#ToCareIsHuman

Elevating The Human Experience In Healthcare: Well-being as a path to positive outcomes

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If you find it in your heart to care for somebody else, you will have succeeded.

- Maya Angelou
care

(noun): 1. suffering of mind
2. painstaking or watchful attention

(verb): 1. to feel interest or concern
Human beings caring for human beings.
Experience Framework

- Culture & Leadership
- Quality & Clinical Excellence
- Infrastructure & Governance
- Patient, Family & Community Engagement
- Staff & Provider Engagement
- Innovation & Technology
- Policy & Measurement
- Environment & Hospitality
Changing healthcare by ensuring an unwavering commitment to the HUMAN EXPERIENCE

...but what must we do to elevate the human experience? (in healthcare and beyond)
Q: Overall, how important is it to you that you have a good patient experience? (n=2000)

- 6 of 10 believe the patient experience is extremely important.
- 3 of 10 believe the patient experience is very important.
My health and wellbeing are important to me 78%

I want/ deserve to be treated with respect 68%

Will influence how I make healthcare decisions 51%
Q: When you think about having a good patient/family experience, how important is it to you that the people providing your care do each of the following? how important are each of the following? (n=2000)

- **Listen** to you: 71%
- **Communicate** clearly in a way you can understand: 67%
- Treat you with **courtesy and respect**: 65%
- **Give you confidence** in their abilities: 64%
- Take your **pain seriously**: 63%
Q: Think of a specific time when you or someone you know had a good (or positive) patient experience. What words or phrases would you use to describe this experience? (n=2000)
Two main study groups:

General Patient Experience Community (n = 1478)
19 countries represented (84% US / 16% non-US)

High Performing Units/Departments (n = 294)
US only, identified by performance on the HCAHPS Survey overall rating question
To what extent do you believe the following items have an influence on patient experience?

**General Respondents**

- **How patients/families are personally treated**: 97%
- **Effective communication with patients/families**: 97%
- **Teamwork among the care team**: 92%
- **Engagement level of employees**: 92%
- **Clinical team well-being**: 92%
- **Coordination of care**: 93%
- **Opportunity for a patient to ask questions**: 95%
- **Ease of access to care**: 90%

**High Performers**

- **How patients/families are personally treated**: 99%
- **Effective communication with patients/families**: 98%
- **Teamwork among the care team**: 98%
- **Engagement level of employees**: 97%
- **Clinical team well-being**: 96%
- **Coordination of care**: 96%
- **Opportunity for a patient to ask questions**: 92%
- **Ease of access to care**: 93%
Transactional
Relational

Transactions
N of ONE
Changing healthcare by ensuring an unwavering commitment to the HUMAN EXPERIENCE
HUMAN EXPERIENCE

SDOH*

Neighborhood & Built Environment

Economic Stability

Health & Health Care

Social & Community Context

Education

Access

Equity

Affordability

Health (vs. Illness)

*Source: HealthyPeople.gov
[Applying technology] is not just something organizations should do, but rather...it needs to be translated both in how it will help those delivering care realize efficiencies, while those receiving care see and experience the benefits.

Health IT is not simply a process improvement tool; it is a means to elevate the human interactions at the heart of healthcare.
If we do not ensure people “feel” human,

how can we ensure they can “be” human?
A Framework for Elevating Human Experience

Listen

Be Present

Create Space

Communicate

Opportunities for Action

Educate healthcare leadership and support policies that encourage and build positive work environments where teamwork can flourish

→ Drives quality outcomes, ensures safe practice

Create processes and guidance to ensure nurses can focus on the human experience they look to provide, i.e., BOTH clinical and personal interaction. That is the space where they will reconnect to purpose.

→ Fosters well-being and reduces impact of burnout

Build development program(s) to foster new perspectives for nurse leadership beyond operations to broader systemic awareness

→ Expands capacity of system to address health of individuals and communities versus only treating illness

If we want systemic solutions, we must take systemic action. We cannot simply treat the symptoms, we must address the cause.
The human capacity to care for others isn’t something trivial or something to be taken for granted. Rather, it is something we should cherish. 

Compassion is a marvel of human nature...

- Dalai Lama
Human beings caring for human beings.
Supporting Readings


  
  Download code: Nursing2030


- Wolf JA. *To Care is Human: The factors influencing human experience in healthcare today*. The Beryl Institute; 2018.
  
  Download code: Nursing2030

  
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