



2020: Year of Patient Experience

Executive Summary

May 28, 2020 Webinar

Abraham Segres

Vice President Quality and Safety, Virginia Hospital and Healthcare Association

- The VHHA Board has declared 2020 The Year of Patient Experience. The goals of the initiative are to:
 - ~ Identify: Identify, highlight and celebrate efforts by Virginia hospitals and health systems to improve the patient experience of care.
 - ~ Integrate: Continue to link and integrate patient experience improvement efforts with broader quality and patient safety improvement efforts.
 - ~ Connect: Facilitate connections between Virginia hospitals and health systems and other stakeholders for the purpose of shared learning.
 - ~ Improve: Support efforts to improve Virginia hospitals' individual and aggregate performance on national patient experience measures.

Care Partners and Impact of COVID-19

Bush Bell, MBA, CPXP, Patient Experience Officer, UVA Health System

Lori Mays, MSN, RN, Patient & Family Education Coordinator, UVA Health System

UVA's Care Partner Program

- The Care Partner Program is designed to incorporate a family member as part of the care team and to promote HIPAA compliance when providing updates to visitors in person and by phone.
- The patient may designate one or two adults (18 years of age or older), who actively support the patient's wellbeing in the hospital
- Care Partners are given a special armband and do not need a Visitor Pass. On the phone, care partners use a special four digit code to verify they are the care partner.
- Care Partners receive medical information about the patient to share with family/friends, are active participants on the care team and may help with patient care. One Care Partner may be at the bedside overnight.
- The Care Partner program was subject to COVID-19 visitor limitations.

Connecting Patients and Family in the Time of COVID-19

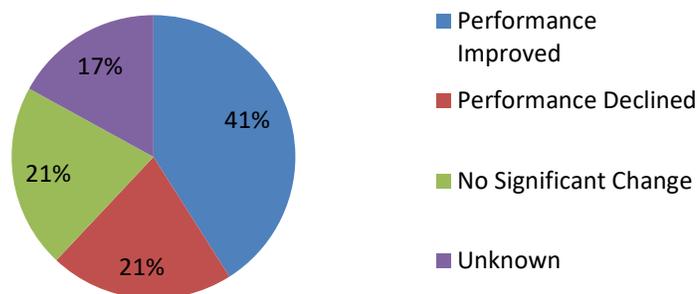
- Visitors are permitted by exception only (e.g. end of life, parents of pediatric patients, L&D, special needs and long LOS)
- The health system identified other ways to keep family members involved in care using technology.

- For those patients who have their own devices, the health system developed a guide (see attached) to help patients use apps to connect with family and friends.
- For patients who don't have their own devices, UVA provided two iPads for each unit equipped with communication apps that were selected to promote HIPAA compliance, as well as ease of use for patients and families
- The health system selected the following applications:
 - OpenTextingOnline.com
 - Skype
 - WebEx
 - CyraCom (Language Services)
 - Patient Education Video Library
- The iPads help patients have virtual visits with loved ones, as well as support staff in holding family meetings with providers, and connect patients to remote clinicians, such as social workers

Carrie Brady, VHHA Patient Experience and HCAHPS Advisor

- The Year of Patient Experience is grounded on four foundational elements: leadership, patient and family engagement, staff engagement, and effective use of data. The presentation today illustrates how all of the foundations are important and work together.
- Although CMS expected that hospitals' HCAHPS scores might decline during the pandemic, Virginia hospitals' experiences were more positive. 41% of webinar participants reported that HCAHPS performance improved during the pandemic, 21% reported that it declined, and 21% indicated that it did not significantly change. Another 17% reported they did not know what impact the pandemic had on HCAHPS performance.

COVID-19 Effect on HCAHPS Performance (n=29)

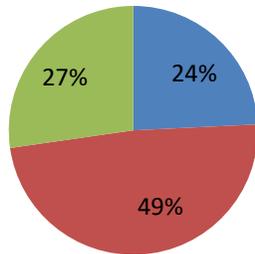


- Virginia hospitals' current practices with respect to visitation vary, based in part on local conditions. 27% of the webinar participants reported they are permitting visitors for all inpatients other than those with COVID-19 or presumed to have COVID-19, while another quarter of participants (24%) report they are prohibiting visitors for all inpatients except by special permission granted on a case by case basis. Half of webinar participants (49%) indicated they have defined categories to allow visitors for certain types of patients, for example end of life, labor/delivery, and pediatrics.

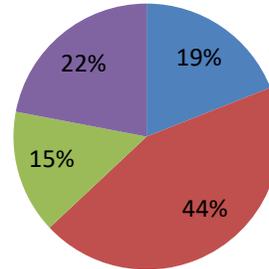
- With respect to outpatient visits, the pattern is similar. 19% allow all outpatients to be accompanied to appointments by a visitor, while 22% do not currently allow any visitors. The majority permit visitors for defined categories of patients (44%) or on a case by case basis (15%).

Current Approach to Visitation

Inpatient (n=33)



Outpatient (n=27)



- Prohibited Except by Special Permission on a Case by Case Basis
- All Outpatients May Have Visitors
- Defined Guidelines for Certain Categories of Patients (e.g. EOL)
- Permitted for Defined Categories
- Permitted Other than for COVID-19 or PUI
- Permitted on Case by Case Basis
- No Outpatient Visitors Permitted

Next Webinar: June 25, 2020

Improving Patient Experience in Virginia Hospitals and Health Systems

Webinar #4: Patient Experience Before, During, and After COVID-19

Thursday, June 25, 2020
12:00 p.m. - 12:30 p.m.

Objectives:

Share key insights and observations, including:

- ▶ The Impact of COVID-19 on HCAHPS Performance
- ▶ Staff Attitudes toward Patient Engagement with Friends and Family
- ▶ Essential Patient Experience Practices that Make a Difference

Target Audience: Leaders and managers in Virginia hospitals and health systems

Register using the following link:
<https://attendee.gotowebinar.com/register/8856563270418330640>

Contact Abraham Segres at asegres@vhha.com with questions regarding event details.



VHHA
VIRGINIA HOSPITAL ASSOCIATION
Center for Healthcare Excellence
Elevating the Quality & Safety of Healthcare

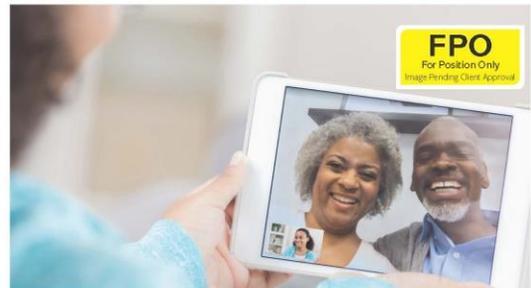


Nancy W. Litterfield DNP, RN, FAANP, NEA-BC
EVP/Chief Nursing Officer, Riverside Health System
Chair, VHHA Patient & Family Experience Forum

Register using the following link: <https://attendee.gotowebinar.com/register/8856563270418330640>

Keeping Families and Friends Close With Technology

We understand seeing loved ones while in the hospital is important to your well-being. To help prevent the spread of the coronavirus (COVID-19), UVA Health has visitor restrictions in place. But that doesn't mean you can't connect. Use these free and easy ways to communicate with family and friends by video, voice or text on your personal device*.



Use Your Phone, Tablet or Computer for a Virtual Visit

➡ Step 1 — Find an App for That

If your device has a camera, it may already have an app installed that you can use.



Apple® Devices
Tap  to open FaceTime



Android® Devices
Tap  to open Google® Duo

You and the person you are trying to connect with must use the same app. Duo is already installed on Android devices and can be downloaded and used on Apple devices. FaceTime is installed on and can only be used on Apple devices.

If your personal device has a camera but does not have FaceTime or Google Duo, you can download one of these apps to connect by video, voice or text. Download in the Google Play or Apple App Store or by visiting these websites.



Facebook Messenger | messenger.com



Skype | skype.com



Google Hangouts | hangouts.google.com



Signal Private Messenger | signal.org



WhatsApp | whatsapp.com

➤ Step 2 – Connect to uvahealth-guest Wi-Fi

- Make sure your Wi-Fi is on.
- Join the **uvahealth-guest** network.
- Go to **uvahealth.com** in your web browser.
- Accept the terms and conditions to log in.
 - If you see the message, “Cannot verify server identity,” click “cancel” and type **uvahealth.com** in the address bar.

➤ Step 3 – Video Chat, Call or Text Your Loved Ones

If you plan to use video chat, it is best to connect to Wi-Fi. See step 2.



Using FaceTime

- Tap  to open
- If the person’s phone number or email address is saved in your contacts:
 - Tap the plus button. 
 - Start typing the person’s name.
 - Select the name when it pops up.
- If the person’s contact information isn’t in your contacts:
 - Tap the plus button. 
 - Type the person’s phone number or email address.
 - Tap the return button. 
- When your contact(s) are in the “To:” field, tap  for a voice-only call or  to video chat.



Using Google Duo

- Tap  to open
- Tap “search contacts or dial.”
- If the person’s phone number or email address is saved in your contacts:
 - Begin typing the person’s name.
 - Select the name when it pops up.
- If the person’s contact information is not stored in your contacts:
 - Type their phone number or email address.
 - Click the phone number below.
- Select voice, video or message.
- If your only option is to “invite,” the person you are trying to connect with does not have the Google Duo app installed.

***If you do not have a smartphone, tablet or computer, you can use your in-room phone to talk loved ones. Your loved ones can call 434.982.1100 to be connected to you.**