Orientation

Welcome to Upstate University Hospital…

You Are the Patient Experience!
Patient Experience

• “The sum of all *interactions*, shaped by an organization’s *culture*, that influence patient *perceptions* across the *continuum* of care” ~The Beryl Institute

• Our patients want a humanized experience.

• We measure patient experience formally using the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey.
  – This is the first national, standardized, publicly reported survey of patients' perspectives of hospital care.
  – Scores are tied to hospital reimbursement.
  – Excellent patient experience, including better coordination & clearer communication, drives clinical outcomes.
Provider Specific Questions

• During this hospital stay, how often did doctors treat you with courtesy and respect?
  – This question asks patients to assess the frequency with which they perceived the physician as courteous and respectful.

• During this hospital stay, how often did doctors listen carefully to you?
  – This question asks patients to estimate the frequency they felt physicians effectively listened.

• During this hospital stay, how often did doctors explain things in a way you could understand?
  – This question asks the patients to estimate the frequency with which physicians provided an easy-to-understand explanation.

• Answers are: Never, Sometimes, Usually, Always
How do we get to *Always*

- **Sit down** when you are able while talking to a patient &/or their family, knock before entering a room.
- **Speak positively** about the organization, your colleagues. Thank patients for choosing Upstate.
- Use *body language* that demonstrates careful listening, avoid interrupting.
- Use *plain language & printed materials* to complement instructions.
- Continuously develop *active listening & empathetic communication* skills through practice & training.

- Please feel free to reach out to me should you want additional information @ szczesna@upstate.edu

*Thank you for all you do for the people we serve & again, Welcome.*