

CULTURAL ENGAGEMENT TO TRANSFORM THE EXPERIENCE

James Merlino, MD

President & Chief Medical Officer, Strategic Consulting
Press Ganey

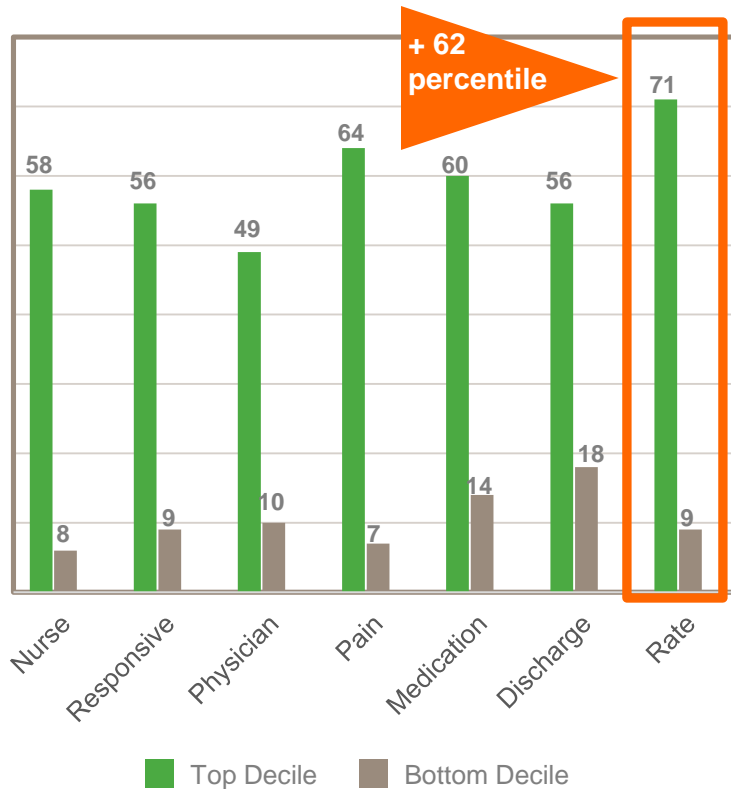


The Healthcare Ecosystem

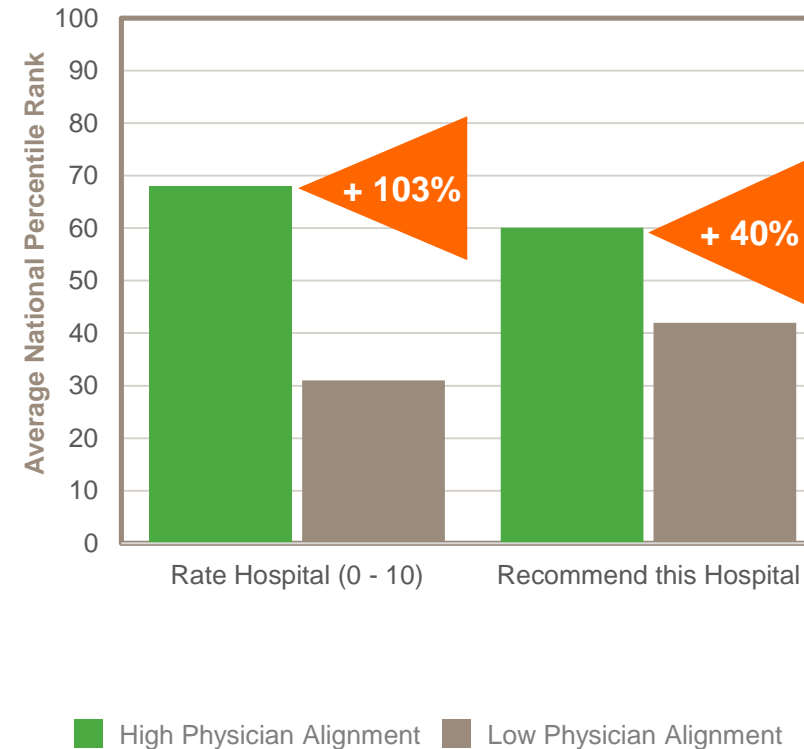


Engaged Physicians & Employees Impact HCAHPS

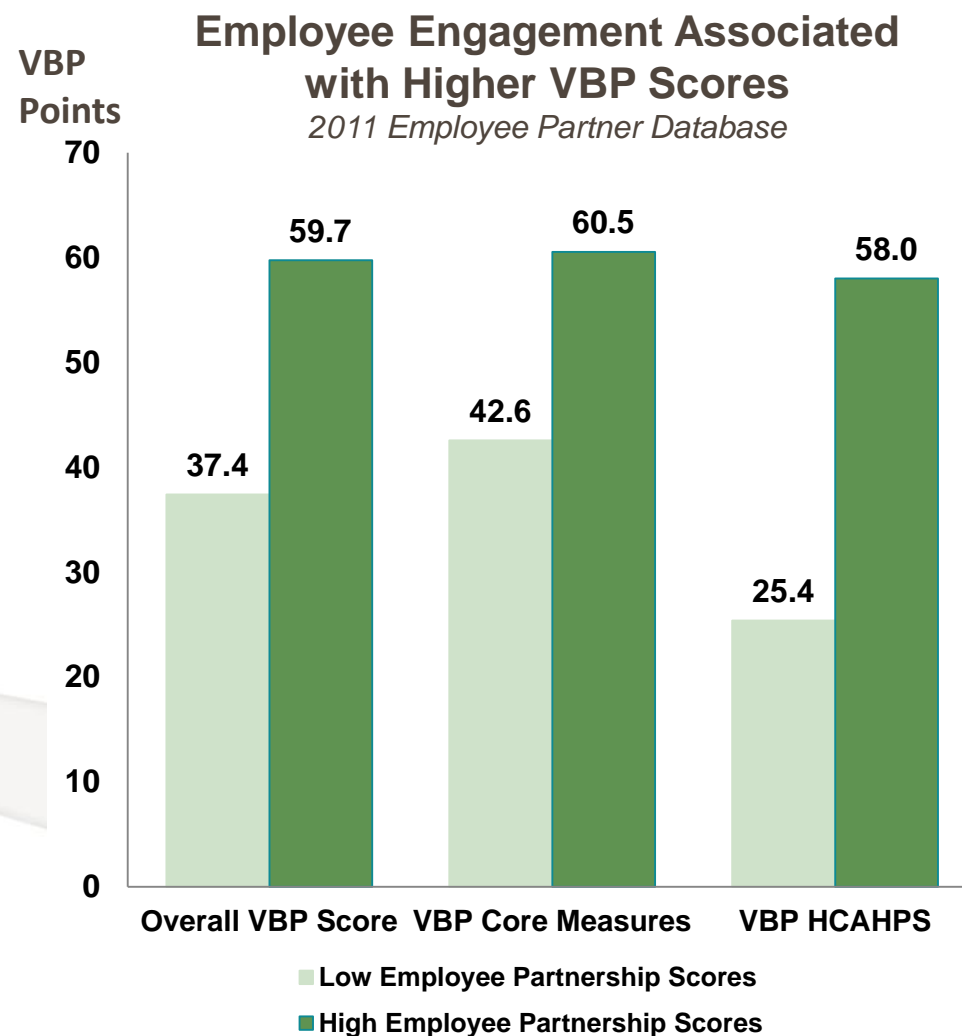
Employee Engagement Improves Patient Experience



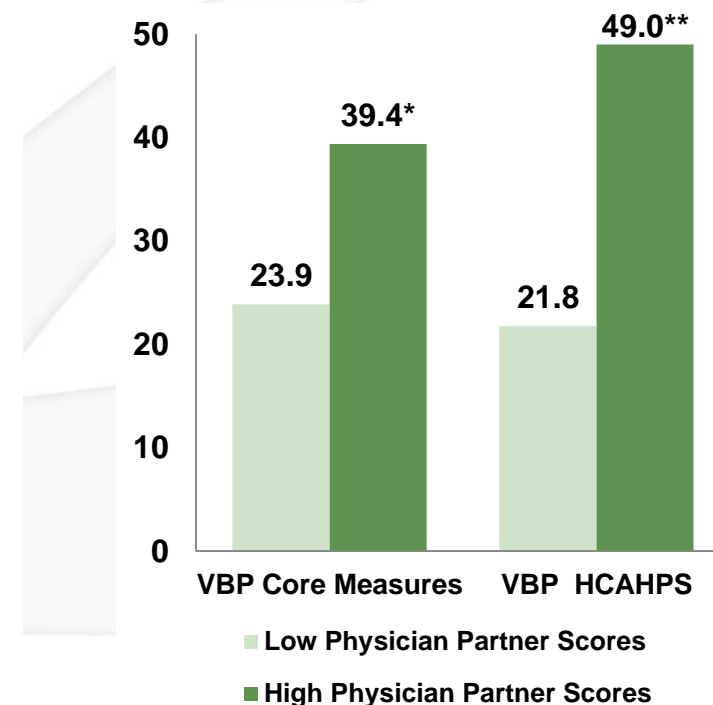
Physician Alignment Improves Patient Experience



Engaged Physicians & Employees Impact VBP



Physician Engagement Associated with Higher VBP Scores
2010 Physician Partner Database

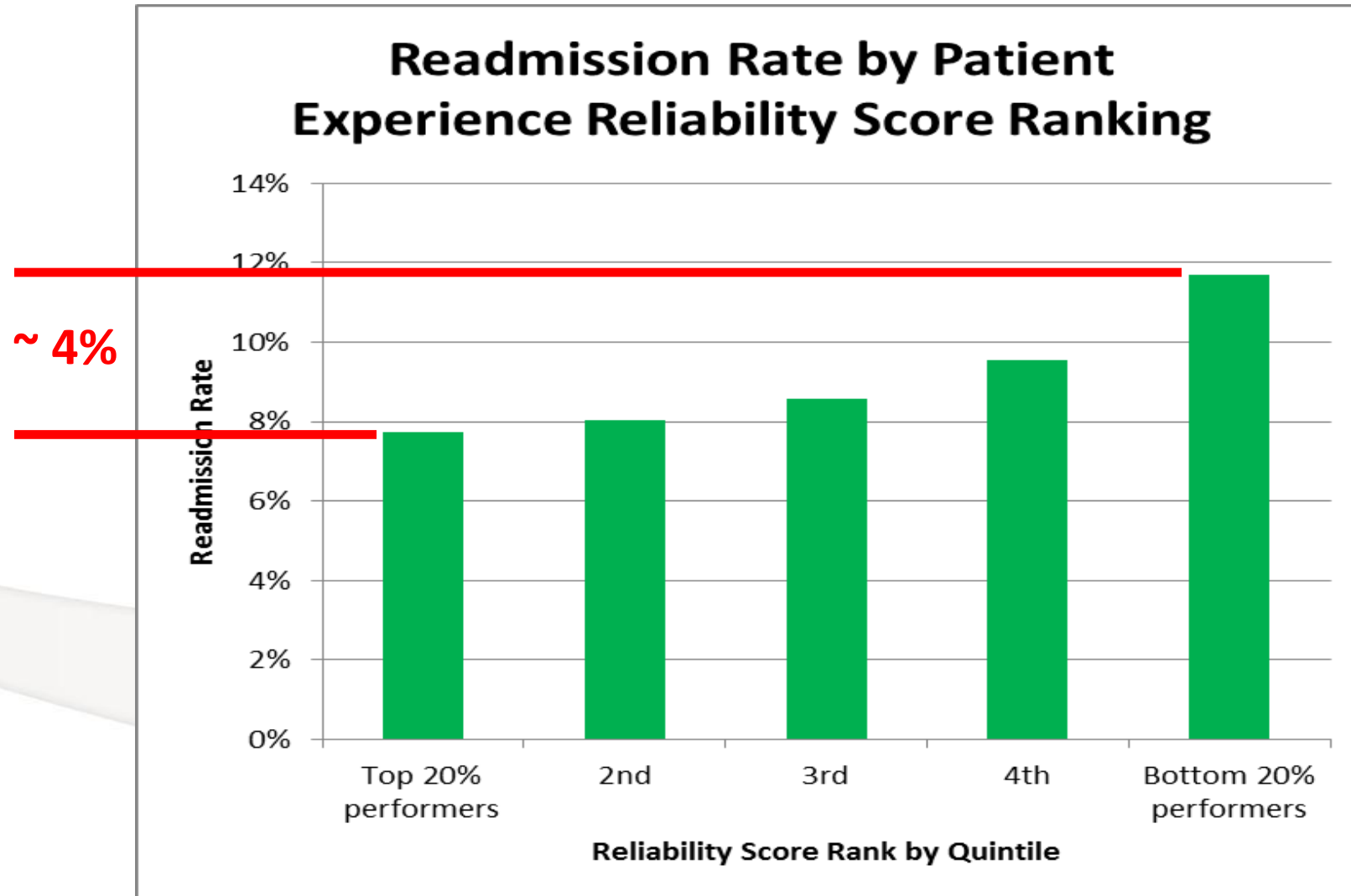


Note:

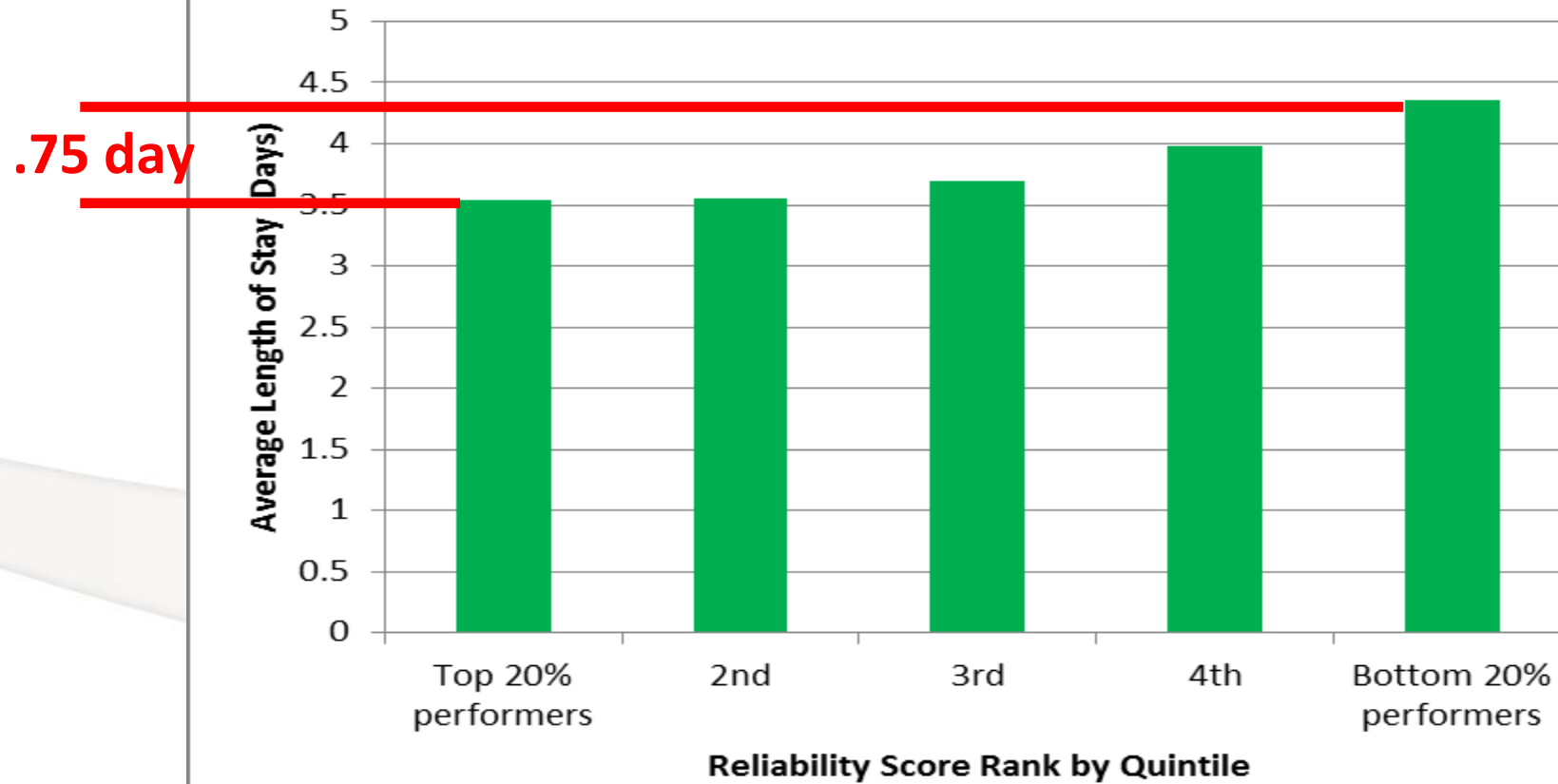
* Mean score is significantly different at the $P < 0.05$ level

** Mean score is significantly different at the $P < 0.01$ level

Lower Readmission Rates



Average Length of Stay by Patient Experience Reliability Score Ranking



Relationship to Safety

- **Pressure ulcers** (PSI – 3)
- **Iatrogenic pneumothorax** (PSI – 6)
- **Infection** (PSI – 7)
- **Post-operative hip fracture** (PSI – 8)
- **Post-operative PE / DVT** (PSI – 12)
- **Sepsis** (PSI – 13)
- **Wound dehiscence** (PSI – 14)
- **Accidental puncture / laceration** (PSI – 15)

Increasing Clinical Evidence

Improved Cardiac Mortality - compliance

Glickman SW, Circ Cardiovasc Qual Outcomes. 2010 Mar;3(2):188-95

Lower re-admission – planning and communication

Bowling W. Am J Manag Care. 2011 Jan;17(1):41-8

Lower mortality - communication

Kennedy GD. Ann Surg. 2014 Oct;260(4):592-8

Improved Clinical Processes

Sequist T. J Gen Intern Med. 2008 Nov; 23(11): 1784–1790

Improved surgical quality – better efficiency

Tsai TC. Ann Surg. 2015 Jan;261(1):2-8

- **180 Hospitals**
- **103,866 patients**
- **Medicare claims / ACS NSQIP / AHA Hospital Data / Hospital Compare**
- **Lower death, Failure to Rescue, Minor Complication,**

Patient Satisfaction Score Quartile ^a	Odds Ratio (95% CI)				
	Death	Failure to Rescue	Major Complication	Minor Complication	Readmission
First	1 [Reference]	1 [Reference]	1 [Reference]	1 [Reference]	1 [Reference]
Second	0.87 (0.75-1.01)	0.78 (0.66-0.91) ^b	0.95 (0.86-1.05)	0.97 (0.84-1.11)	0.90 (0.82-0.98)
Third	0.78 (0.67-0.90) ^b	0.73 (0.62-0.85) ^b	0.95 (0.86-1.05)	0.96 (0.84-1.09)	0.98 (0.90-1.07)
Fourth	0.85 (0.73-0.99) ^b	0.82 (0.70-0.96) ^b	0.92 (0.83-1.02)	0.87 (0.75-0.99) ^b	1.04 (0.95-1.13)

Greg D. Sacks, MD, MPH; Elise H. Lawson, MD, MSHS; Aaron J. Dawes, MD; Marcia M. Russell, MD; Melinda Maggard-Gibbons, MD, MSHS; David S. Zingmond, MD, PhD; Clifford Y. Ko, MD, MS, MSHS

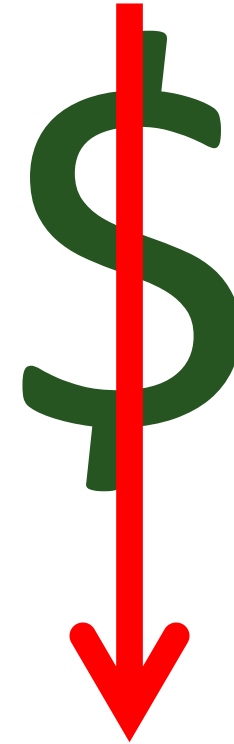
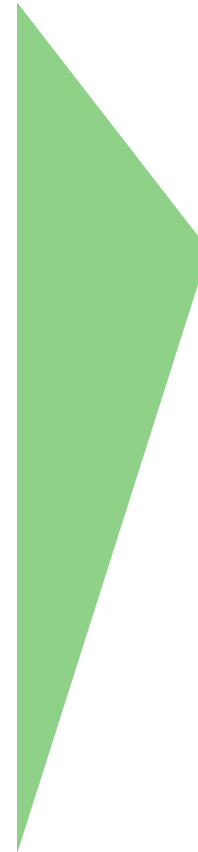
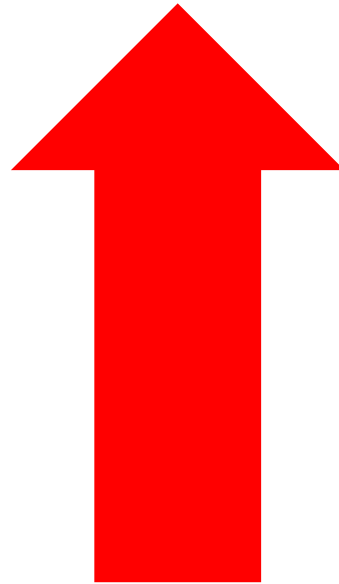
JAMA Surg. 2015;150(9):858-864. doi:10.1001/jamasurg.2015.1108
Published online June 24, 2015.

Linking it all together

Clinical Performance

**Patient
Experience**

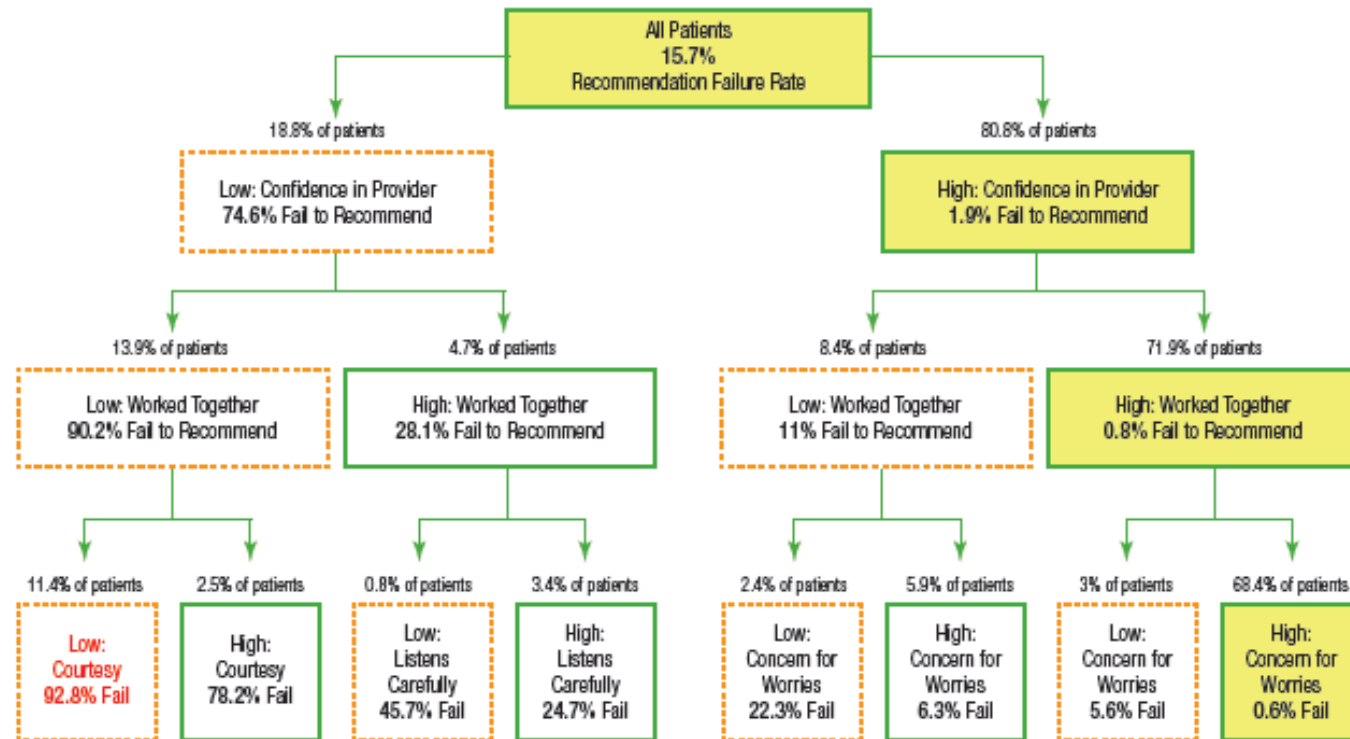
Engaged Caregivers



VALUE

OUTPATIENT: DRIVERS of LIKELIHOOD to RECOMMEND

Based on 937k patients 



Numbers do not sum to 100% due to the exclusion of missing values.

Bottom Line: Patients want competent clinicians who work well together and listen to them.

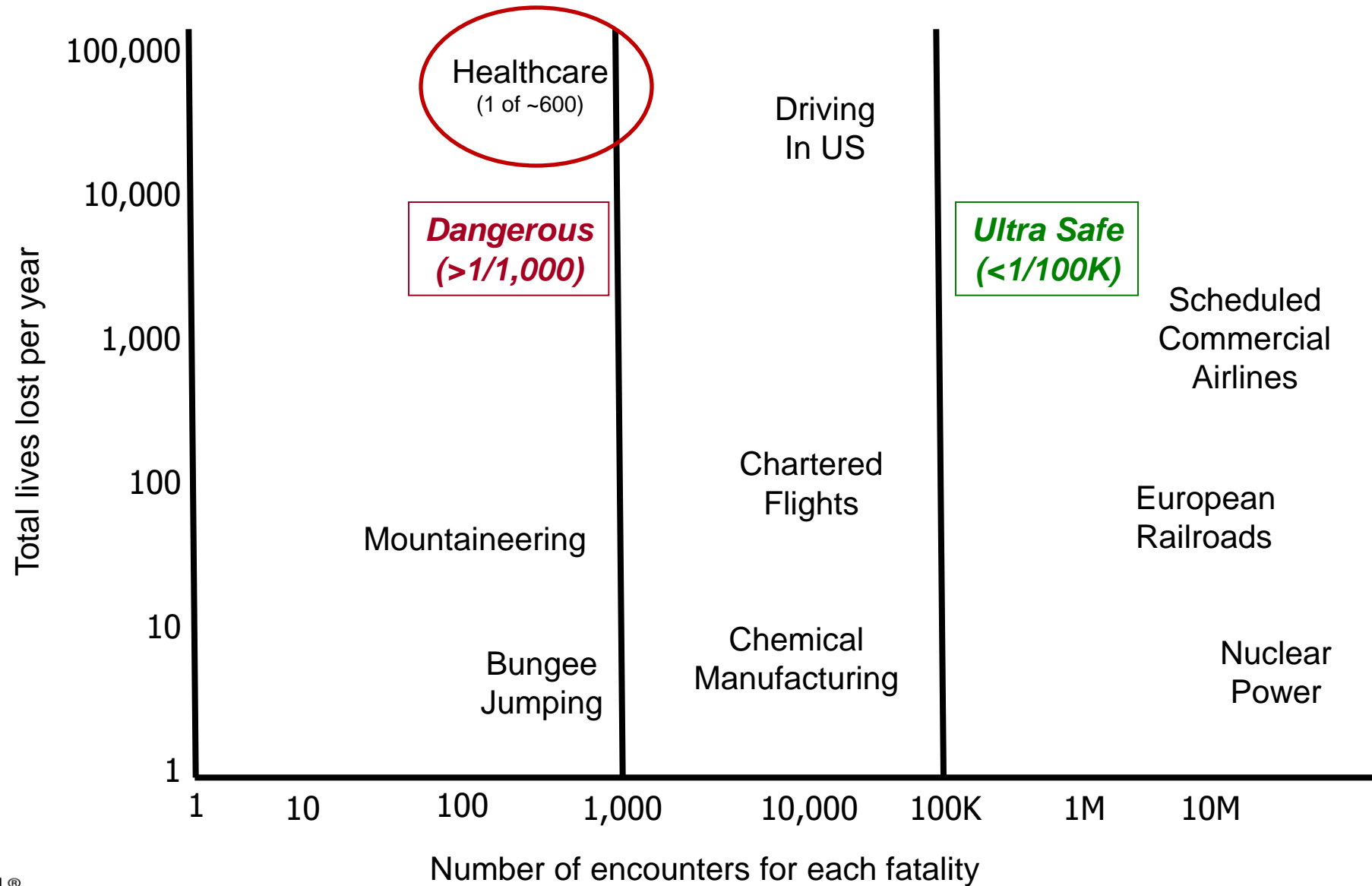
6 Elements to Transform

- **Commit to a goal of zero harm events**
- **Put patients at the center of the planning, delivery and assessment of care**
- **Recognize, define and understand the critical interdependency of safety, quality and patient-centricity as the three primary elements of the patient experience**
- **Drive change using data and transparency**
- **Transform culture and leadership**
- **Focus on accountability and execution**

Safety and Reliability in Health Care

- **440,000** Americans die from preventable hospital errors
- 3rd leading cause of death in the US
- **1 in 25** hospitalized patients develop a preventable hospital infection
- Seniors have a **25% chance** of injury, harm or death from a preventable hospital error
- Patient injury/error related cost to hospitals ~ **\$2,013** per discharge

How Safe Is Healthcare?



I have a question



Three Core Commitments to Zero Harm



Commitment #1

Declare **ZERO Harm** as your goal.

Commitment #2

Make harm visible – be transparent about safety events.

Commitment #3

Put a **face on safety** – each event is a person, not just a number.

**Put patients at the center of
planning, delivery and
assessment of care**

Recognize, define and understand the critical interdependency of safety, quality and patient-centricity as the three primary elements of the patient experience

Patient Experience



Patient Experience....

- **Safe Care**
- **High Quality Care**
- **Patient Satisfaction**
- **Everything else**

**The
Patient
Promise**

- **Compassion, humanism, and empathy**
- **High reliability Skills**
- **Emotional intelligence**
- **Teamwork**

Talk about the higher purpose



Make it personal and talk about empathy



Be for others



RESPECT
GIVE IT : GET IT

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EVALUATE THIS SESSION



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OR SCAN THE QR CODE PROVIDED

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TRUTHPOINT
SURVEY