



# Evaluating Patient Experience to Promote Health Equity Learning Collaborative



# Session One: Patient Experience and Why it Matters

## January 11, 2024



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Simple Search



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# Zoom Orientation

1

## Captions

To adjust or remove captions, click the "Live Transcript" button at the bottom of your Zoom window and select "Hide Subtitle" or "Show Subtitle."

CC

Live Transcript

2

## Questions

Please raise your hand or add your questions for the speaker and comments for the group into the Chat box.

Chat

3

## Technical Issues

Please raise your hand to let us know or message us in the chat.

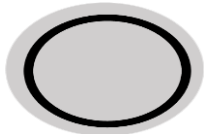


Raise Hand

4

## Recording

This session will be recorded and made available to participants in the Learning Collaborative. Your comments and questions will not be shared publicly.



Recording



# NNCC/ANCC Disclosures

**Accreditation Statement:** The National Nurse-Led Care Consortium is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.

**Success Completion Requirements:** To obtain 1.0 contact hours of nursing continuing professional development, you must participate in the entire activity, complete the evaluation and knowledge gain assessment following the session.



The National Nurse-Led Care Consortium (NNCC) is a nonprofit public health organization working to strengthen community health through quality, compassionate, and collaborative nurse-led care.

NNCC's mission is to advance nurse-led healthcare through policy, consultation, and programs to reduce health disparities and meet people's primary care and wellness needs.

We do this through

- training and technical assistance
- public health programing
- consultation
- direct care



<https://nurseledcare.phmc.org/>

# NNCC NTTAP Team



**Jillian Bird**  
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Project Manager



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# An NTTAP's role to support Health Center Excellence

- Provide population specific T/TA on HRSA-defined objectives
- Support health center capacity to provide interdisciplinary, culturally-competent care
- Consultation and support in developing CBO and public housing partnerships
- Connect your HC to our National Training Experts for specialty TTA on aging, unhoused populations, IPV and human trafficking, workforce retention, LGBTQ+
- Participation in national efforts to provide T/TA around SDOH, chronic disease mgt
- Support emergency preparedness and response efforts for health center populations
- Tracking trends and changes in public housing landscape
- Support the incorporation of the Health Center Excellence Framework and the Health Center 2035 initiatives



# Public Housing and Community Health

- 108 Health Centers funded as PHPC that serve 856,191 patients. They are but a few of the over 1,529 FQHCs and LAL serving over 4.4 million individuals.
- Including all the sites of these health centers it's about 17,890 locations serving 1 in 11 Americans across the country and territories.
- Residents of public housing are living in all of these places
  - Chronic illnesses like asthma, diabetes, hypertension, and obesity
  - Increased Social Isolation
  - Live with a disability or care for someone with a disability
  - Over the age of 65
  - Live with increased environmental risks including community violence
  - More complex social and medical needs







## **Jillian Bird, MSN, RN**

**Director of Training and Technical Assistance  
Nursing Continuing Professional Development  
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## **Michelle White, MSW, CPHQ**

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**10 min Introduction/Welcome**

**20 min Role of Patient Experience  
in Care Quality**

**15 min Patient Experience  
Assessment Tool**

**10-15 min Questions & Wrap-Up**



**Today's Agenda**

Name +  
credentials  
Location  
Role  
and....



**What might people be surprised to learn about you?**





## What is the “Patient Experience”



**Patient experience is defined as the sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care.**





# Patient Experience Differs from Patient Satisfaction



# Patient Experience Differs from Patient Satisfaction

Patient Experience encompasses the overall journey and interactions within the healthcare system.

Includes the emotional, physical and psychological aspects of care.

Patient Satisfaction refers to the evaluation of healthcare services based on the patient's expectations.

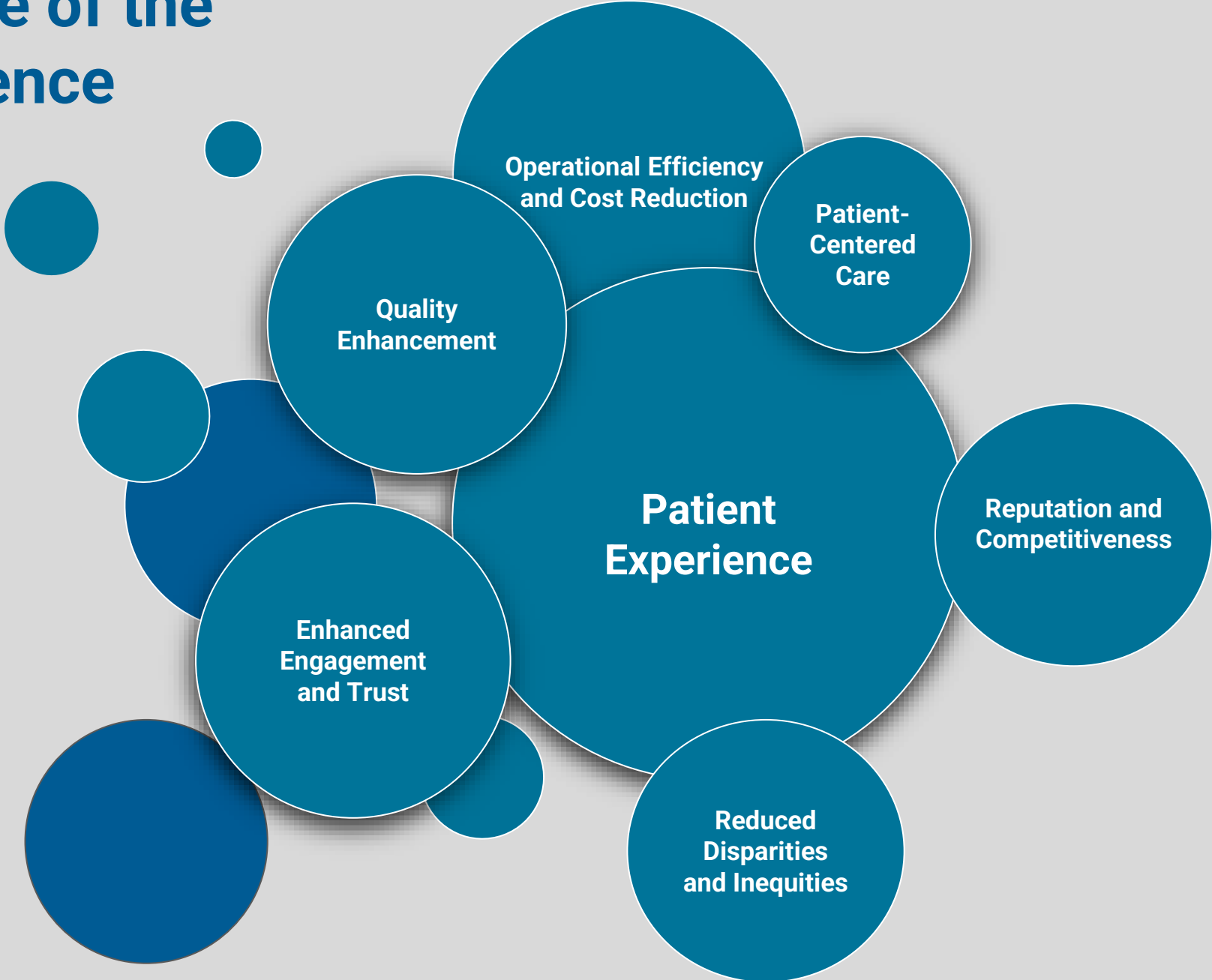
Focuses on meeting the patients needs and expectations.

Patient satisfaction is a component of the patient experience.

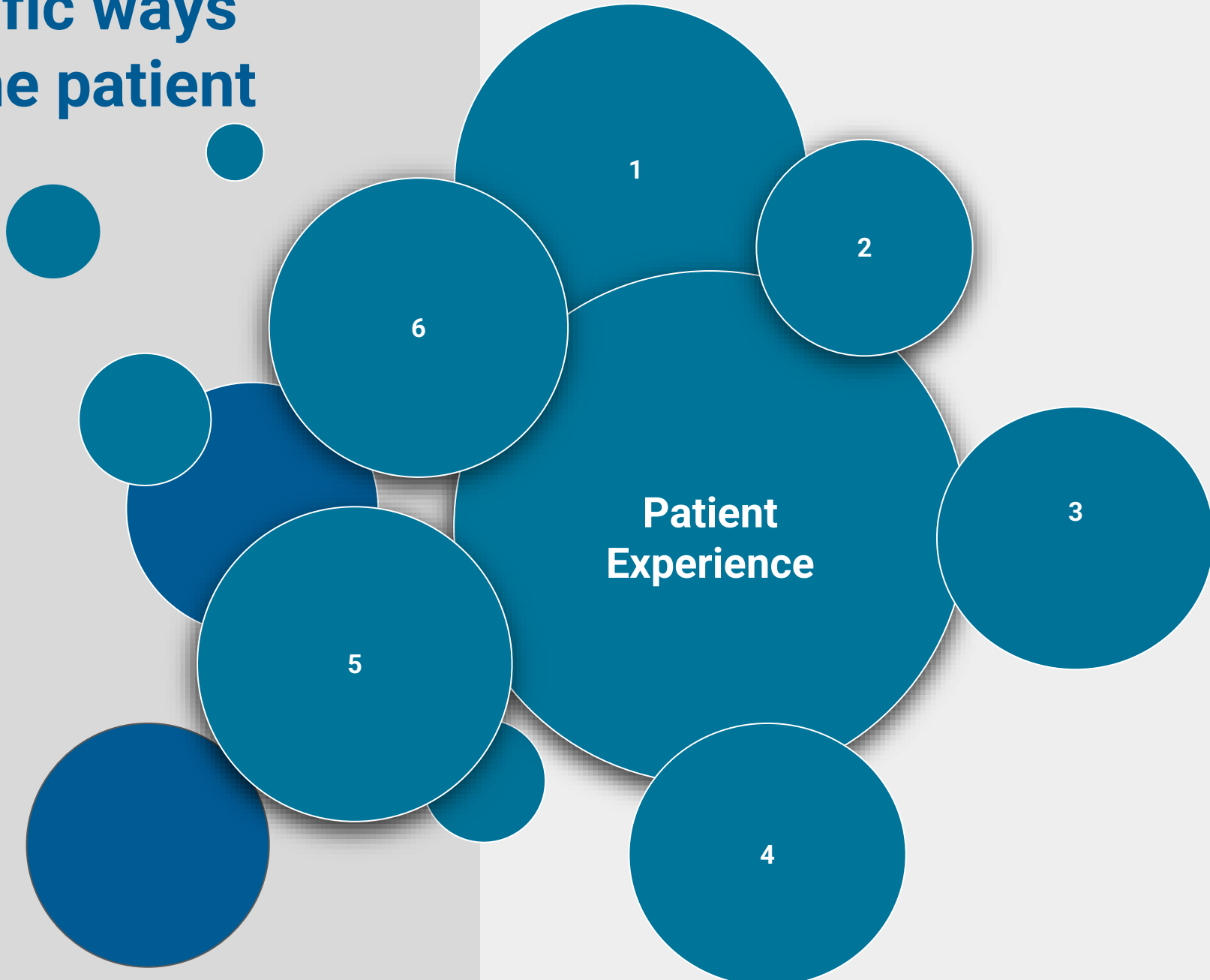




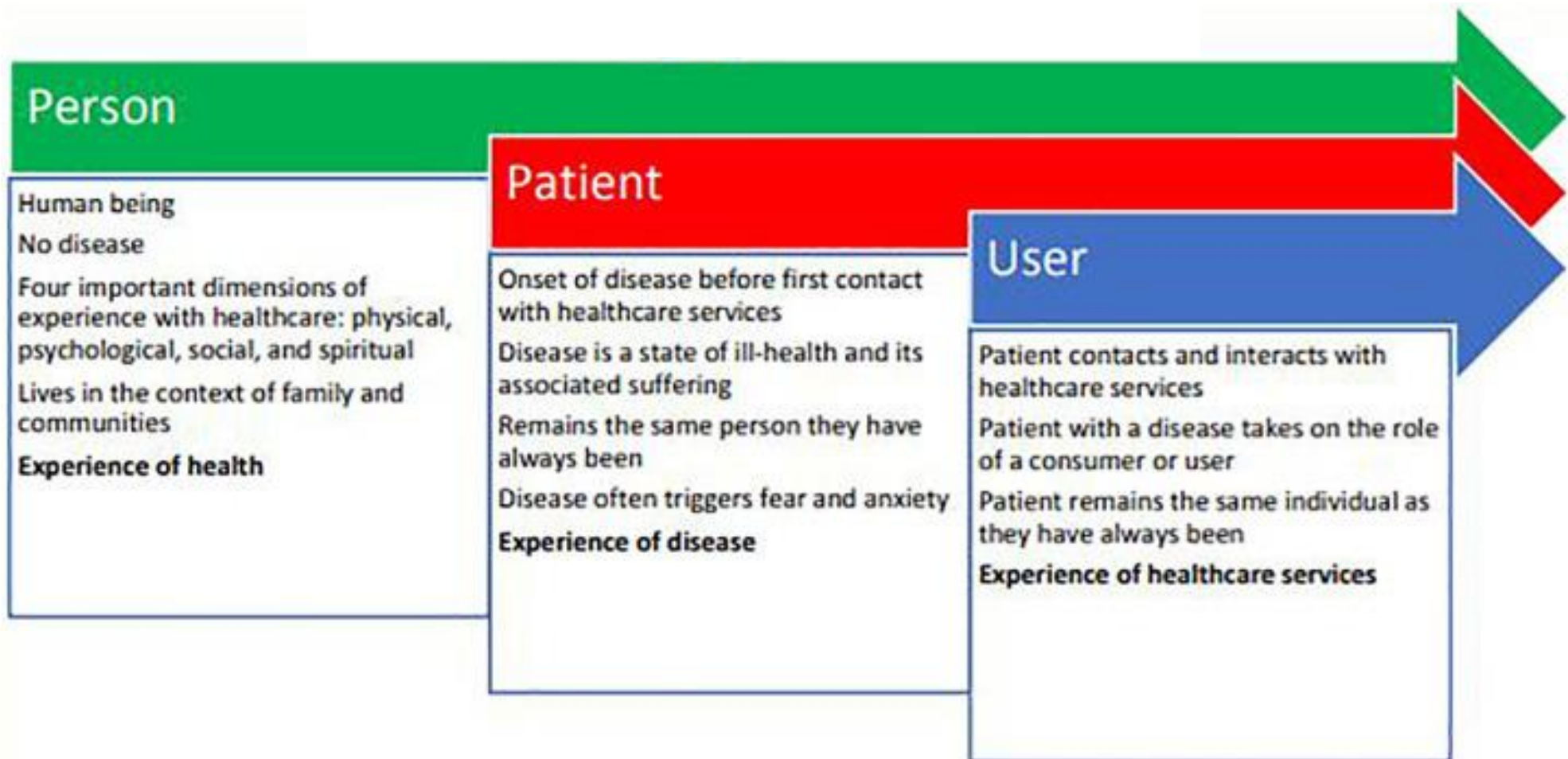
# The Importance of the Patient Experience



**What are specific ways  
you improve the patient  
experience?**



# Patients are Humans First



# Patient Experience shifts care to a Holistic Approach

A positive patient experience has a significant impact on healthcare processes and outcomes:

- ✓ Effective provider-patient communication
- ✓ Patient adherence to medical advice
- ✓ Better clinical outcomes
- ✓ Improved patient safety practices
- ✓ Lower utilization of unnecessary healthcare services
- ✓ A holistic approach helps healthcare providers evaluate and improve the overall quality of care





# The Business Case for Improving Patient Experience





**Why do you continue or delay your care?**



# NNCC's Patient/Family Experience Assessment Tool



HEALTH QUALITY INNOVATORS



# Patient Experience

The range of interactions patients have with healthcare system.



These interactions form an integral component of healthcare quality and include aspects of health care delivery that patients highly value when they seek/receive care.



# Patient Experience vs Patient Satisfaction

## **Patient Experience**

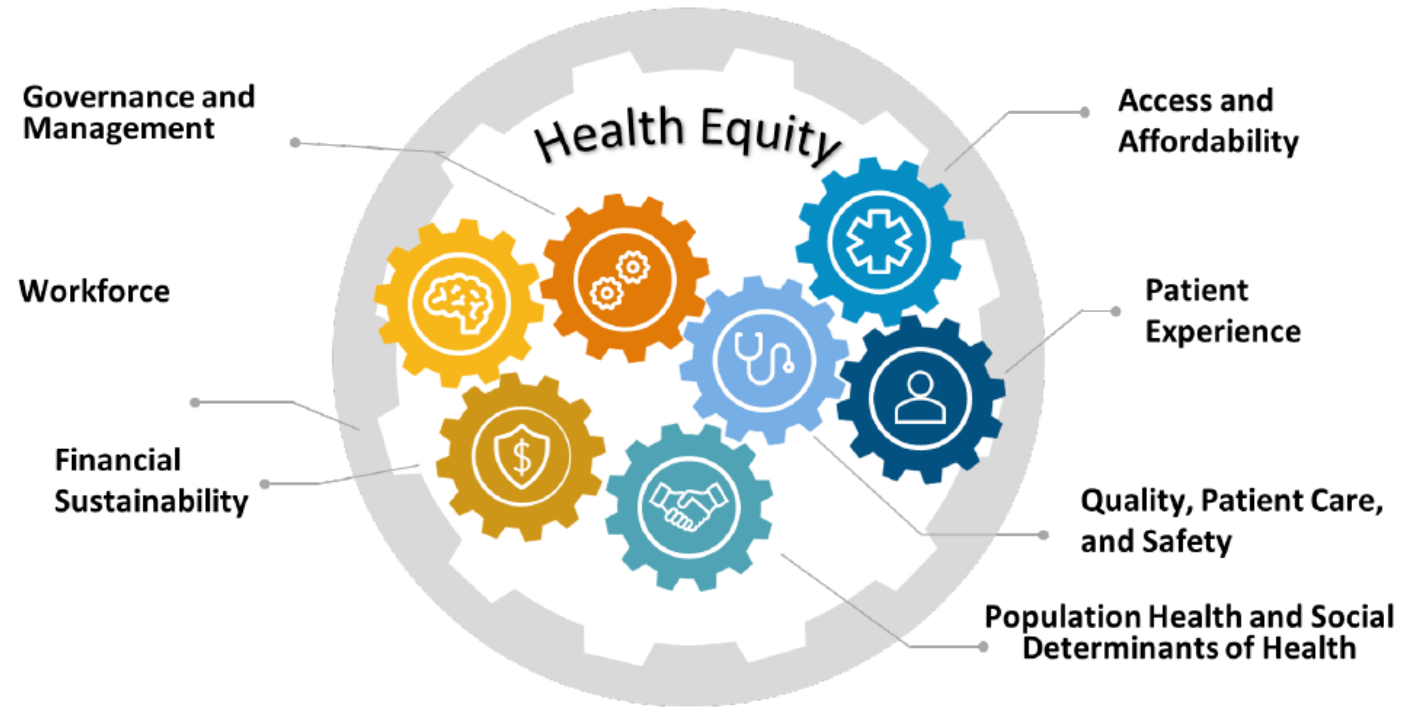
Assess patient experience – learn from patients whether something they believed should happen in the healthcare setting (i.e., clear communication with provider) actually happened or how often/infrequently it happened

## **Patient Satisfaction**

Assess patient satisfaction – if patient's expectations about an encounter were met (i.e., expectations vary for how care is supposed to be delivered, satisfaction ratings can differ based on different expectations)

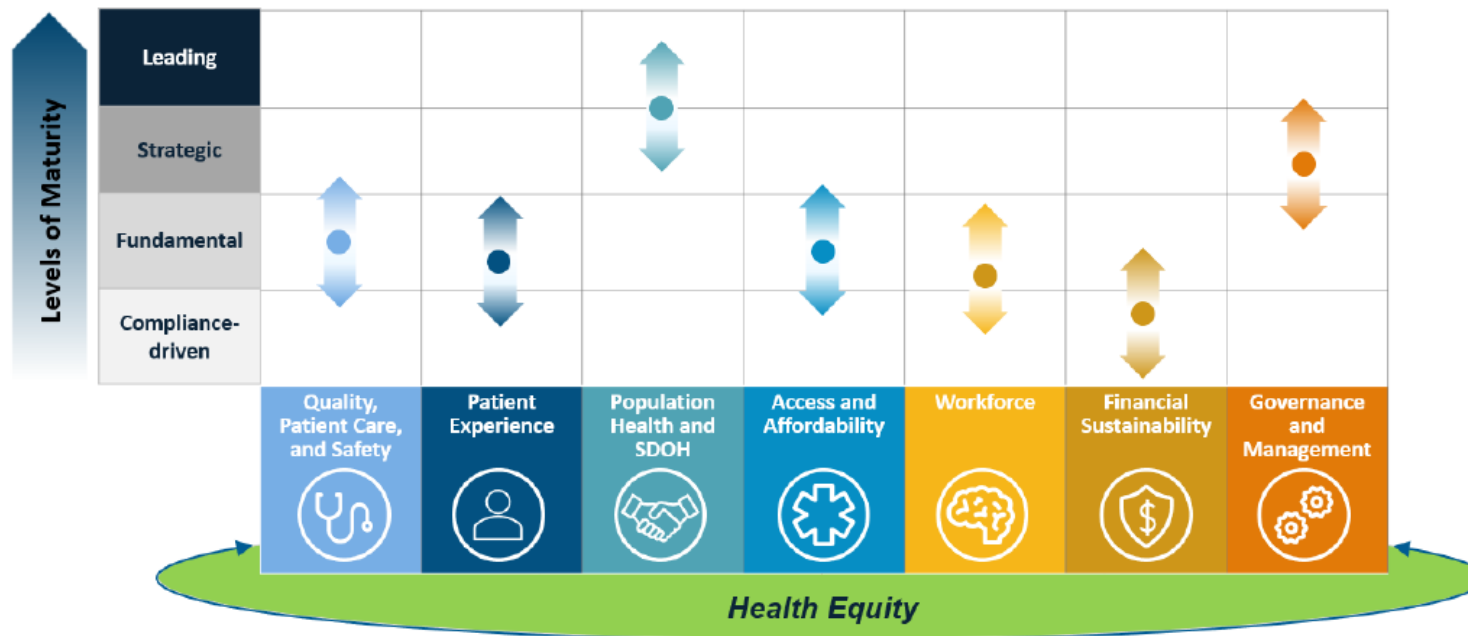


# Advancing Health Center Excellence Domains



# Advancing Health Center Excellence Framework

A health center can achieve various level of maturity across domains, with the ability to move up and down



# HCE Maturity Levels

Level of Maturity	<b>Level 4: Leading</b>	Health center employs leading practices in the domain, fully integrating the domain area into the health center strategy.
	<b>Level 3: Strategic</b>	Domain area proactively managed and aligned with the health center strategy.
	<b>Level 2: Fundamental</b>	Domain area tactically managed and health center strategy is partially or fully defined.
	<b>Level 1: Compliance-driven</b>	Health center is compliant with all relevant program requirements to the domain area.



# Tool Development



Worked with  
Health Quality  
Innovators



Literature  
review/Gap  
analysis



Inventoried  
existing  
assessment  
tools



# Developing the tool



Adapted questions for community health center



Connected content to the HCEF Framework



Added a leadership domain





[Consumer Assessment of Healthcare Providers and Systems](#)

[AHRQ What is Patient Experience](#)

[The Beryl Institute](#)

[ACO Patient Activation and Engagement Survey](#)

[Metrics and Evaluation Tools for Patient Engagement in Healthcare Organization- and System-Level Decision Making: A Systematic Review](#)

[Understanding the Patient Experience: A Conceptual Framework](#)

[Strategies for Leadership Patient and Family Centered Care Hospital Self-Assessment Inventory](#)

[Building a Patient Experience Program Optimize the Patient Experience to Improve Satisfaction and Quality of Care](#)







# Patient Experience

## Definition and Performance Expectations



# Definition and Performance Expectation Areas



## Definition

The health center provides care that is respectful of, and responsive to, individual patient preferences, culture, needs and values, and ensures that patient values guide all clinical decisions. The health center coordinates equity-oriented, patient-centered care and provides information and education to encourage patients, families and caregivers to actively engage in their care.

Performance expectation areas that illustrate the priorities for Patient Experience are:

Patient Activation and Engagement

Partnership with Families and Caregivers

Building Trusting Relationships

Patient-Centered Care Coordination

Relevant Health Center Program Compliance Manual Chapters:

8 and 10



## Patient Experience

# Performance Expectation Descriptions



### Patient Activation and Engagement:

- Maximize patient involvement in managing their health and health care across various levels of the healthcare system
- Assist patients to understand their role and ability to participate in the collaborative decision-making process of their individual care plans
- Encourage and support patient participation across the organization
- Listen to patients personalized preferences and are respectful of, and responsive to their patient's needs

### Partnership with Families and Caregivers:

- Have systems for engaging patients' family members and caregivers
- Provide opportunities for them to actively co-manage patient's health care, as allowed by healthcare regulations and in alignment with patients' wishes



## Patient Experience

# Performance Expectation Descriptions (continued)



### Building Trusting Relationships:

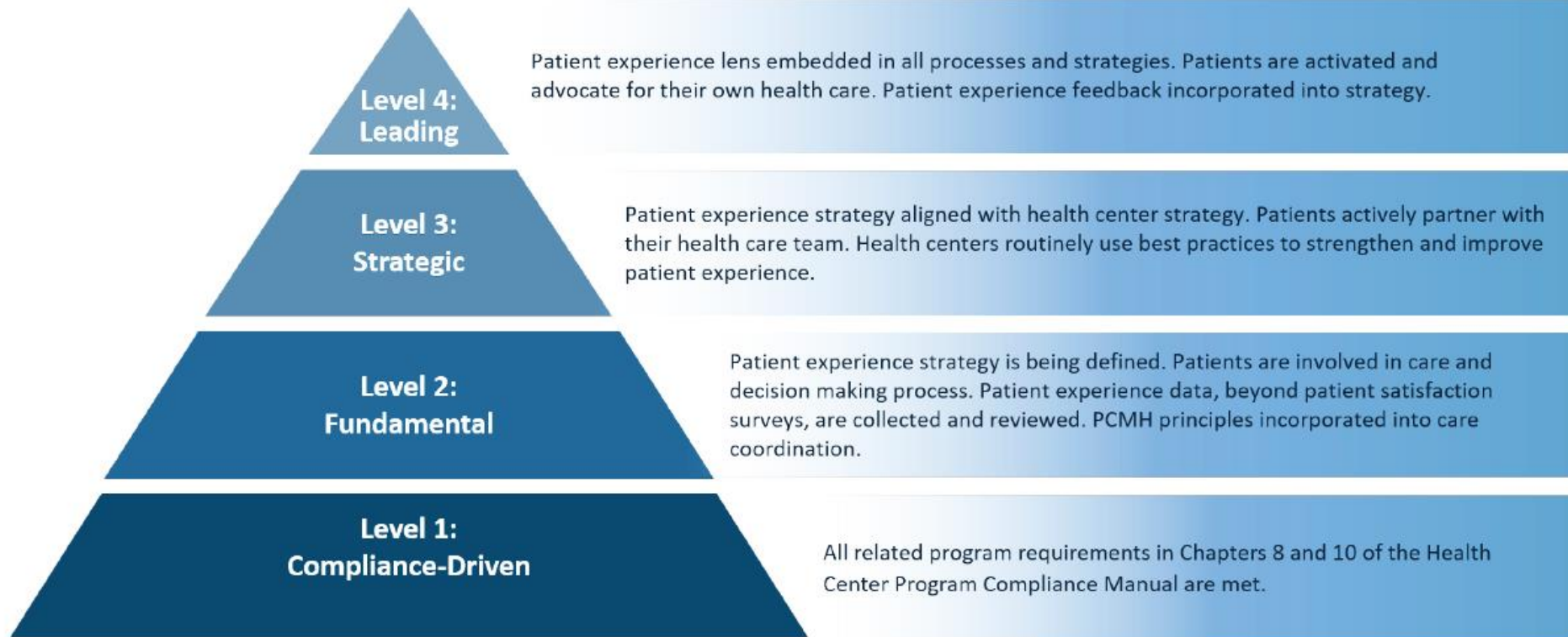
- Treat patients with dignity and compassion, respecting and holistically meeting the patient's health care needs
- The patient community entrusts the health center system with their care and the care of their families

### Patient-Centered Care Coordination:

- Strive to reduce system barriers to ensure health services and/or timely appointments are available when the patient wants them
- Respond and communicate with patients and assist them to navigate care
- Integrate and coordinate essential primary health services that are culturally-and linguistically appropriate



# Maturity Model



# Anatomy of the Tool

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Overview

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Assessment Tool

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Results

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Toolkit



## Using the tool

Gather your interprofessional team

Use the tool to lead discussion and create consensus

Determine an area(s) for improvement and create a plan to focus there.

Following improvement activities, the center can reassess their performance.



# The Patient/Family Experience Assessment Tool

## **Patient Experience - Adapted from HRSA's Advancing Health Center Excellence Framework**

The health center provides care that is respectful of, and responsive to, individual patient preferences, culture, needs and values, and ensures that patient values guide all clinical decisions. The health center coordinates equity-oriented, patient-centered care and provides information and education to encourage patients, families, caregivers and friends to actively engage in their care.

### **5 Performance Expectation Areas** illustrating the priorities for patient experience:

- (1) Patient Activation and Engagement
- (2) Partnership with Families and Caregivers
- (3) Building Trusting Relationships
- (4) Patient-Centered Care Coordination
- (5) Leadership\* *(not a formal area of the HCE Framework)*

### **12 Performance Expectations by Area:**

- (1.1) Maximize patient involvement in managing their health and health care across various levels of the healthcare system
- (1.2) Assist patients to understand their role and ability to participate in the collaborative decision-making process of their individual care plans
- (1.3) Encourage and support patient participation across the organization
- (1.4) Listen to patients personalized preferences and are respectful of, and responsive to their patient's needs
- (2.1) Have systems for engaging patients' family members and caregivers
- (2.2) Provide opportunities for them to actively co-manage patient's health care, as allowed by healthcare regulations and in alignment with patients' wishes
- (3.1) Treat patients with dignity and compassion, respecting and holistically meeting the patient's health care needs
- (3.2) The patient community entrusts the health center system with their care and the care of their families
- (4.1) Strive to reduce system barriers to ensure health services and/or timely appointments are available when the patient wants them
- (4.2) Respond and communicate with patients and assist them to navigate care
- (4.3) Integrate and coordinate essential primary health services that are culturally-and linguistically appropriate
- (5.1) Demonstrate leadership commitment to improving patient experience





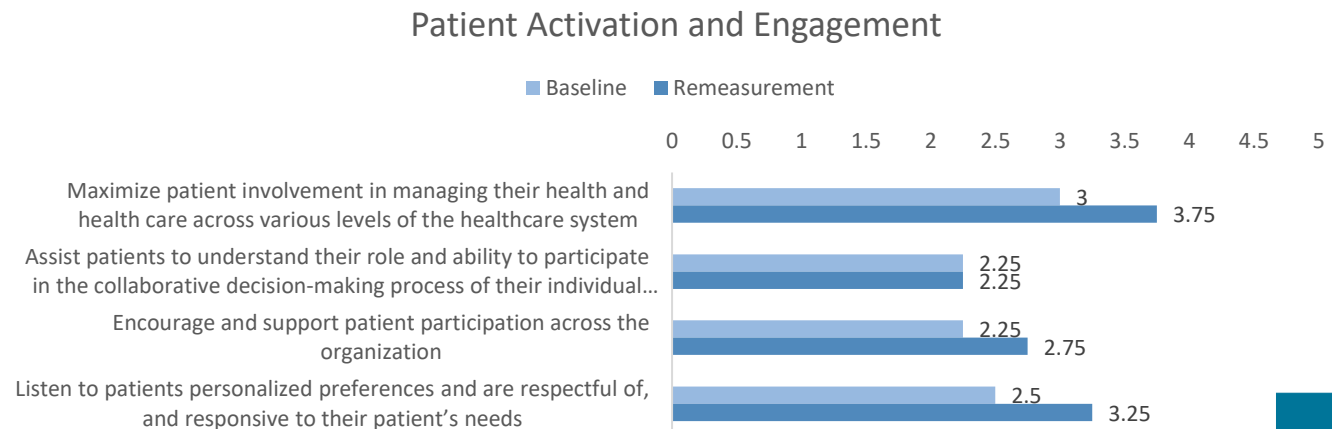
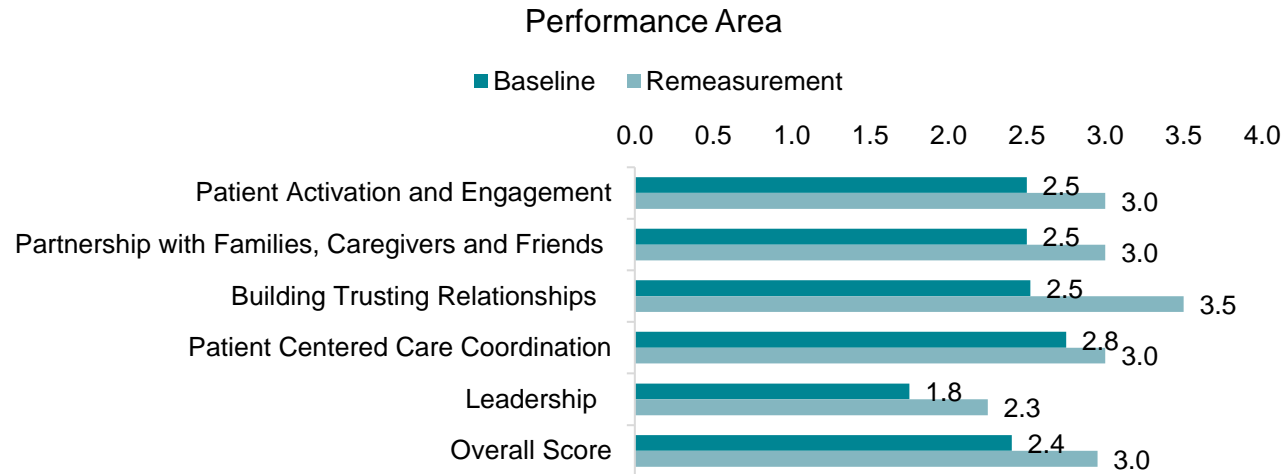
# The Patient/Family Experience Assessment Tool

Instructions: This tool provides a baseline assessment for patient experience performance. The health center can then focus on expectation area(s) for improvement. Following improvement activities, the center can reassess their performance. Each health center is unique, and can determine the time between baseline and remeasurement depending on the number and type of quality improvement activities. For each statement, select 1 if "Not at all", 2 if "To a minimal extent", 3 if "To some extent", 4 if "To a great extent" and 5 if "To the greatest extent" for the baseline period and again at the remeasurement period. Results are compared graphically on the Results tab. A new tool should be utilized for each cycle of improvement activities.

Patient Activation and Engagement	Baseline	Baseline Notes	Remeasurement	Remeasurement Notes
<b>Maximize patient involvement in managing their health and health care across various levels of the healthcare system</b>				
Patients and their families/caregivers/ friends are an expected part of the care team and play a role in decisions at the patient and system	3	3 because not an expectation yet and need to		
The health center promotes awareness of ways to access clinicians (email, telephone, patient portal, etc.)	3	Could do better sharing how to contact in emergency, and how to engage the portal		
The health center offers access to patient-friendly technology.	2	Not meeting friendly for non-English speaking patients		
The health center provides ways to easily access medical information or test results	4	Do make available in portal without review. Access is there. Utilization is another question		
<b>Assist patients to understand their role and ability to participate in the collaborative decision-making process of their individual care plans</b>				
The health center shares information fully and in a timely manner so that patients and their family members can make informed decisions.	2	Due to staffing, don't have time to really help patients digest info		
Care teams/clinicians work with patients and families/caregivers/friends to develop a treatment plan that includes the patient's goals for their care	3	Some feel that care team model doesn't allow space to capture patient goals/preferences. Provider goals can override sometimes. Think performance may vary among teams, so consistency may be focus. Dental and BH may be at 4s; PC at 2s		
Care teams/clinicians follow-up with patients and families/caregivers/friends to assess and monitor the treatment plan	2	Same as above, performance may vary among teams. Follow-up after initial involvement can be worse, though.		



# The Patient/Family Experience Assessment Tool Results

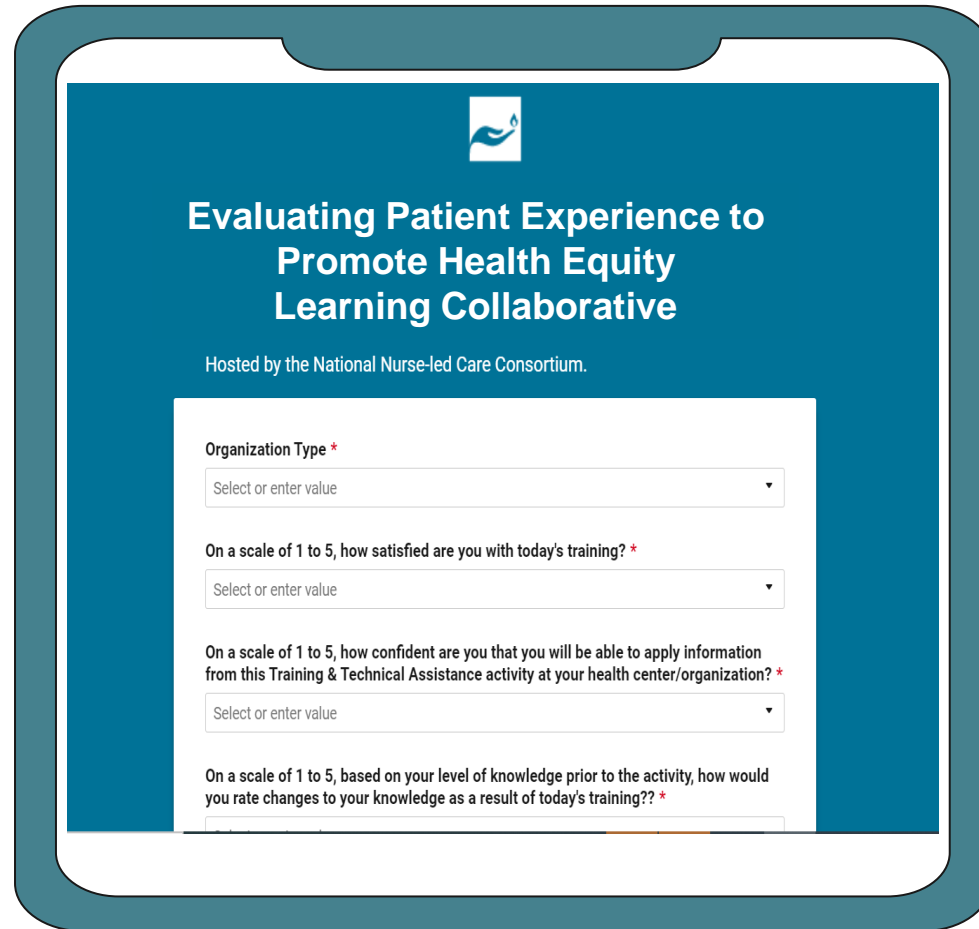


**DISCUSSION**


**QUESTIONS**

**COMMENTS**

# Evaluation Survey



The image shows a tablet displaying a survey form. The form has a dark blue header with a white logo of a hand holding a flame. Below the header, the title 'Evaluating Patient Experience to Promote Health Equity Learning Collaborative' is centered in white. Underneath, it says 'Hosted by the National Nurse-led Care Consortium.' The main content area is white and contains four questions, each with a dropdown menu for the answer. The questions are: 1. 'Organization Type \*' with a dropdown showing 'Select or enter value'. 2. 'On a scale of 1 to 5, how satisfied are you with today's training? \*' with a dropdown showing 'Select or enter value'. 3. 'On a scale of 1 to 5, how confident are you that you will be able to apply information from this Training & Technical Assistance activity at your health center/organization? \*' with a dropdown showing 'Select or enter value'. 4. 'On a scale of 1 to 5, based on your level of knowledge prior to the activity, how would you rate changes to your knowledge as a result of today's training?? \*' with a dropdown showing 'Select or enter value'.



## Evaluating Patient Experience to Promote Health Equity Learning Collaborative

Hosted by the National Nurse-led Care Consortium.

**Organization Type \***

Select or enter value

**On a scale of 1 to 5, how satisfied are you with today's training? \***

Select or enter value

**On a scale of 1 to 5, how confident are you that you will be able to apply information from this Training & Technical Assistance activity at your health center/organization? \***

Select or enter value

**On a scale of 1 to 5, based on your level of knowledge prior to the activity, how would you rate changes to your knowledge as a result of today's training?? \***

Select or enter value



# Access T/TA Resources



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## All Hazards Emergency Preparedness and Response Competencies for Health Center Staff

To successfully perform their assigned emergency/disaster roles, health center staff must understand how their organization will respond to hazards, including the use of altered management structures and modified operations. The National Nurse-Led Care Consortium (NNCC) and the Community Health Care Association of New York State (CHCANYS) created a set of competencies to improve the emergency and disaster preparedness of all health center staff. This publication provides a comprehensive overview of those competencies and sub-competencies, as well as a description of their development process. The competencies are intended to form the foundation of health center staff education and preparedness for all-hazards emergency and disaster response and will allow health centers to direct their limited training time and resources to cover the most essential preparedness aspects.

### ALL HAZARDS EMERGENCY PREPAREDNESS AND RESPONSE COMPETENCIES FOR HEALTH CENTER STAFF

*Recommendations from the National Nurse-Led Care Consortium (NNCC) and Community Health Care Association of New York State (CHCANYS).*

September 2022

This publication is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling



# Upcoming Trainings

**Next week's session**

**January 18 @ 2 PM EST**

**Creating a Patient Experience Culture of Care**

*Registration:* [https://us02web.zoom.us/webinar/register/WN\\_Y5It3FD-RrKygAz8fgAY6w](https://us02web.zoom.us/webinar/register/WN_Y5It3FD-RrKygAz8fgAY6w)

**February 1 , 2024 @ 3 PM EST**

**Building Bridges Between Healthcare Systems and Community-Based Organizations To Address Health Disparities**

*Registration:*

[https://us02web.zoom.us/webinar/register/1816962803556/WN\\_f3mIsel6RfioNxUcGV\\_BSG#/registration](https://us02web.zoom.us/webinar/register/1816962803556/WN_f3mIsel6RfioNxUcGV_BSG#/registration)



# Thank You!

If you have any further questions or concerns please reach out to  
Project Manager Fatima Smith [fasmith@phmc.org](mailto:fasmith@phmc.org) or  
Senior Program Manager Matt Beierschmitt at [mbeierschmitt@phmc.org](mailto:mbeierschmitt@phmc.org)

