

Transforming the Patient Care Experience

7th Annual Patient Experience Summit
Cleveland Clinic

May 15-18, 2016

170 ANS
YEARS
1845 - 2015
de soins compatissants
of compassionate care

SOINS CONTINUS
Bruyère
CONTINUING CARE 

Patient Experience

The sum of all **interactions**, shaped by an
organization's **culture**, that influence
patient **perceptions**
across the **continuum** of care.

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Patients
IncludedTM

Patients Included is a Trademark of the REshape & Innovation Center

Patient Experience

The Key to Quality



John and Jackie's Story



John and Jackie's Story



John and Jackie's Story



John and Jackie's Story



John and Jackie's Story



Patient Experience



Patient Experience



Patient Experience

Always Practices

Always Practices are aspects of the patient experience that are so important to patients and families that health care providers must perform them consistently for every patient, every time.

Check us out on **You Tube**
Search: *Bruyère Always Practices*

bruyere.org

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Patient Experience



Patient Experience

Patient-Centered White Boards Tableaux blancs axés sur le patient

Complex Continuing Care – Level 5 South
Soins continus complexes – 5^e étage sud

Goal

Update white boards daily with meaningful information

Objectif

Mettre les tableaux blancs à jour en y inscrivant des renseignements utiles

Interventions

- Meet with patients and families to draft white boards
- Try white boards on units, and modify as necessary
- Finalize white boards
- Communicate changes to team members

Interventions

- Rencontrer les patients et les familles pour obtenir des éléments à inscrire au tableau blanc
- Faire l'essai des tableaux blancs dans les unités et modifier leur contenu au besoin
- Finaliser les tableaux blancs
- Communiquer les changements aux membres de l'équipe

Results

- White boards designed by patients and families
- Three drafts tested Feb. to May 2015
- Final version developed
- Next steps: spread to all other units at Bruyère

Résultats

- Les tableaux blancs sont conçus par les patients et les familles
- On a testé trois ébauches de février à mai 2015
- Une version définitive a été créée
- Prochaines étapes : en faire bénéficier le reste des unités à Bruyère

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SAINT-VINCENT
HOSPITAL



Patient Experience



What Patients and Families Want

- **Listen.**
- **Don't be defensive.**
- **Don't speak in acronyms.**
- **Learn how to roll up patient stories into ongoing issues.**
- **Show respect to people who likely feel powerless and don't know how to help but want to.**

To Patients and Families

- **Have confidence in your knowledge and experience.**
- **You're not healthcare professionals, but you have experienced the health care system in a way that they haven't and therefore have knowledge and experience that is complementary to theirs''.**

