

# VHHA Patient & Family Experience Forum

## Purpose

The Board of Directors for the Virginia Hospital & Healthcare Association has identified Patient and Family Experience as a priority as it relates to the collective efforts to improve safety, quality, service excellence and promote high reliability for those individuals receiving health care services in the Commonwealth of Virginia. The VHHA has created a member-led forum to guide programs that focus on this work and improve our national performance.

## Vision

Imagine a Virginia that provides an optimal patient and family experience, always.

## Membership

Interested members of hospitals and health systems that wish to participate in an opportunity to explore strategies and methods to improve Patient and Family Experiences as measured by the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) in Virginia.

# Patient & Family Experience Forum Goals



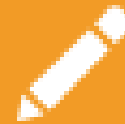
Develop **guidelines** to **assist hospitals and healthcare leaders** to achieve the cultural change necessary to create an optimal patient and family experience in the Commonwealth

Goal 1



Develop and support a **statewide network for sharing** information and best practices strategies for creating an optimal patient and family experience

Goal 2



Support the **training, education and** practice strategies that create an optimal patient and family experience in healthcare facilities in the Commonwealth

Goal 3



**Monitor ongoing performance** by reviewing Virginia HCAHPS and other patient experience data

Goal 4

For More Information, please  
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