

Improving Patient Experience in Virginia Hospitals and Health Systems



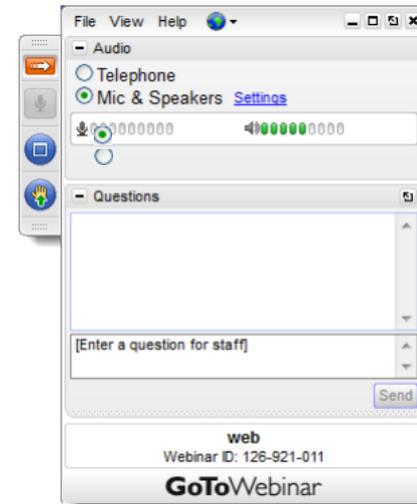
*Thursday, January 23, 2020
10:00 a.m. – 10:30 a.m.*



Housekeeping

- All participants are in listen-only mode
- Ask questions or make comments by typing in the Questions box
- Slides are available for download in the Handouts section of the webinar control panel
- Webinar is being recorded
- Slides and recordings will be available on the VHHA Quality & Safety website
- Feedback survey will launch at conclusion of the webinar

- **Grab Tab:** From the Grab Tab, you can hide the Control Panel, mute yourself (if you have been unmuted by the organizer), view the webinar in full screen and raise your hand.
- **Audio Pane:** Use the Audio pane to switch between Telephone and Mic & Speakers.
- **Questions Pane:** Ask questions for the staff.



Today's Agenda

1. **VHHA Overview and Webinar Objectives** *Abraham Segres*
2. **2020: The Year of Patient Experience** *Michael P. McDermott, MD*
3. **Patient Experience in Virginia – 2020** *Carrie Brady*
4. **Questions/Adjourn** *Abraham Segres*



Vision

Through the power of collaboration, the association will be a recognized driving force behind making Virginia the healthiest state in the nation.

Mission

Working with our members and other stakeholders, the Association will transform Virginia's health care system to achieve top-tier performance in safety, quality, value, service, and population health.

The Association's leadership is focused on: improving access to care; ***continuing to improve health care safety, quality, and service***; promoting a vibrant, high-value health care system; and, advancing population health to promote health and economic opportunity for all Virginians.

VHHA Member Hospitals and Health Systems

- Augusta Health
- Ballad Health
- Bath Community Hospital
- Bon Secours Mercy Health
- Buchanan General Hospital
- Carilion Clinic
- Centra Health
- Chesapeake Regional Healthcare
- Children's Hospital of The King's Daughters
- Children's National Medical Center
- Encompass Health
- HCA Virginia Health System
- Inova Health System
- Lake Taylor Transitional Care Hospital
- LifePoint Health
- Mary Washington Healthcare
- Novant Health UVA Health System
- Riverside Health System
- Sentara Healthcare
- Sheltering Arms
- Universal Health Services
- University of Virginia Health System
- Valley Health
- VCU Health System
- Vibra Hospital
- Virginia Hospital Center

Today's Objectives:

1. *Review goals for VHHA 2020 Year of Patient Experience*
2. *Provide Virginia hospitals with an overview of statewide trends related to patient experience*
3. *Solicit input and feedback from Virginia hospitals regarding patient experience improvement efforts*



Goals:

- 1) **Identify:** Identify, highlight and celebrate efforts by Virginia hospitals and health systems to improve the patient experience of care.
- 2) **Integrate:** Continue to link and integrate patient experience improvement efforts with broader quality and patient safety improvement efforts.
- 3) **Connect:** Facilitate connections between Virginia hospitals and health systems and other stakeholders for the purpose of shared learning.
- 4) **Improve:** Support efforts to improve Virginia hospitals' individual and aggregate performance on national patient experience measures.

2020: The Year of Patient Experience



Michael P. McDermott, MD

President & CEO, Mary Washington Healthcare
Chair, VHHA Board of Directors

Patient Experience in Virginia: 2020

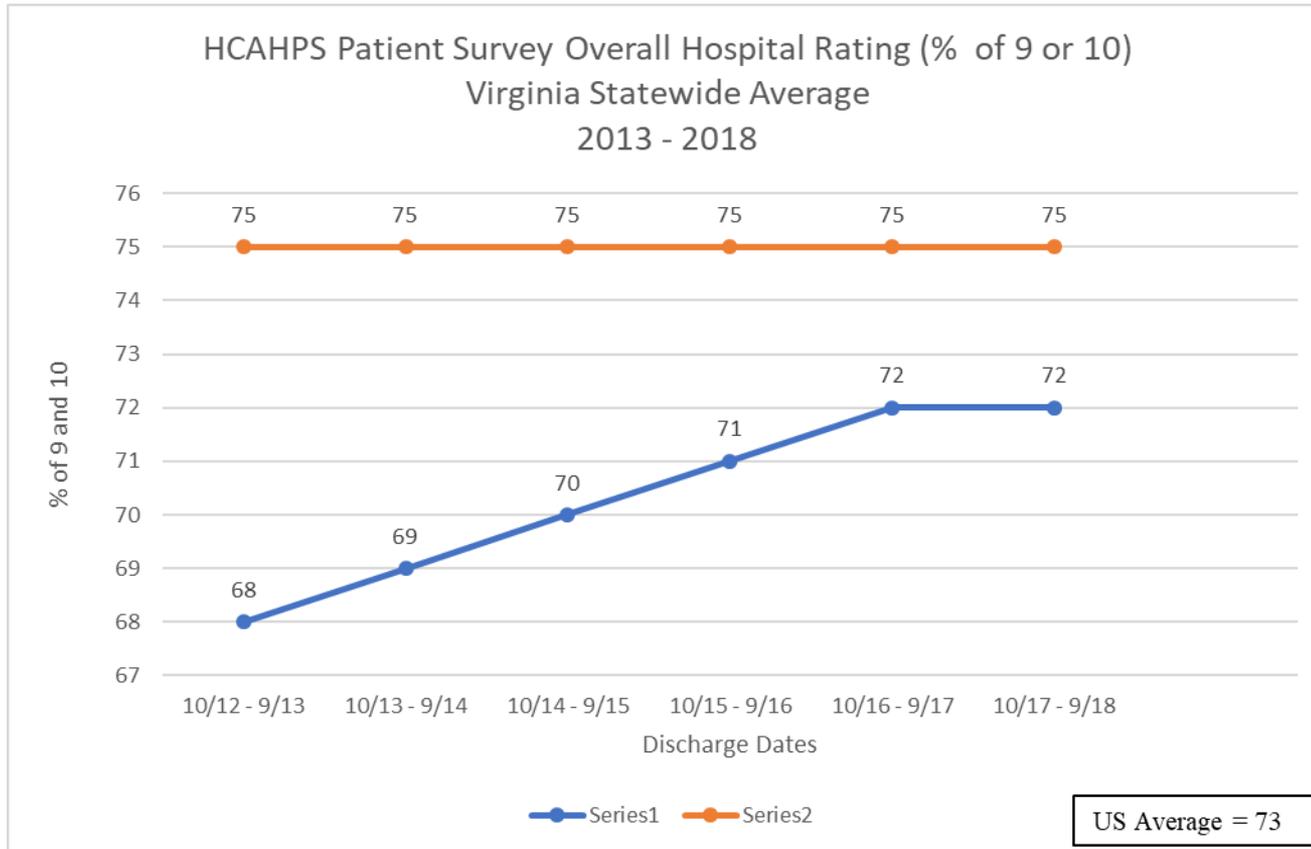


Carrie Brady

VHHA Patient Experience and
HCAHPS Advisor

Virginia Hospitals' Patient Experience Scores:

Goal: 74% by 2020, 75% by 2024



Virginia Statewide Average & National Rank: HCAHPS Overall Hospital Rating (% 9 or 10) 2014-2019

	2 nd Quarter 2014	2 nd Quarter 2015	2 nd Quarter 2016	2 nd Quarter 2017	2 nd Quarter 2018	2 nd Quarter 2019
Average% of Scoring Hospital 9 or 10	68%	69%	70%	71%	72%	72%
National Rank	36 of 51	35 of 51	32 of 51	35 of 51	29 of 51	23 of 51

2020 Year of Patient Experience



Patient and Family Experience Improvement Guide



- Builds on prior work
 - Improvement guides
 - Statewide data analysis
 - Priority areas identified by Virginia hospitals
- Designed to integrate and align with other initiatives and resources

2020 Year of Patient Experience



Leadership



Patient and
Family
Engagement



Staff
Engagement



Effective Use of
Data

Grounded in Four Essential Foundations for Success



VHHA

CENTER FOR HEALTHCARE EXCELLENCE

Improving the Quality & Safety of Healthcare

Polling Question #1

- Which patient experience foundation is the strongest in your organization?
 - Leadership
 - Patient and Family Engagement
 - Staff Engagement
 - Effective Use of Data

Polling Question #2

- For which patient experience foundation do you need the most support?
 - Leadership
 - Patient and Family Engagement
 - Staff Engagement
 - Effective Use of Data

VHHA Support

- Monthly 30-minute Patient Experience “Successes & Challenges” leadership webinars
- Pulse surveys on items of interest to leaders
- Patient and Family Advisory Council toolkit highlighting Virginia hospitals
- Statewide data analysis and partnerships with HCAHPS vendors (Press Ganey and NRC) to facilitate support
- Disseminating lessons from two small Studer Group-facilitated collaboratives in Virginia

Leadership in the Year of Patient Experience

- Embed patient experience within other initiatives
 - Connect to quality and safety
- Set the right tone
- Share with VHHA
 - Successes
 - Challenges
 - Requests for information





Upcoming Webinars

Date/Time: Featured Presenter:

- | | |
|----------------------------------|--|
| February 27
10:00 a.m. | Chris Accashian
CEO, Bon Secours St. Francis Medical Center
Richmond, Virginia |
| March 26
11:00 a.m. | Nancy Littlefield
CNO, Riverside Health System
Newport News, Virginia |
| April 23
10:00 a.m. | Mary Mannix and Crystal Farmer
CEO and CNO, Augusta Health
Fishersville, Virginia |



Thank you!!

