# REAL-TIME PATIENT & FAMILY CHECK-INS: A CATALYST FOR CULTURAL CHANGE CHILDREN'S HOSPITAL OF PHILADELPHIA

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#### Patient & Family Experience

## Ability may get you to the top But it takes character to keep you there

- Coach John Wooden



### Patient & Family Experience

#### Partner Nursing Leaders with Family Leaders

"Check-in" to learn in "Real-Time"

**Build the Process with Patients and Families** 

**Change Culture Together** 

**Drive Improved Experience Metrics** 



#### **Families**

"I felt that the entire care team really CARED! Thank you."

"It seems like you REALLY want to know what I think and how it is going for us."



#### Putting the Care in the Health Care for our Patients

"I don't need to wait for the scores, we know how to check in and drive the best experience with patients and families while they are here with us."

