'Add emails' button), 'HEADER' (filled with 'You have received positive feedback.'), and 'SIGN OFF' (filled with 'Keep up the great work. Thank you!'). On the right, an 'E-mail preview' shows a placeholder for 'YOUR LOGO HERE', a header box 'Header Text Goes Here', a main text area with a sample compliment, a 'Sign off text goes here.' box, and a footer with 'POWERED BY nrc HEALTH'. At the bottom, there are 'Send' and 'Cancel' buttons, and 'Save Changes' and 'Save as New Template' links.



# Virtual Advisory Community



*We can never repay the kindness and dedication that you all have shown during this tough time. I want to thank each and every **one** that provided the best care and gave of themselves to help some of the most vulnerable patients. **We see you.** We recognize you. We admire you. Most of all we thank you!!!*

*The courage and resolve shown by medical staff to continue operations in the face of the monumental challenge from Covid-19 is nothing short of admirable.*

Connect Care Change

# Voice of the Child and Family Annual Goal

- Improve safety of care by helping children and families understand recommendations and how to get their questions answered
- **As measured by** the survey question, *“Did you know what to do if you had more questions after your visit?”*

## Key Metric: Knew what to do if questions

# 81.4

based on **279** patient returns



Did you know what to do if you had more questions after your visit?

## Question Scores



Connect Care Change

My doctors listen to me. I like it when they are funny but also serious when need be. Both of my doctors **have helped me to sleep at night and to be able to breathe.**

I don't have UTI/ kidney infections anymore that make me so sick I end up in the ER! **I can go to school every day since I don't get sick.**

They used the inhaler to help me feel way better so **I can play football again.**

My back is nice and straight and I have no pain. **I'm able to look forward to getting married** April 15, 2023, since I'm not all crooked from scoliosis!

I like to get ice cream at the end, and I like when I get the room with the puppy on the wall. My Dr is really nice, I get shy sometimes, but **he makes me smile** because he says there are birds in my ear.

All of the doctors that I met are very nice and **they make me feel special and beautiful**

They always listen to everything I have to say and they believe me which **makes me feel valid.**



Connect Care Change

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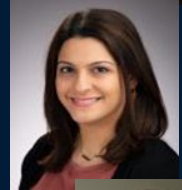


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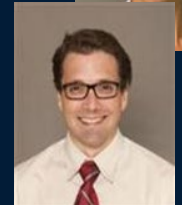
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# Role of Clinician Liaison

Serve as a bridge between Clinicians and Patient Experience

- Meet with all new providers/residents
- Individual/group shadowing and coaching
- Project support
- Communication Training
- Clinician Engagement
- Feedback loop to Patient Experience – what's going on in the clinical world?

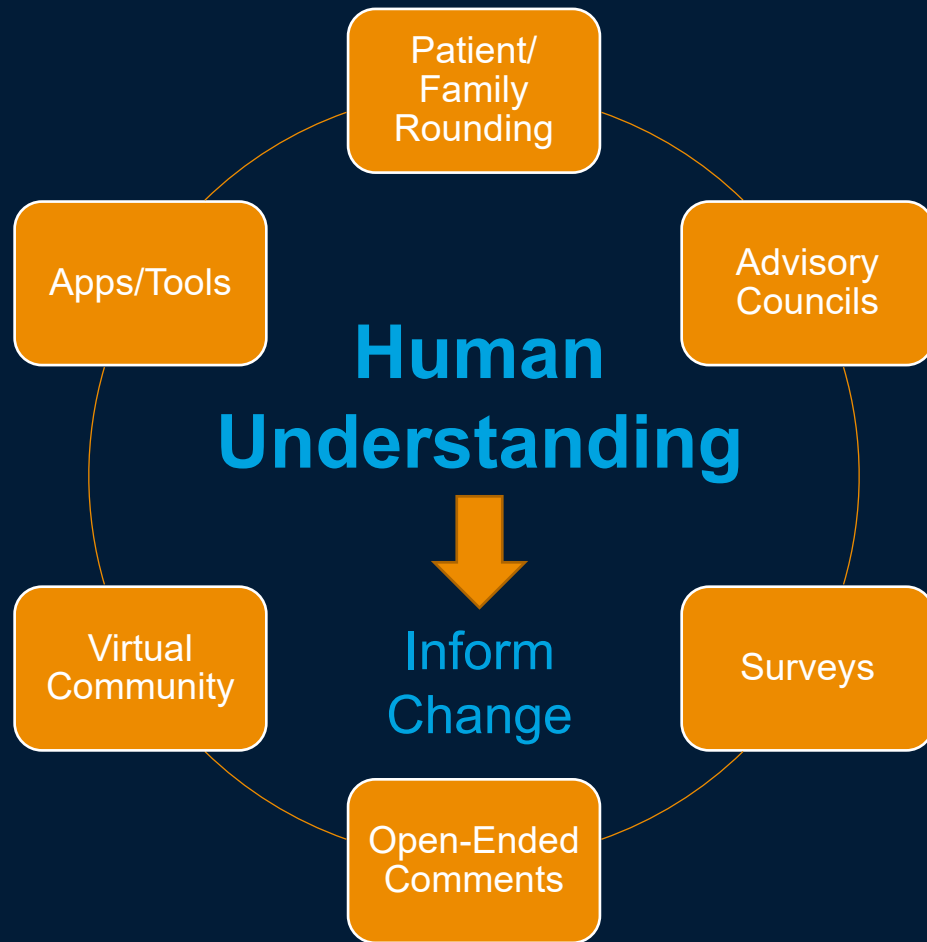


# Understanding Humans



Nurturing the Connection





**Understand/Connect with Patients and Families – CONNECT**



**Provide Care/Improve Health – CARE**



**Make a Difference - CHANGE**



# Human Understanding

Partner with patients, families and clinical staff in a way that builds human understanding

- *Ask* what matters
- *Act* on that understanding

# Thank you!



***Stay connected***

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