

# Tables and Graphs for Listeners of the *The Patient Experience* Audiobook

Figure 1




THREE STAGES OF THE PATIENT EXPERIENCE			
STAGE	WHAT THE PATIENT SAYS	WHAT THE PATIENT NEEDS	SERVICE BEHAVIOR
 <b>Act I</b>	<i>I am afraid</i> <i>I am uncertain</i> <i>I am in pain</i>	Trust	Who are you?
 <b>Act II</b>	<i>I am alienated</i> <i>I am bored</i> <i>I am lonely</i>	Belonging	What are you doing?
 <b>Act III</b>	<i>I feel inadequate</i> <i>I feel unprepared</i> <i>I feel abandoned</i>	Hope	Why do you care?

Figure 2

CAREGIVER COMMUNICATION CHART			
CAREGIVER	WHO	WHAT	WHY
Nurse	My name is Lisa, your nurse	I'm here to care for you	<i>Because I want you to feel better soon and recover well</i>
Doctor	My name is Dr. Smith, your physician	I'm here to see how your progress is going	<i>Because I care and want the best outcome and recovery experience for you</i>
Nutritional Services	My name is Mary, your nutritional services caregiver	I'm here to deliver your lunch	<i>Because I want to see you gain strength and recover soon</i>
Lab Technician	My name is John, your lab technician	I'm here to draw your blood	<i>Because I want to keep track of your progress and see you fully recovered</i>
Environmental Services	My name is Susan, your environmental services caregiver	I'm here to clean and sanitize your room	<i>Because I want to make sure you have a safe environment for a full recovery</i>
Pastoral Care	My name is Greg, your chaplain	I'm here to spend a few minutes with you and hear how you are	<i>Because I want to make sure you feel supported and cared for</i>
Patient Financial Services	My name is Marty, your financial services caregiver	I'm here to help you with the financial part of your hospitalization	<i>Because I want to ease the process of getting your care in place and see you get well soon</i>
Rehabilitation	My name is Jill, your physical therapist	I'm here to provide you rehabilitation support	<i>Because I want you to heal soon and feel renewed and whole again</i>
Transport	My name is Bill, your transportation caregiver	I'm here to take you safely to your next appointment	<i>Because I want to help you get the treatment you need to heal as soon as possible</i>
Radiology	My name is Robert, your radiologist	I'm here to take some x-rays of ....	<i>Because I care for you and want to make sure we get the right images to help in your healing process</i>
Administrator	My name is Betty, your hospital administrator	I'm here to visit for a few moments	<i>Because I want you to know I care and want the best healing experience for you</i>
Volunteer	My name is Jay, your volunteer	I'm here to bring you a blanket	<i>Because I want you to feel warm and cared for</i>
Music Therapy	My name is Amy, your music therapist	I'm here to listen and play some music for you	<i>Because I want to help heal your spirit and aid in your recovery process by bringing you peace</i>
Case Management	My name is Robin, your case manager	I'm here to make sure your process of care is outlined and followed	<i>Because I want to make sure you know the healing plan and feel safe and secure with us</i>
Concierge	My name is Alex, your concierge caregiver	I'm here to share some of the options we offer while in the hospital	<i>Because I want to meet your personal needs and give you superior service</i>
Pharmacy	My name is Andrea, your pharmacist	I'm here to go over your medications	<i>Because I want to see you get well soon and feel good again</i>
Social Work	My name is Michelle, your social worker	I'm here to see what your immediate needs are	<i>Because I care for you and want to help you in your healing process</i>
Security	My name is Michael, your security officer	I'm here to keep things safe for you	<i>Because I care for your safety and security as you heal and recover</i>

Figure 3

A	B	C
EMPLOYEE CLINIC SURVEY: Pre- and Post-Survey Top Box Results	% Always / Strongly Agree	
	Pre (n=22)	Post (n=35)
1. Did your caregivers introduce themselves by name first before they began to care for you?	55%	83% ↑
2. Throughout the exam, did your caregivers explain the purpose of what they would be doing?	64%	86% ↑
3. Did your caregivers let you know what the next steps would be or provide you with any follow-up information pertinent to your visit?	84%	87%
4. My caregivers provided me with a sense of calm.	36%	57%
5. My caregivers were helpful and courteous throughout the exam.	50%	62%
6. My caregivers provided me with the information that I needed and answered any questions that I had.	50%	54%
7. My caregivers provided excellent service and cared for my mind, body and spirit.	36%	57%
8. I felt that I had a better outlook for the future following my visit.	32%	51%
9. Overall, how would you rate your overall experience at the Employee Clinic today?	46%	76% ↑
↑ Significantly higher at the 90% confidence interval.		

Figure 4

A	B	C
<b>PATIENT SURVEY:</b> <b>Pre- and Post-Survey Top Box Percentile Ranking Results</b>	<b>Top Box (% Very Satisfied) Percentile Ranking</b>	
	<b>Pre</b> <b>(n=141)</b>	<b>Post</b> <b>(n=49)</b>
Overall satisfaction	40 <sup>th</sup>	90 <sup>th</sup>
Family and friends kept informed	1 <sup>st</sup>	65 <sup>th</sup> ↑
Trust facility to deliver quality care	55 <sup>th</sup>	88 <sup>th</sup>
Staff treated me as a person	70 <sup>th</sup>	98 <sup>th</sup>
Pain managed effectively	80 <sup>th</sup>	95 <sup>th</sup>
Concern shown by staff	75 <sup>th</sup>	94 <sup>th</sup>
Discharge instructions for home	60 <sup>th</sup>	97 <sup>th</sup>
Staff made me feel safe and secure	65 <sup>th</sup>	96 <sup>th</sup>
Staff communicated effectively	30 <sup>th</sup>	96 <sup>th</sup> ↑
* Results from Medical-Surgical Unit and Oncology Unit of AdventHealth Altamonte ↑ Significantly higher at the 90% confidence interval.		

## APPENDIX B: MONOGRAPH SUMMARY CHART

**THESIS:** The Patient Experience is like a drama that can be transformed by focusing on “Experience Drivers” including minimizing Fear, Alienation, and Abandonment and helping patients experience Trust, Belonging, and Hope.

**KEY CONCEPT:** There is no Patient Experience without a Caregiver Experience. The Patient Experience is actually an expression of the Caregiver Experience. The Caregiver Experience can be renewed and enhanced by adding purpose and meaning to the job by encouraging the caregivers to share their hearts by continually answering the questions: Who, What, Why.

# THE PATIENT EXPERIENCE MONOGRAPH SUMMARY

ELEMENT	CAREGIVER	PATIENT	SECTION
<b>Problem</b>	<ul style="list-style-type: none"> <li>Caregivers are burned out</li> <li>Experiencing low job satisfaction</li> <li>Environment for practicing medicine has changed dramatically in last 30 years</li> </ul>	<ul style="list-style-type: none"> <li>Feels the caregiver / patient relationship has been dehumanized</li> <li>Don't trust caregivers as they once did</li> <li>Experiencing low satisfaction with healthcare</li> </ul>	<ul style="list-style-type: none"> <li><i>The Patient Story Begins...</i></li> <li><i>The Ultimate Service Industry</i></li> <li><i>A Letter From a Patient</i></li> <li><i>Understanding Today's Healthcare Environment</i></li> </ul>
<b>Research</b>	<ul style="list-style-type: none"> <li>AdventHealth needed a fresh set of eyes to examine the problem for caregivers</li> <li>Find out how to instill meaning and purpose into every interaction</li> </ul>	<ul style="list-style-type: none"> <li>Found negative experience drivers</li> <li>Fear, uncertainty, pain</li> <li>Alienation, boredom, loneliness</li> <li>Feeling inadequate, unprepared, abandoned</li> </ul>	<ul style="list-style-type: none"> <li><i>Research Study Overview</i></li> <li><i>Experience Drivers</i></li> <li><i>The Patient Experience Drama</i></li> <li><i>The Individual Encounter</i></li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>Focus on <i>Who, What, Why</i> to add purpose and meaning back into job</li> </ul>	<ul style="list-style-type: none"> <li>Found positive experience drivers</li> <li>Trust, belonging, hope</li> </ul>	<ul style="list-style-type: none"> <li><i>Acts I, II, III</i></li> <li><i>The Power of Intentionally Sharing Your Heart</i></li> </ul>
<b>Outcome</b>	<ul style="list-style-type: none"> <li>Higher caregiver satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>Higher patient satisfaction</li> </ul>	<ul style="list-style-type: none"> <li><i>Results</i></li> </ul>
<b>Spiritual</b>	<ul style="list-style-type: none"> <li>Addressing patients' Whole Person Health needs can be fulfilling to caregivers too</li> </ul>	<ul style="list-style-type: none"> <li>Addressing patients' Whole Person Health needs is vital to satisfaction and healing</li> </ul>	<ul style="list-style-type: none"> <li><i>Whole Person Care Philosophy</i></li> </ul>
<b>Application</b>	<ul style="list-style-type: none"> <li>By addressing caregivers need to experience purpose they provide better care</li> <li>If we ask patients what they need, we may be able to fulfill it</li> <li>Service Behaviors create consistent excellence</li> </ul>	<ul style="list-style-type: none"> <li>Patients can sense when a caregiver finds meaning in caring for them and they respond</li> <li>Asking patients what they need now is a simple effective way to satisfaction</li> <li>Service Behaviors form trust, belonging and hope in patients</li> </ul>	<ul style="list-style-type: none"> <li><i>Linking the Patient and Caregiver Experience</i></li> <li><i>The Most Important Question to Ask</i></li> <li><i>Five Service Behaviors Behind a Superior Patient Experience</i></li> <li><i>...The Rest of the Story</i></li> </ul>
<b>Appendix</b>	<ul style="list-style-type: none"> <li>Show how any answer other than top box is unacceptable</li> </ul>	<ul style="list-style-type: none"> <li>Patients' high expectations are shattered when treated rudely or disrespectfully</li> </ul>	<ul style="list-style-type: none"> <li><i>Employee Training Tool</i></li> <li><i>Monograph Summary Chart</i></li> </ul>