



Scan for CEUs

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#ToCareIsHuman

Transforming the Human Experience Starts with
YOU!

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If you find it in your heart to care
for somebody else,
you will have succeeded.

- Maya Angelou

care

(noun): 1. suffering of mind
2. painstaking or watchful attention

(verb): 1. to feel interest or concern

human being
[essence & presence]

human understanding
[awareness & appreciation]

human experience

Human beings caring for human beings.

Our shared experience over the past few years has shifted the foundation of healthcare forever, exposing systemic weaknesses and wounds that can no longer go untreated.





While the world has been inspired by the level of compassion and care that healthcare professionals have demonstrated, we know firsthand that this service and sacrifice has come with a heavy price.



We are facing a perfect storm for healthcare. The winds such as global financial pressures, supply chain issues and workforce challenges, weigh on and buffet all who are engaged in and served by the healthcare ecosystem. But amid this turbulent reality, I believe there is hope, a space for optimism and a solid foundation on which we can and must build. It comes in our commitment to the human experience.

Wolf JA. Navigating the "Perfect Storm":
Leading with a commitment to human experience.
Patient Experience Journal. 2022; 9(3):1-3.



A Context for Experience





Choice...





SATISFACTION...is based in moments.

It is how we
feel about the expectations
of an encounter.

EXPERIENCE is something we have lived through...
...it is our lasting story

It is all that is perceived, understood and remembered.



An Integrated Perspective





Patient/Family Experience

91%

90%



Customer Service

88%

87%



Patient Safety

87%

86%



Quality Outcomes

86%

85%



Access to Care

84%

77%



Workforce Engagement

83%

79%



Health Equity

80%

75%



New in 2023
Community Engagement

57%

-



Cost of Care

46%

41%

● 2021 ● 2023

To what extent should patient experience encompass each of the following:? (% to a great extent)

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

- The Beryl Institute

Why Experience
Matters...



We must honor people come to us
at their most vulnerable moments.



Consumer Perspectives
on Patient Experience 2021
JANIS A. WELSH, CEO
PATIENTS & CAREGIVERS
THE BERY INSTITUTE



My **health and wellbeing**
are important to me
69%



I want/deserve to be
treated with respect
47%



Will influence how I make
healthcare decisions
38%

Why is having a good patient experience important to you? (Check all that apply.)



There is not one interaction we can
ever take for granted.

Highest Rated

96%

Listen to you

96%

Communicate clearly in a way you can understand

95%

Provide a **clear plan of care** & why they are doing it

94%

Take my **pain seriously**

94%

Appropriate level of care for my needs

Lowest Rated

62%

A healthcare environment that is **quiet & peaceful**

51%

Facility that **offers convenient parking**

31%

Facility that **offers good food**

28%

Age of the healthcare facility

22%

Facility that **provides amenities**



When you think about having a good patient/family experience, how important are each of the following to you? (% Extremely + Very Important)

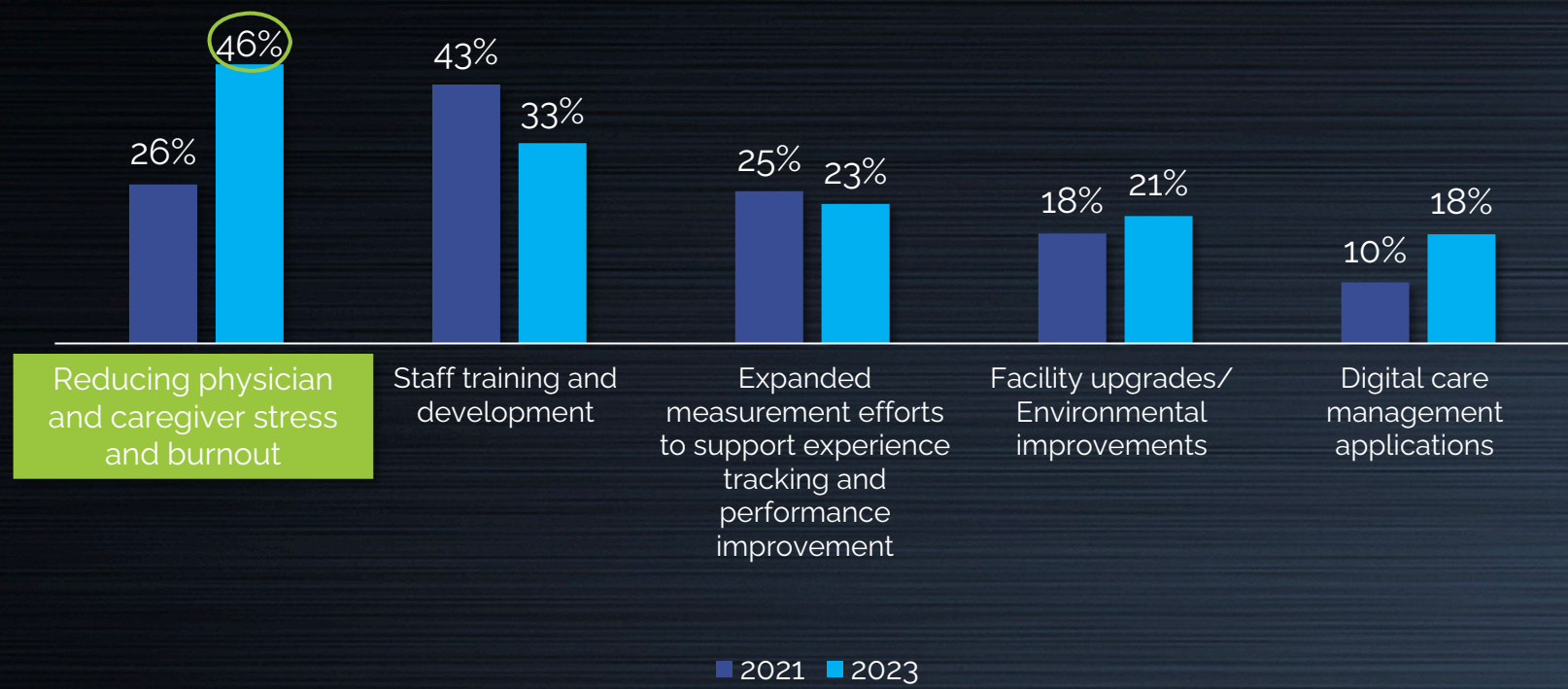




We can never care well for others,
without first caring for each other.



Commitment to address workforce stress and burnout jumps 20 points to **top investment priority**



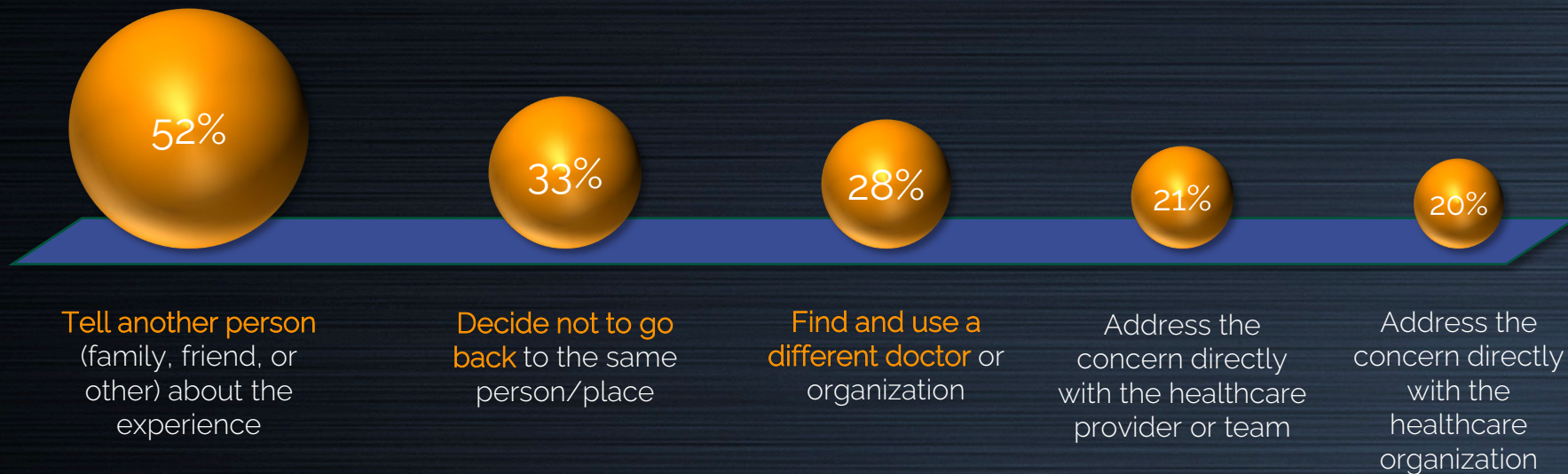
Of the following efforts, identify the top three (3) items in which you expect your organization to invest, either as a new effort or with additional resources, over the next three years to experience improvements.



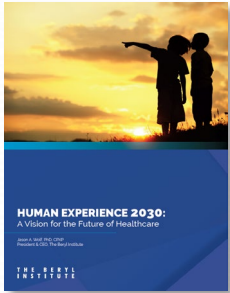
What we do (and don't do) will be
the story others tell.



As the result of a negative patient experience, did you do any of the following? (% Yes)



Transforming the
Human Experience...



Framing the future of human experience in healthcare will require ***transformational change***.

Change in
PERSPECTIVE

siloes and specialized



integrated and systemic

Change in
PROCESS

transactional



relational

Change in
FOCUS

aspirational



active

PATIENTS & CARE PARTNERS

Reframe consumerism to patient and consumer partnership.

—
Provide a precision experience through the use of real-time data and decision analytics.

WORKFORCE

Address process burdens and workload issues for healthcare workers.

—
Transform professional models for a new healthcare workforce.



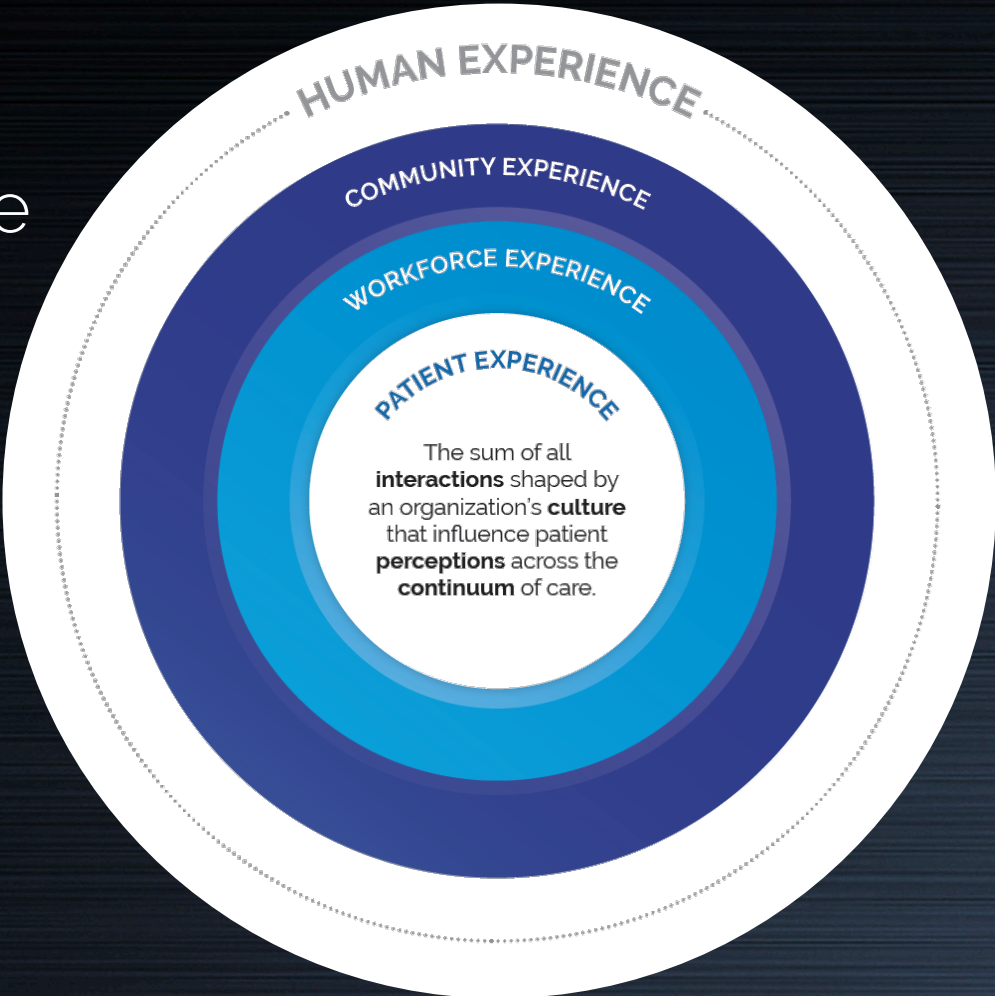
HX
HUMAN 20
EXPERIENCE 30

COMMUNITIES

Expand beyond treating illness to addressing the health and well-being of communities.

—
Meet people where they are, where they need it and follow them where they go.

The Human Experience in Healthcare



The **human experience** – encompassing patient, workforce and community experiences – is not a move away from the foundational definition of patient experience but rather the positive and natural expansion of it.

Wolf, Jason A, PhD; Niederhauser, Victoria DrPH, RN; Marshburn, Dianne PhD, RN, NE-BC; and LaVela, Sherri L, PhD, MPH, MBA. (2021) "Reexamining "Defining Patient Experience": The human experience in healthcare." Patient Experience Journal: Vol. 8: Iss. 1, Article 4. Available at: <https://pxjournal.org/journal/vol8/iss1/4>

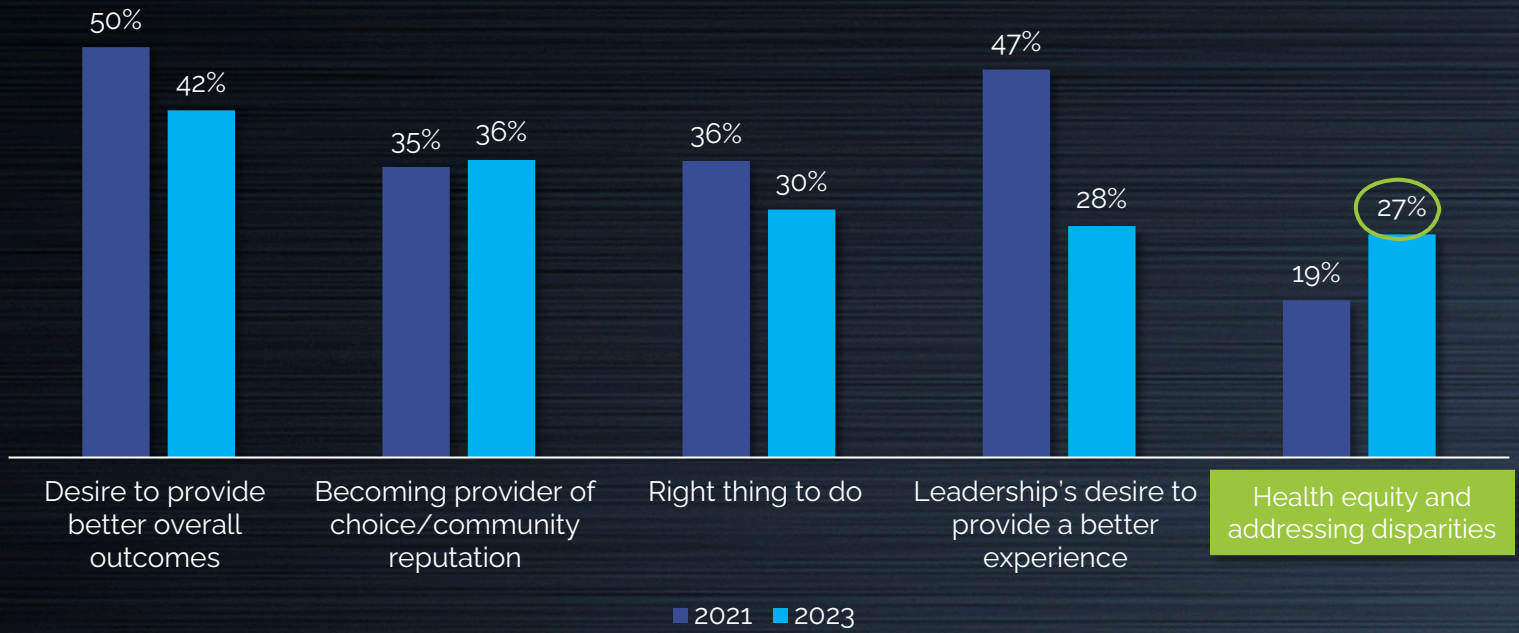


WE COMMIT TO:

Acknowledge and dismantle systemic racism, prejudice, and tackle disparities.



Health equity and addressing disparities is a top and **largest growing factor** driving action on experience



Please select the **top three factors** that are driving your organization toward taking action on Patient Experience:

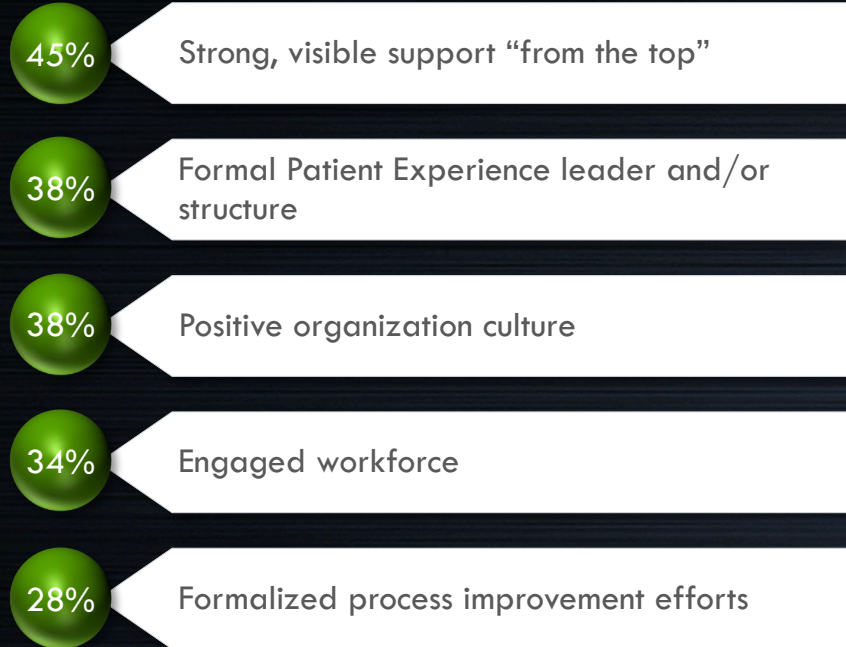
WE COMMIT TO:

Understand and act on the
needs and vulnerabilities of the
healthcare workforce.



Caregiver burnout and stress now **top roadblock** to achieving experience excellence

SUPPORTS



ROADBLOCKS



WE COMMIT TO:

Recognize and maintain a focus on what matters most to patients, their family members and care partners.



Experience remains **organizations' top priority** even in the face of recent challenges



WE COMMIT TO:

Collaborate through shared learning
within and between organizations,
systems and the healthcare continuum.

...starts with YOU!



If you could only sense
how important you are to
the lives of those you
meet;

how important you can be
to the people you may
never even dream of.

Fred Rogers

E M E R G E N C Y



Listen for more than what is said



Actively seek chances to learn from others

Be willing to own moments of change





Master the Art of Balancing



Always run **over** the top





Wear gratitude like a cloak,
and it will feed every corner of your life.

- Rumi



Experience is not something we do...

...it is **WHO** we are!





Choice...



Wolfs Notes

ON EXPERIENCE...

We must honor people come to us in their most vulnerable moments.

There is not one interaction we can take for granted.

We can never care well for others without first caring for each other.

What we do (and don't do) will be the story others tell.

ON HOW IT STARTS WITH YOU...

Listen for more than what is said.

Actively seek chances to learn from others.

Be willing to own moments of change.

Master the Art of Balancing.

Always run over the top.

Wear gratitude like a cloak.

Human beings *caring* for human beings.

human understanding

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