

Improving Patient Experience in Virginia Hospitals and Health Systems



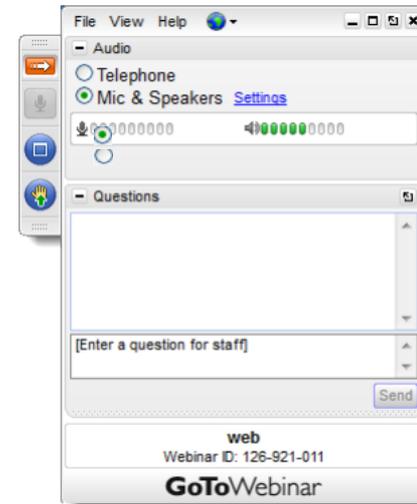
***Thursday, September 24, 2020
12:00 p.m. – 12:30 p.m.***



Housekeeping

- Webinar is being recorded
- 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
- 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 Year of Patient Experience Overview and Webinar Objectives

- *Abraham Segres, VHHA*

2) Designing for Patient & Staff Experience: Sheltering Arms Institute

- *Alan Lombardo, Chief Executive Officer, Sheltering Arms Institute*

3) Polling, Discussion and Questions

- *-Carrie Brady, VHHA Partner*

4) Adjourn



Vision

Through the power of collaboration, the association will be the 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



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.



Alan Lombardo, FACHE
Chief Executive Officer
Sheltering Arms Institute



Sheltering Arms Institute

A collaboration with **VCU**Health



VHHA Year of Patient Experience Webinar #7: Designing for Patient & Staff Experience: Sheltering Arms Institute

Objectives

1. A new hospital designed for optimal patient, family & staff experience.
2. Describe how to apply concepts of “on-stage” & “off-stage” in health care.
3. Describe the benefit of staff, patient & family involvement in hospital design & correlation to patient outcomes.



Sheltering Arms Institute

- A joint venture between **Sheltering Arms Corporation** and **VCU Health System**
- New, **114-bed, post-acute inpatient rehabilitation hospital** consolidating the existing beds from Sheltering Arms and VCU Health Physical Medicine and Rehabilitation
- Definitive agreement: May 2016
- Groundbreaking: May 2018
- Opened: June 13, 2020



SAI Campus & Building Features

- 46-acre campus
- West of Short Pump in Goochland County
- 114 private rooms with bathrooms
- >10,000 sqft of High-Tech Rehabilitation Gym space
- Dedicated “on-stage” & “off-stage” space
- Dedicated space for families, patients & staff for clinical care and recovery
- Designed to maximize natural light & a healing environment



SAI Design Process



Sheltering Arms Institute

A collaboration with **VCU**Health

SAI Design Process

Stakeholder Engagement

- 150+ Sheltering Arms and VCU Staff, Board Members, Current & Former Patients & Family Members, and Donors comprised 28 hospital user groups
- 200+ User Group Meetings over 15 months, average meeting duration 1.5 hours/10-30 attendees each meeting + design build team members
- 3 Full Size Mockup Room Workshops, 2-4 hours per Workshop, 40+ attendees per workshop



Administration
Admitting/Transport Flow
Bio Med
Chapel
Curated Moments
Clinical Lab
Dialysis
Education/Teaching
EVS
Food Service
General Rehab Unit
Imaging
Impressions/Campus Planning
IT/Low-Voltage

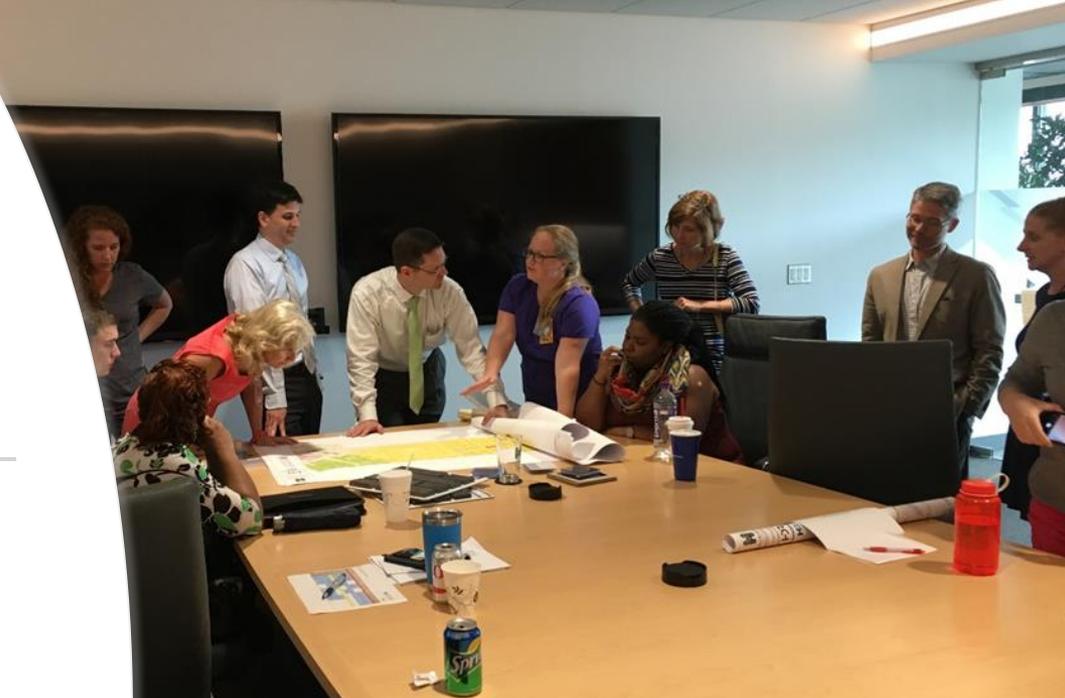
Philanthropy/Community Participation
Plant Ops
Respiratory Therapy
Satellite Gyms
SCI Complex Care Unit
Security
Stroke Unit
TBI Unit
Therapy
CORE Rehab Gym
Materials Management
Patient Room
Patient Unit Core
Pharmacy

❖ Current & former patients, family members & donors were involved in multiple user groups with clinicians and providers thru the duration of design

SAI Design Process

Leadership Engagement

- **Steering Committee** - Executive Leadership from SA and VCU Health, the SAI transitional leadership team, and SA Board Members committed to overseeing the planning, design, and construction process.
- **OAC Committee** – Leadership Core Team members committed to attend regular Owner + Design Build Team meetings during all phases: planning, design, and construction.



SAI Design



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SAI Design Features

- On-stage vs Off-stage design concepts in healthcare design
- Need to **preserve** the patient and family spaces for **direct care activities**
- **Respect, Dignity & Pride**





Off Stage: Dedicated entrance leading to patient elevators.

On Stage: Visitor entrance



Patients, Families & Staff Influence

- 6 Staff Breakrooms
- Dedicated team member rooms for meetings/huddles
- Free & Abundant parking (it's the little things)
- Significant investment in clinical technology to support evidenced-based clinical care



Patients & Families



- >10,000-sqft of dedicated, high-tech gym space
- Dedicated Family/visitor rooms on each unit
- ADL suite with body-weight support system to integrate ambulation training into functional tasks

Patients & Families

- The best patient experience is an **optimal patient outcome!**
- We integrate technology to engage patients and drive clinical outcomes
- Our 9,000+ sqft main gym is outfitted with the latest rehabilitation technology to include **functional electrical stimulation bikes** and **tilt tables**, **4 body weight support gait training systems** and many **virtual reality therapy programs**

Sheltering Arms Int
A collaboration with 







Patient Interactive Platform

- SAI utilizes the GetWell Network as a tool to **empower patients to direct** their care and **achieve their goals**
- Patients can...
 - See their **daily therapy schedules**
 - Provide **real-time feedback** on care & EOC (i.e. meals, cleanliness, staff responsiveness etc.)
 - See their **medication list**
 - Order meals
 - Access their **digital white board**
- Clinical staff can order education for patients in Cerner and documentation is recorded in the patient's record

The screenshot displays the 'Patient' interface of the GetWell Network. At the top, it says 'Welcome Patient' and shows the date and time 'Thu, May 7 | 1:33:52 pm'. Below this is a 'My Action Plan' section with a 'My To-Do List' icon. A message reads 'Here are a few things to check out!' followed by three cards: 'Watch videos picked just for me' (with a red '3' notification), 'See my patient whiteboard', and 'Find the next step in my care'. At the bottom, there is a navigation bar with five icons: 'Go to my whiteboard', 'Watch TV and movies', 'Find next steps in my care' (highlighted with a purple border), 'Get hospital information', and 'Download our mobile remote'. The bottom of the screen shows the 'getwell:network' logo, patient location 'Unit: HQ Room: Debi Bed: Laptop', and the 'Sheltering Arms Institute' logo with the text 'A collaboration with VCUHealth'.

Patient Experience Outcomes

SAI: culture of measurement

- Press Ganey (retrospective)
- GetWell Network (real-time)
- Rounds
 - Executive
 - Program Leaders
 - Quality team

	SAI*	Nation	Region
Community Discharge %	84.27	76.76	77.09
Average Length of Stay (days)	13.03	14.89	15.13
Functional Outcome at Discharge (relative scale)	74.89	69.86	68.48

“What a wonderful ‘castle’ I have stayed in. I was made to feel like a ‘princess’. Never have I encountered a more patient, can do, positive response from staff as I have felt here. I believe the goal of SAI is to choose the best of the best, and it has been accomplished.”

Thank You to our partners!



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Email: alan.Lombardo@sai.rehab



Sheltering Arms Institute
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Polling Questions and Discussion



Carrie Brady

VHHA Patient Experience and
HCAHPS Advisor

2020 Year of Patient Experience



Leadership



Patient and
Family
Engagement



Staff
Engagement



Effective Use of
Data

Grounded in Four Essential Foundations for Success

Polling Question #1: Physical Redesign

- Is your organization currently conducting any physical redesign projects and, if so, are patients/families and frontline staff involved?
 - No current physical redesign projects
 - Yes, both frontline staff and patient/family are involved
 - Yes, neither pts/fam or frontline staff are involved
 - Yes, frontline staff are involved, pts/fam are not
 - Yes, pts/fam are involved, frontline staff are not

Polling Question #2: Creative Collaborations

- Does your organization collaborate with community artists or creative staff members to decorate spaces?
 - Yes
 - No

If yes, please describe these collaborations in the chat.

Healing Environments

- Healing environments benefit everyone – patients, families, and the healthcare team
- Consider all perspectives in physical redesign initiatives
- Tap into the creativity of staff and the community to transform your space (e.g. photography contests, community artist exhibits)



Next Month's Webinar

Date/Time:

Featured Presenter:

October 22
12:00 noon

Genemarie McGee
Corporate Vice President/Chief Nursing Officer
Sentara Healthcare



Thank you!!

