

Patient Experience

Shannon Patterson, MSW, CPXP

Person-Centered Care, Empathy, and Inclusion

Non-Declaration Statement:

I have no relevant relationships with ineligible companies to disclose within the past 24 months.

(Note: Ineligible companies are defined as those whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients.)

Educational Objectives



I AM A CAREGIVER EXERCISE



EMPATHY VS. SYMPATHY



DIVERSITY, EQUITY & INCLUSION



PERSON-CENTERED CARE



BEST PRACTICES – WHAT CAN YOU DO?



About Stamford Health

- Stamford Health is a non-profit, independent healthcare system - 305-bed teaching hospital, large ambulatory network and medical group in Connecticut
- Stamford Health Medical Group (SHMG) has 40+ medical offices
- Designated as a Level II trauma center, with rooftop helipad
- Nationally recognized adult intensive care unit, pediatric unit, surgical center, inpatient behavioral health and inpatient rehab unit
- Teaching affiliate with Columbia University College of Physicians & Surgeons, collaborative member of the Dana-Farber Brigham Cancer Center and partnership with the Hospital for Special Surgery (HSS)



About Stamford Health

Serving Stamford for over 125 years, with specialties and subspecialties across the continuum of care, Stamford Health provides its patients with world-class clinical programs delivered by top-tier physicians and staff.

- Cancer
- Cardiovascular
- Imaging and Radiology
- Neurosciences
- Orthopedics
- Pediatrics
- Surgical Specialties
- Women's Health



Partnership with Sacred Heart PA Program

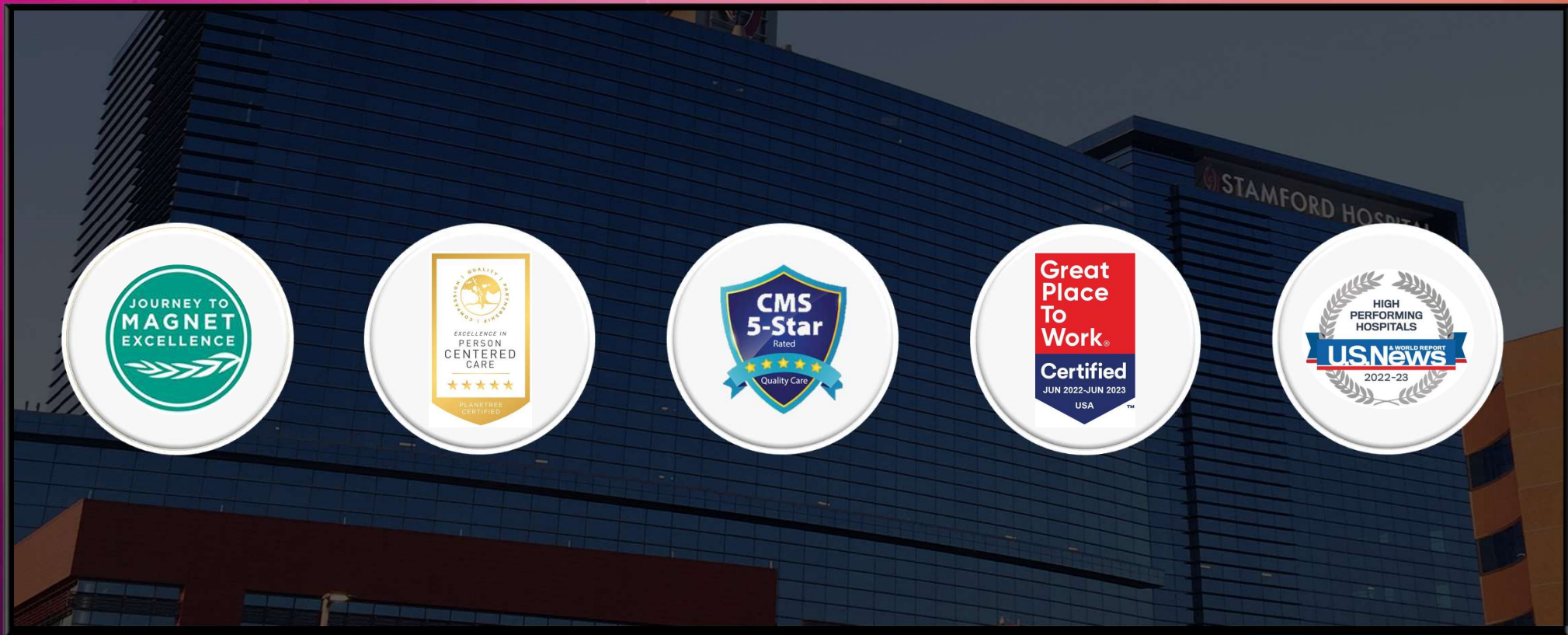
- Partnership with Master of Science in PA Studies School since 2014
- 26% of PA students complete their clinical rotation at Stamford Health
- Several graduates now employed at Stamford Health
- Many providers from the Hospital and outpatient practices are Adjunct Professors
- Shared Interprofessional days with Residents
- Participate in person-centered care training with SH team
- Connected to Stamford community through volunteerism and support of outreach program



Sacred Heart
UNIVERSITY



About Stamford Health



I am a Caregiver



I am a Caregiver



This is Phil & Me

I am a Caregiver



This is Phil & Me
He is my Dad

I am a Caregiver



This is Phil & Me
He is my Dad
Note the Festive Sweater

What do we expect?



What do we expect?



- Empathy
- A Plan
- Hope
- Equity
- Family Involvement
- Clear Communication
- Compassion
- So much more



Communication & Compassion



Elements of communication

- 7% Words
- 38% Tone
- 55% Body Language

Communication & Compassion



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Elements of compassion

- Empathy
- Understanding
- Feeling

Communication & Compassion



Elements of communication

- 7% Words
- 38% Tone
- 55% Body Language
- Note: this applies to telemedicine too!

Elements of compassion

- Empathy
- Understanding
- Feeling
- Treating the whole person

Person-Centered Care

- Simple gestures can enhance the experience for individuals, a smile is a great start!
- Speaking in terms patients can understand and including their preferences builds inclusion.
- Keeping patients and families updated with information relieves anxiety.
- How we say and what we say

Compassion & Human Connection



Empathy vs Sympathy

What do you think the difference is?

Empathy vs Sympathy

EMPATHY



"I feel how you feel"

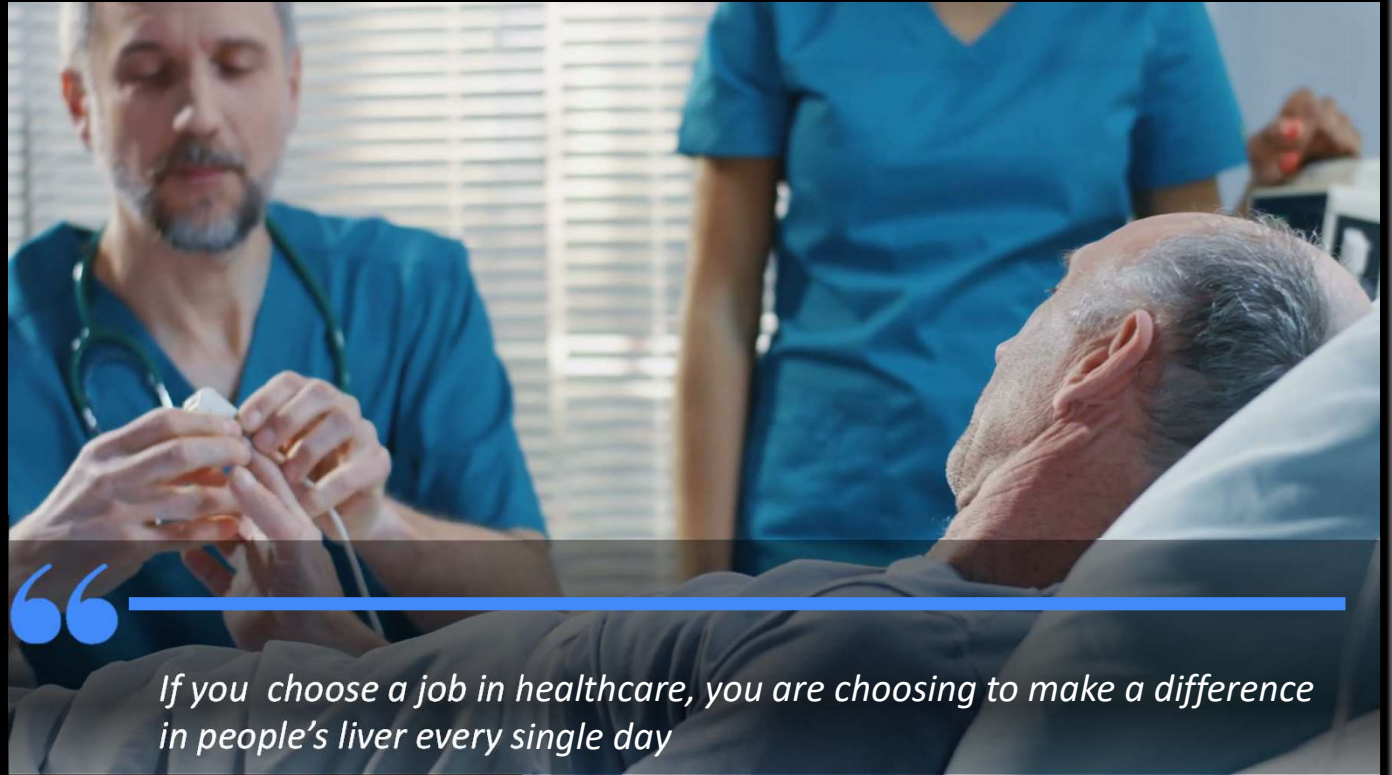
SYMPATHY



"I know how you feel"

Why do we work in health care?

- Make a difference in the lives of others
- Dynamic work environment
- Fulfilling work
- To serve others
- Every day is different



“

If you choose a job in healthcare, you are choosing to make a difference in people's lives every single day

Planetree Person-Centered Care

As a Planetree institution, Stamford Health is committed to personalizing, humanizing and demystifying the healthcare experience for patients and their families.

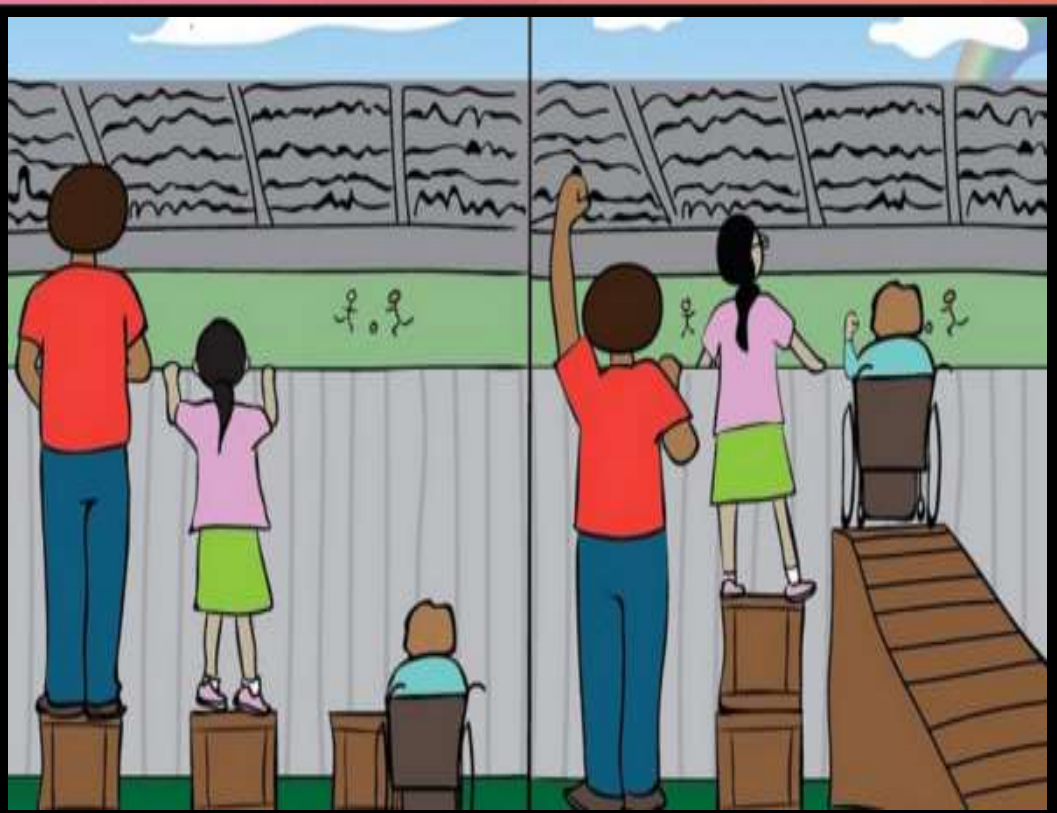


**Stamford Health
Awarded Planetree GOLD**



Diversity, Equity and Inclusion

- Being person-centered means creating an environment of inclusion and belonging for all
- Equality ensures the same resources for all, equity recognizes differences and adapts to them
- Discuss and celebrate diversity in the workplace with your teams
- Be aware of unconscious bias negative descriptors, stereotypes and generalizations (all, always, everyone)
- Intentionally seek diverse audiences and include patient and family advisors in this work



Creating a Welcoming Environment

- Include Care Partners in appointments or examinations
- Educational materials in languages that reflect your community
- Consider neurodiversity when providing education (Autistic Spectrum Disorder, ADHD, sensory processing, learning differences)
- Visual cues – all gender restrooms, rainbow ID badges, non-discrimination language on website, signage in multiple languages, documents available in braille
- Ensure accessible entrances, exam rooms, welcome desks



The Patient at the Center - 3 Zones of Care



The Patient at the Center - 3 Zones of Care

1



Patients



1

The Patient at the Center - 3 Zones of Care

1

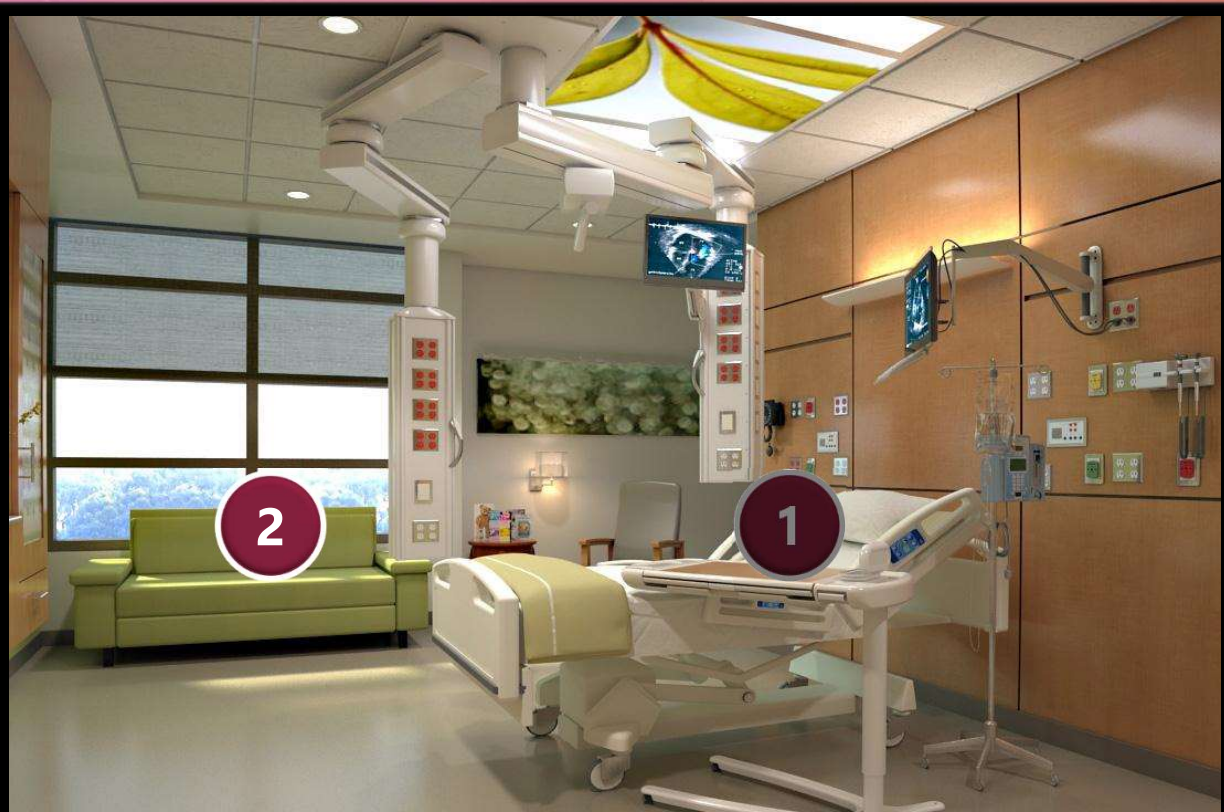


Patients

2



Family



The Patient at the Center - 3 Zones of Care

1



Patients

2



Family

3



Clinical Team



The Voice of the Patient

Actual Patient Comments:



"I saw someone but don't know who they were or what they do."

"I was confused as to why I was waiting alone in the exam room."

"Everything was very clearly explained. My pain was addressed quickly, and they explained the process to me step by step."

Connection With Patients



- Create a connection with the patient with eye contact, conversation, your calming presence
- Make them feel they are being CARED for
- Instill confidence in the care team
- Be sure to use teach backs, especially on telemedicine appointments

Can I Trust You?

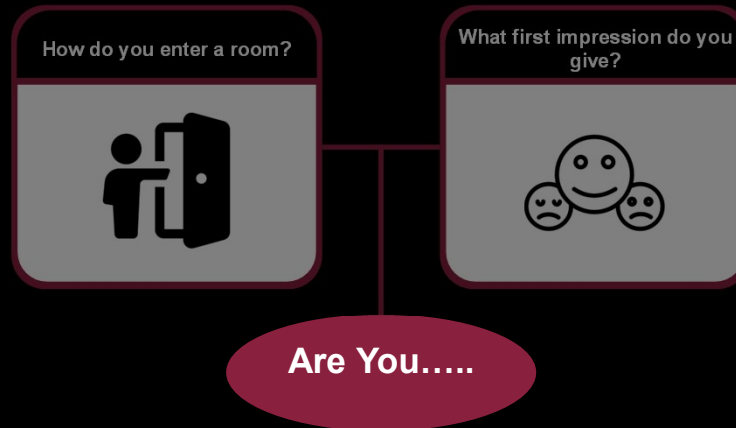
How do you enter a room?



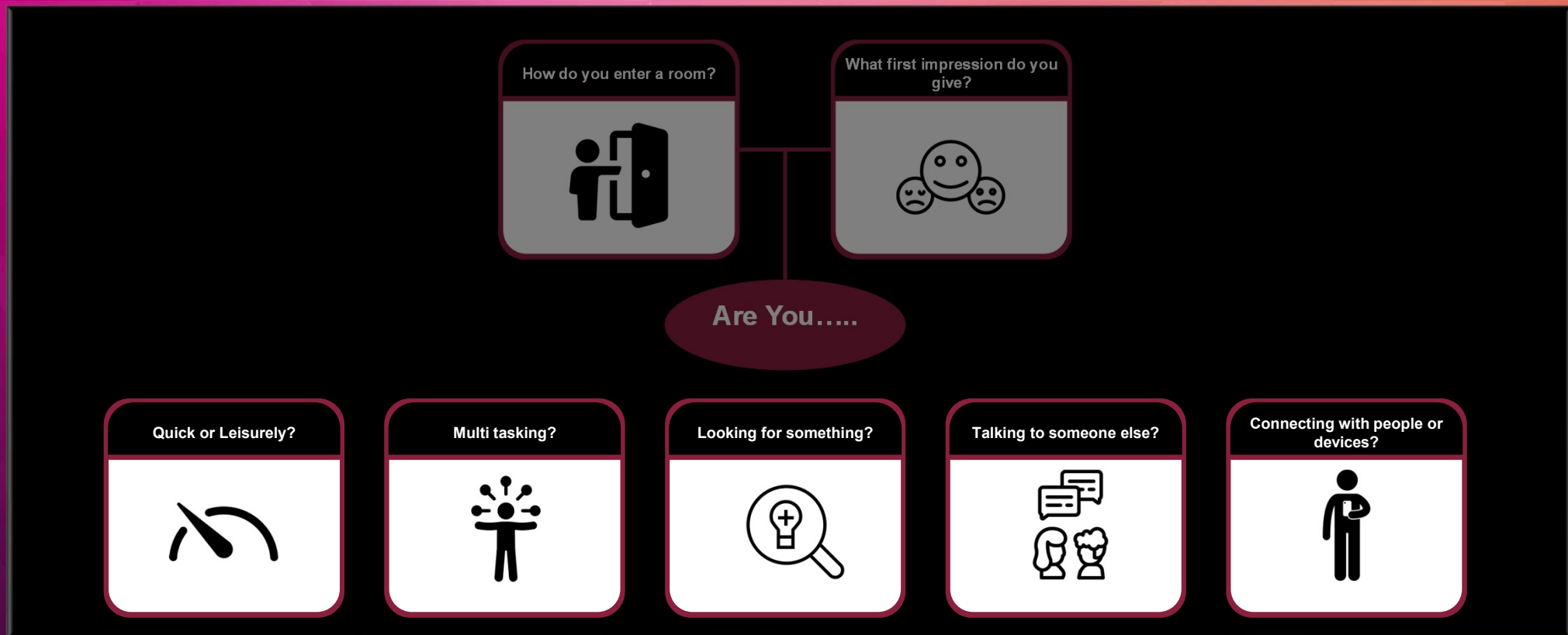
What first impression do you give?



Can I Trust You?



Can I Trust You?



Proactively Meeting Consumer Needs



Best Practices



Communicate clearly so patients know what to expect



Greet and introduce yourself, explain your role as a PA



Explain what you are about to do



Ask what questions they have



Check in with them if it takes time



“Handoff” with care - make introductions, describe what’s next



Acknowledge care partners



Optimization

Patient Experience Best Practices

Leverage Technology



Celebrations & Recognition



Medication Education



Leader Rounding



Dedicated Huddles



Consumer & Patient Experience Committee



Going Home Checklist

- ✓ Reflect on today, acknowledge **one** thing that was difficult on your shift: LET IT GO
- ✓ Be **proud** of the care you gave today
- ✓ Consider **three** things that went well
- ✓ Check on your colleagues before you leave: Are **they** Ok?
- ✓ Are **you** OK? Your leadership team is here to listen and support you
- ✓ Now switch your attention to home: **rest and recharge**



Things to take away

- ✓ Think about “your person” with every patient interaction
- ✓ Bring empathy into every encounter
- ✓ Be aware of diversity and ensure equity and inclusion
- ✓ Practice Patient-Centered behaviors in your practice
- ✓ Apply patient experience best practices to your organization
- ✓ Use the Going Home Checklist each day



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Questions?

Patient Experience

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THANK YOU