

The
FUTURE *of*
NURSING
2020-2030

#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.





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)

CONSUMER PERSPECTIVES ON PATIENT
EXPERIENCE 2018

JASON A. WOLF, PH.D., CPXP, PRESIDENT



THE BERYL
INSTITUTE

<http://bit.ly/PtExpConsumerStudy>

Research Partner



6 of 10

believe the patient experience is
extremely important



3 of 10

believe the patient experience is
very important

Q: Overall, how important is it to you that you have a good patient experience? (n=2000)



About My Health

My health and wellbeing are
important to me

78%

About How You Treat Me

I want/ deserve to be treated
with respect

68%

About Being a Customer

Will influence how I make
healthcare decisions

51%

71%

Listen to you

67%

Communicate clearly in a way you can understand

65%

Treat you with **courtesy and respect**

64%

Give you confidence in their abilities

63%

Take your **pain seriously**

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)



A word cloud of positive patient experience terms. The word 'caring' is the largest and most central, rendered in a large orange font. Other prominent words include 'helpful' in dark red, 'professional' in green, 'friendly' in dark green, 'excellent' in dark green, 'comfortable' in yellow, 'positive' in orange, 'time' in dark green, 'service' in dark red, 'understanding' in yellow, 'efficient' in orange, 'reassuring' in orange, 'listened' in green, 'easy' in purple, 'quick' in orange, 'compassionate' in purple, 'empathetic' in yellow, 'kind' in yellow, 'attentive' in green, 'pleasant' in green, 'happy' in dark red, 'relief' in green, 'quality' in green, 'timely' in purple, 'clear' in green, 'fast' in orange, and 'informative' in green. The words are arranged in a circular pattern around the central 'caring' word, with varying sizes and colors.

happy
pleasant
quality
understanding
service
listened
easy
reassuring
efficient
friendly
professional
quick
excellent
informative
comfortable
clear
compassionate
fast
empathetic
kind
positive
time
attentive
caring
helpful
timely

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)



<http://bit.ly/ToCareisHuman2018>

With the support of



Two main study groups:

General Patient Experience Community (n = 1478)

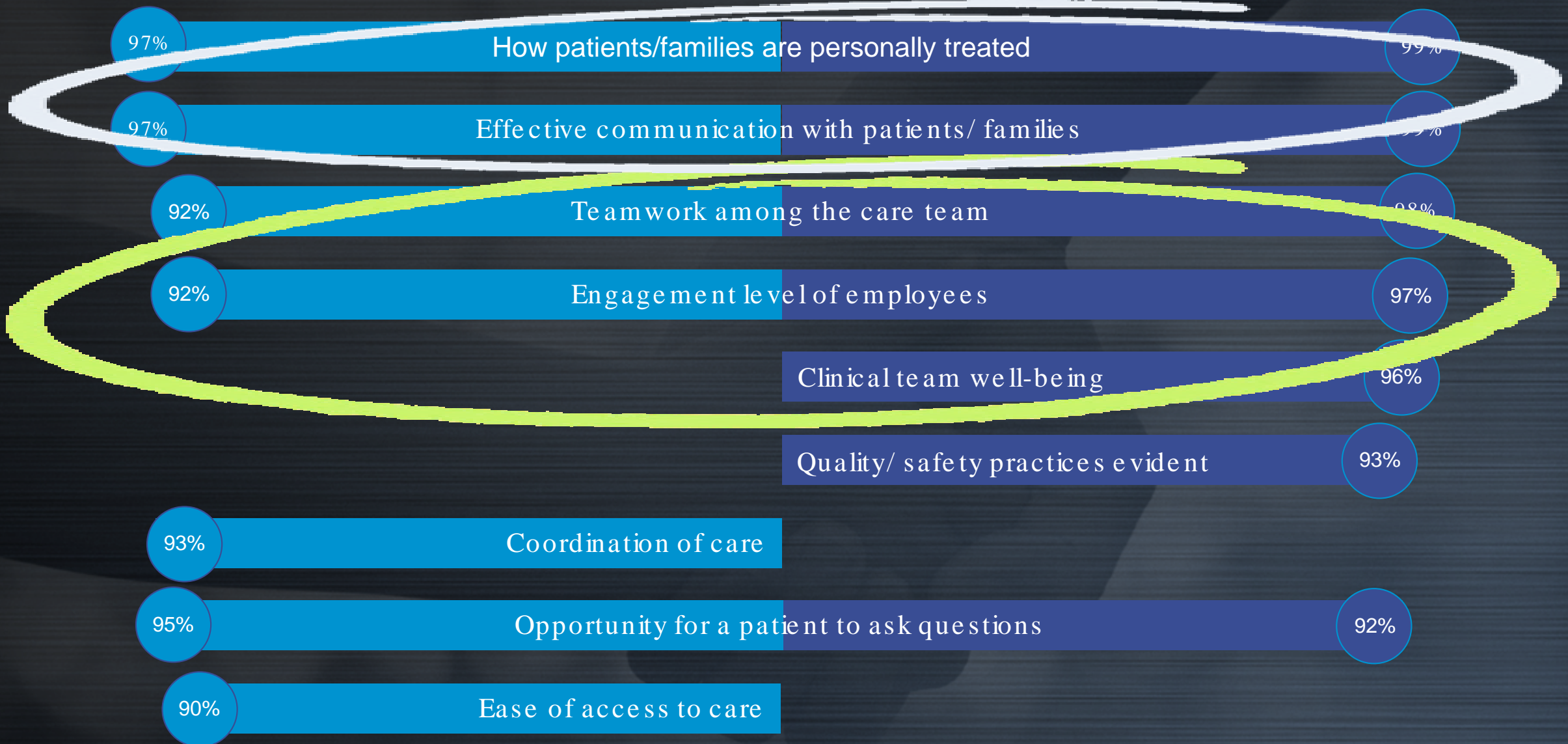
19 countries represented (84% US / 16% non-US)

High Performing Units/ Departments (n = 294)

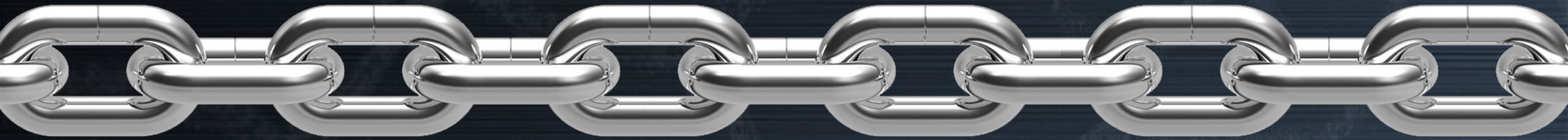
US only, identified by performance on the HCAHPS Survey overall rating question

General Respondents

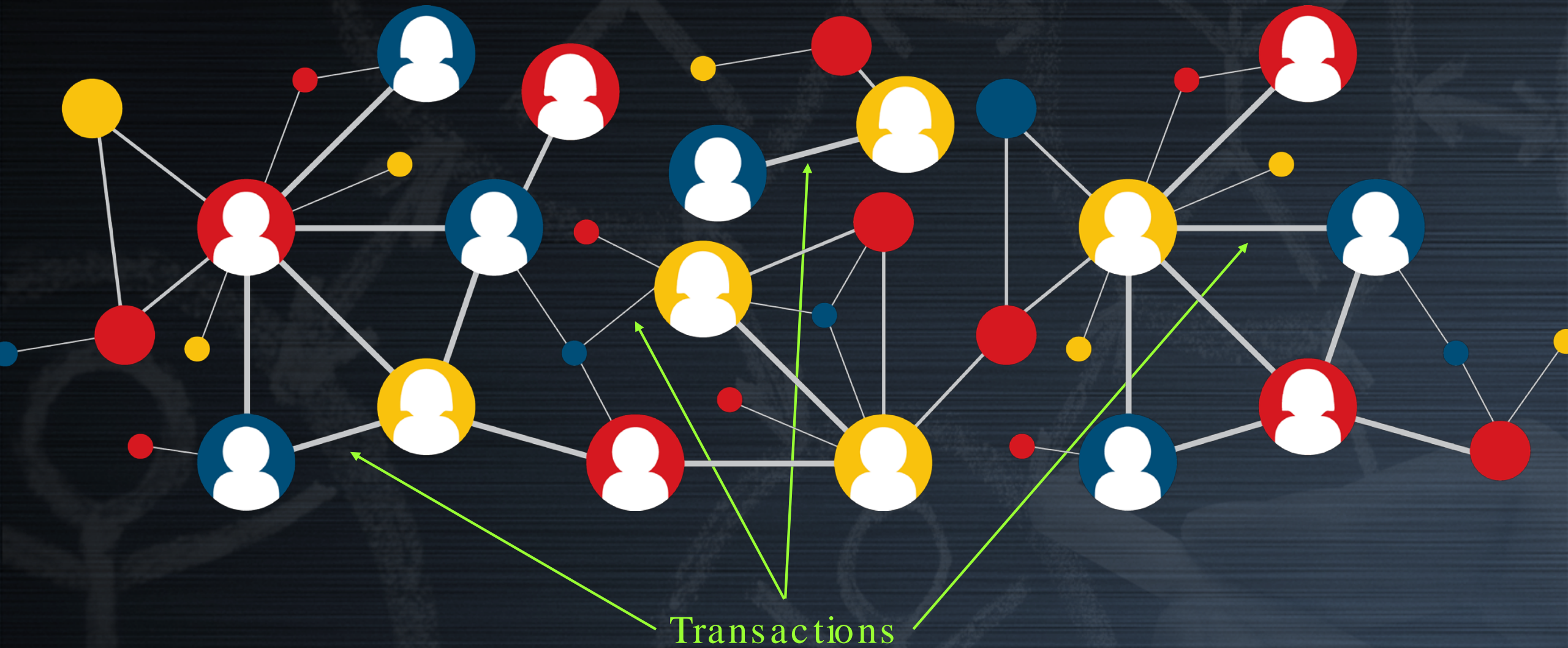
High Performers



Transactional



Relational



N of ONE





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HUMAN EXPERIENCE

HUMAN EXPERIENCE



Access

Equity

Affordability

Health (vs. Illness)

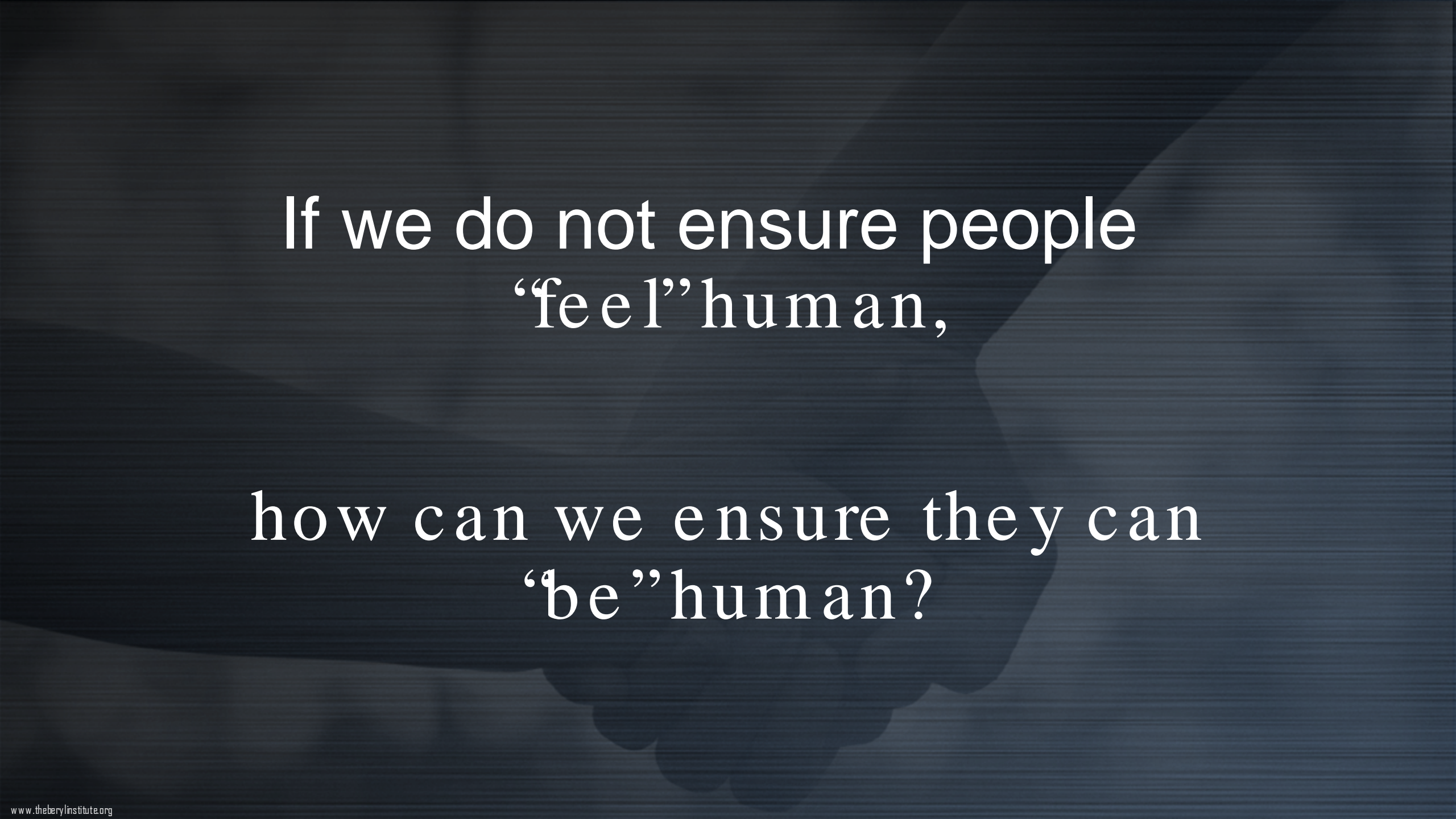
HUMAN EXPERIENCE

High tech to high touch

[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**.

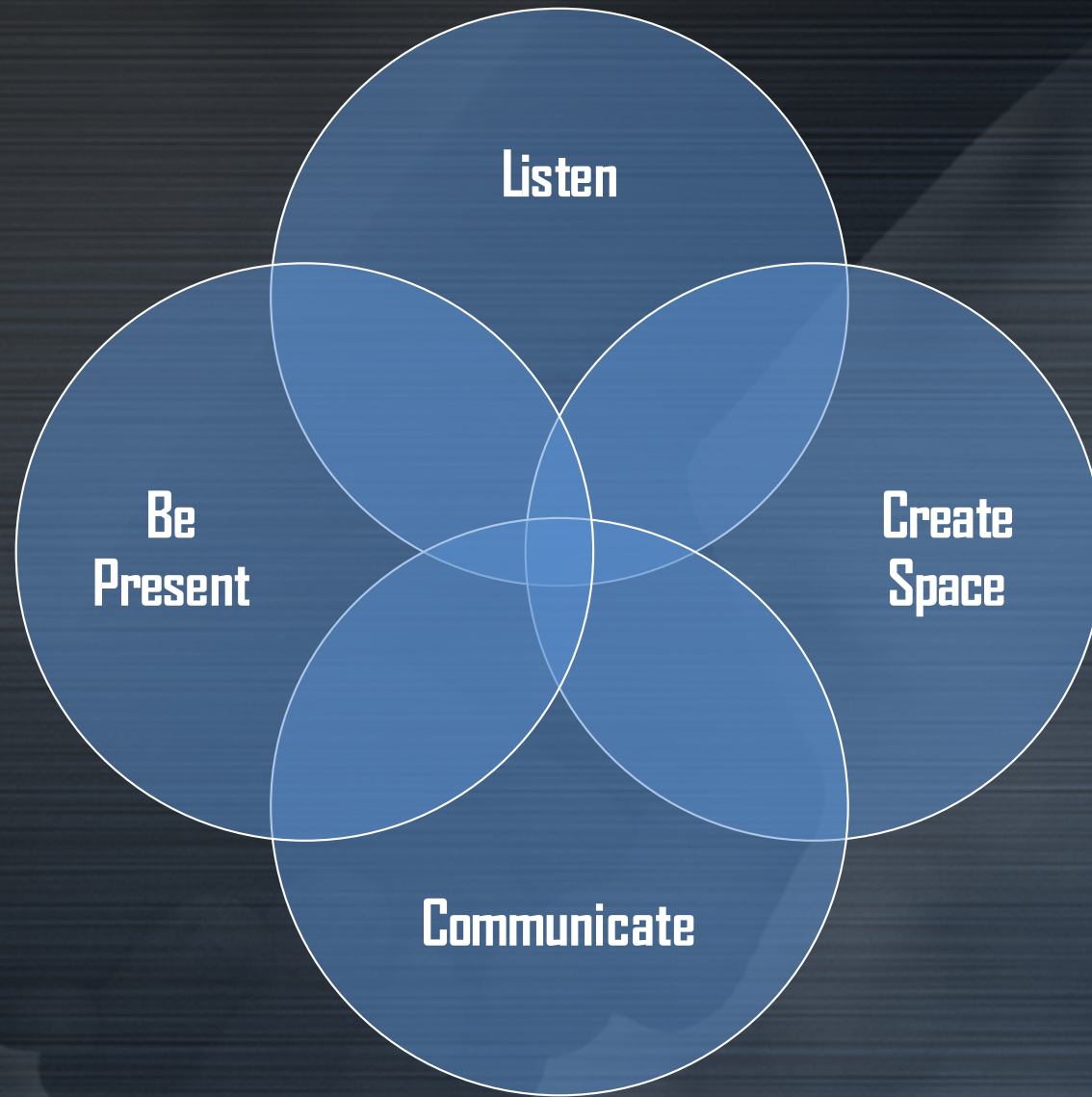




If we do not ensure people
“feel” human,

how can we ensure they can
“be” human?

A Framework for Elevating Human Experience



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

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