



#jauta

Rūpēties – tas ir cilvēciski

Globāls skatījums uz to, kā pārveidot cilvēku pieredzi saistībā ar veselības aprūpi

Džeisons Vulfs,

Berila Institūta prezidents, ASV



Veselības ministrija



Slimību profilakses un
kontroles centrs



NACIONĀLAIS
ATTĪSTĪBAS
PLĀNS 2020



EIROPAS SAVIENĪBA

Eiropas Savienības
strukturārfondi un
Kohēzijas fonds

IEGULDĪJUMS TAVĀ NĀKOTNĒ

ESF projekts Nr. 9.2.3.0/15/l/001 "Veselības tīklu attīstības vadlīniju un kvalitātes nodrošināšanas sistēmas izstrāde un ieviešana prioritāro veselības jomu ietvaros".

#ToCareIsHuman

A Global View on Transforming the Human
Experience in Healthcare

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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.

Cilvēki, kuri rūpējas par cilvēkiem.

Our shared experience over the past few years has shifted the foundation of healthcare forever, exposing systemic weaknesses and wounds that can no longer go untreated.





While the world has been inspired by the level of compassion and care that healthcare professionals have demonstrated, we know firsthand that this service and sacrifice has come with a heavy price.



We are facing a perfect storm for healthcare. The winds such as global financial pressures, supply chain issues and workforce challenges, weigh on and buffet all who are engaged in and served by the healthcare ecosystem. But amid this turbulent reality, I believe there is hope, a space for optimism and a solid foundation on which we can and must build. It comes in our commitment to the human experience.

Wolf JA. Navigating the "Perfect Storm":
Leading with a commitment to human experience.
Patient Experience Journal. 2022; 9(3):1-3.



A Context for Experience





Choice...





SATISFACTION...is based in moments.

It is how we
feel about the expectations
of an encounter.

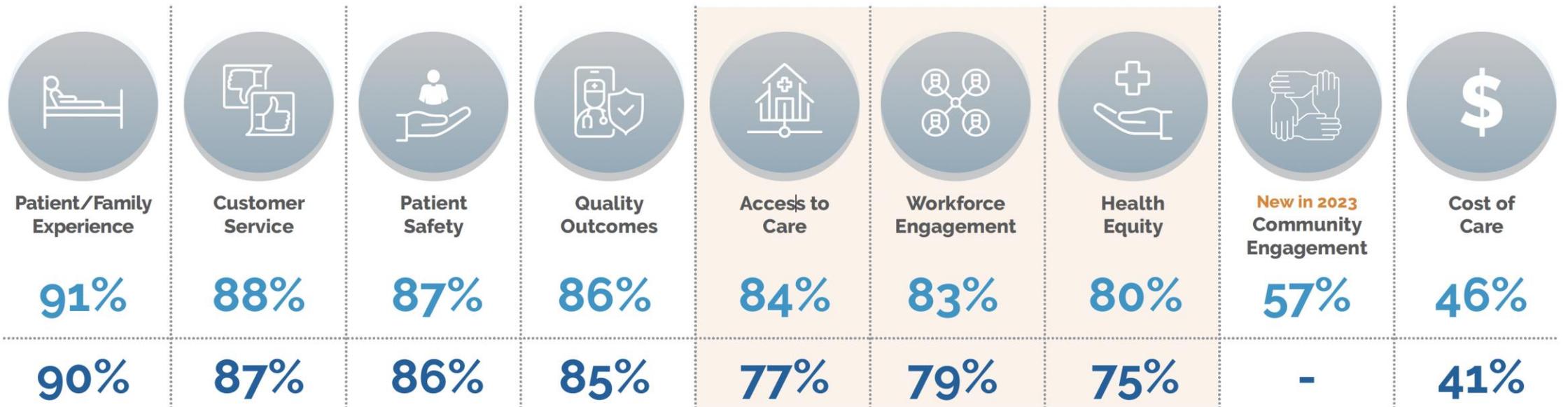
EXPERIENCE is something we have lived through...
...it is our lasting story

It is all that is perceived, understood and remembered.



An Integrated Perspective





● 2021 ● 2023

To what extent should patient experience encompass each of the following:? (% to a great extent)

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

- The Beryl Institute

Why Experience
Matters...



We must honor people come to us
at their most vulnerable moments.

Mums ir jāgodina cilvēki, kuri nāk pie mums
visneaizsargātākajos brīžos.



Consumer Perspectives
on Patient Experience 2021

David S. West, PhD, CEO
President & CEO, The Beryl Institute

THE BERYL INSTITUTE



My **health and wellbeing** are important to me
69%



I want/deserve to be **treated with respect**
47%



Will influence how I make **healthcare decisions**
38%

Why is having a good patient experience important to you? (Check all that apply.)



There is not one interaction we can
ever take for granted.

Nav nevienas mijiedarbības, ko mēs varētu uzskatīt
par pašsaprotamu.



Highest Rated

- 96% **Listen** to you
- 96% **Communicate** clearly in a way you can understand
- 95% Provide a **clear plan of care** & why they are doing it
- 94% Take my **pain seriously**
- 94% **Appropriate level of care** for my needs

Lowest Rated

- 62% A healthcare environment that is **quiet & peaceful**
- 51% Facility that **offers convenient parking**
- 31% Facility that **offers good food**
- 28% **Age** of the healthcare facility
- 22% Facility that **provides amenities**

When you think about having a good patient/family experience, how important are each of the following to you? (% Extremely + Very Important)

The Beryl Institute - Ipsos PX Pulse
Consumer Perspectives on Patient
Experience in the U.S.
NOVEMBER 2022





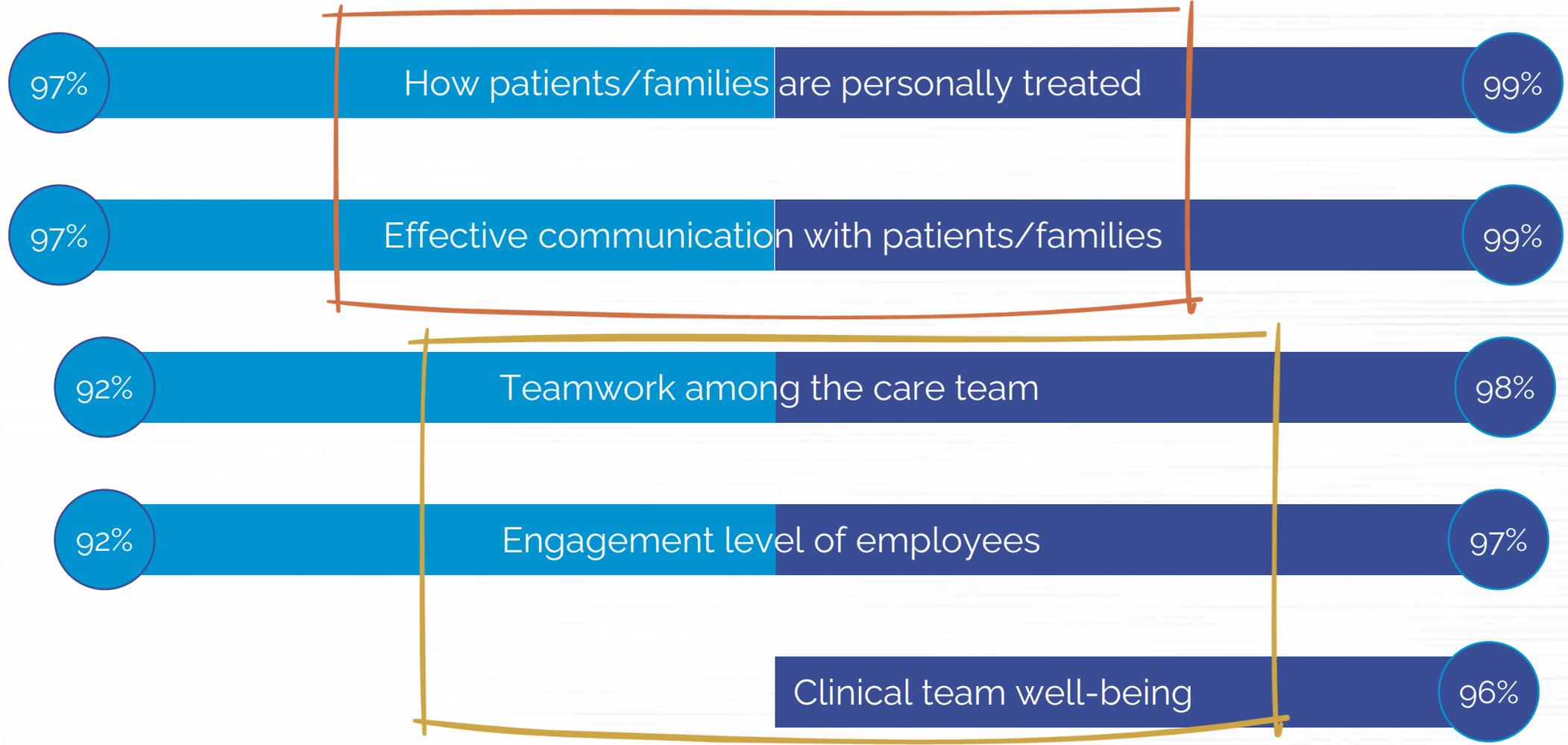
We can never care well for others,
without first caring for each other.

Mēs nekad nevaram labi parūpēties par citiem,
vispirms nerūpējoties viens par otru.



General Respondents

High Performers



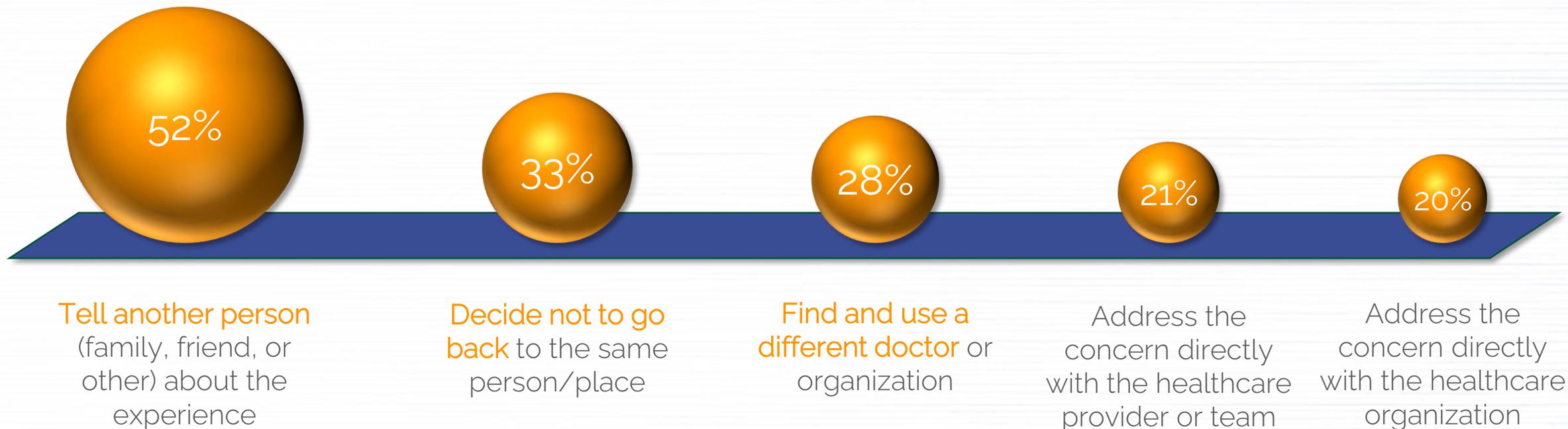


What we do (and don't do) will be
the story others tell.

To, ko mēs darām (un nedarām),
citi stāstīs'.



As the result of a negative patient experience, did you do any of the following? (% Yes)



Tell another person (family, friend, or other) about the experience

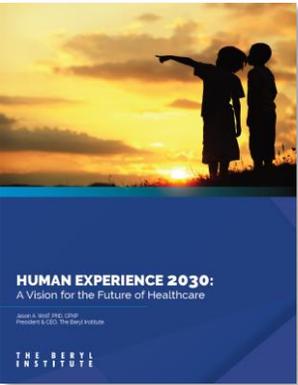
Decide not to go back to the same person/place

Find and use a different doctor or organization

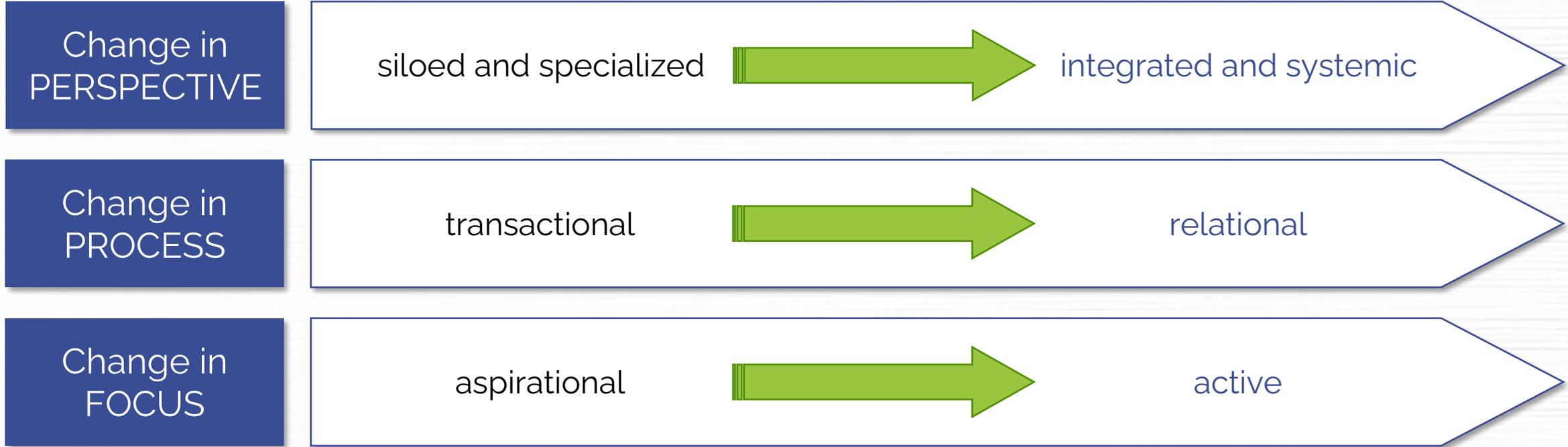
Address the concern directly with the healthcare provider or team

Address the concern directly with the healthcare organization

Transforming the
Human Experience...



Framing the future of human experience in healthcare will require *transformational change*.



The Human Experience in Healthcare



The **human experience** – encompassing patient, workforce and community experiences – is not a move away from the foundational definition of patient experience but rather the positive and natural expansion of it.

Wolf, Jason A. PhD; Niederhauser, Victoria DrPH, RN; Marshburn, Dianne PhD, RN, NE-BC; and LaVela, Sherri L. PhD, MPH, MBA. (2021) "Reexamining "Defining Patient Experience": The human experience in healthcare," Patient Experience Journal: Vol. 8: Iss. 1, Article 4. Available at: <https://pxjournal.org/journal/vol8/iss1/4>



HUMAN EXPERIENCE



To what extent do you believe your existing experience efforts have a positive impact on each of the following? (Somewhat + To a great extent)



A Global Perspective on Elevating the Human Experience in Healthcare

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What connects us is strong and what will lead us forward is clear and true.

What we take from these insights is a shared framework for action that we can all build from that includes:

Establish a clear strategy

Engage leaders at all levels

Communicate relentlessly

Invest in formal learning

Care for those who offer or support care.

Elevate a commitment to partnership

Commit to understanding difference and championing equity

Measure in a way we can share openly

Understand that experience excellence is a journey

While our commitment is global,
our actions must be local!

Lai gan mūsu apņemšanās ir globāla,
mūsu rīcībai jābūt lokālai!

The Value Proposition of Experience



...and it starts with
YOU!

E M E R G E N C Y



Listen for more than what is said

Be willing to own moments of change





Always run **over** the top





Wear gratitude like a cloak,
and it will feed every corner of your life.

- Rumi



Experience is not something we do...

...it is **WHO** we are!





Wolfs Notes

ON EXPERIENCE...

We must honor people come to us in their most vulnerable moments.

There is not one interaction we can take for granted.

We can never care well for others without first caring for each other.

What we do (and don't do) will be the story others tell.

ON HOW IT STARTS WITH YOU...

Listen for more than what is said.

Be willing to own moments of change.

Always run over the top.

Wear gratitude like a cloak.

Human beings *caring* for human beings.

#ToCareIsHuman

Transforming the Human Experience Starts with
YOU!

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CILVĒKS - LATVIJAS VESELĪBAS NOZARES VĒRTĪBA

2023. gada 28. septembrī



Veselības ministrija



Slimību profilakses un
kontroles centrs

 Latvijas Ārstu biedrība

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