Office of Patient Experience
“We will always do what’s best for the Patient”
UMMC’s Commitment

The Office of Patient Experience [OPE]
Patient Experience Guiding Principles

We will...

1. Give our patients quality care
2. Treat our patients with respect and kindness
3. Embrace the voice of our patients
4. Build the relationships that improve patient care
What is Your “People Practice”? 

**Empathy**
- Ability to understand and feel what another person is experiencing
- “I might be you”, “I am you”

**Equanimity**
- Mental calmness; composure undisturbed by tension, pain, or emotion
Empathy in Action

- Good listening skills
  - Positive body language, eye contact
  - Heart and mind connection

- Communication
  - Repeat back to ensure understanding
  - Focus on mutual points of agreement

- Responding to concerns
  - Avoid defensiveness, show compassion
  - Follow up
What does Empathy mean to Healthcare?

“Experiencing empathy teaches us about the impact you can make in the lives of individuals which is what we came into this work to do”
What Does The OPE Do?

- Patient Relations - Complaints and Grievances
  - Identify opportunities for improvement

- Programs
  - Family advisory councils
  - Patient rights
  - Standardized service recovery training

- Press Ganey Patient Experience Surveys
  - Inpatient, Ambulatory, Emergency Department, Ambulatory Surgery, Behavioral Health
At UMMC,
It is Everyone’s Responsibility to “Help or Get Help”
Patient Relations: Complaint or Grievance Recognition and Reporting

- **Complaint**
  - A concern that we are able to resolve quickly on site

- **Grievance**
  - A concern that we could not resolve quickly or to the patient or family’s satisfaction
  - Any complaint in writing
  - A complaint with request for written response from the hospital
  - Any billing concern from a patient with Medicare

- **Reporting**
  - Contact the Office of Patient Experience
  - Notify unit or department leadership
Patient Experience Programs

- Patient and Family Advisory
- Spiritual Care and Pastoral Services
- Patient Rights Regulatory Oversight
- Volunteer Services
- Patient Experience Week
- Healing Arts
- Staff Recognition
- Pet Therapy
- Guest Services
- Service Excellence Standardization
UMMC’s Cultural Commitment for Service Excellence

“Model the Way”
For patient care AND everyone everywhere

We will always...
• make eye contact
• start with a greeting
• introduce ourselves
and state our purpose

We will never...
• avoid eye contact
• ignore the person in front of us
• assume that people know who we are or what we do
UMMC’s Cultural Commitment for Service Excellence

“Listen to Understand”
For patient care AND everyone everywhere

We will always...
- listen carefully
- ask clarifying questions
- commit to action and follow up

We will never...
- dismiss concerns
- jump to conclusions
- leave in a hurry or forget to follow up

University of Mississippi Medical Center
Why Patient Experience is Important

- Patient
  - Perception is reality

- Reputation
  - Trust

- Finance
  - Value based healthcare
Intranet - Safety/Quality Scorecard - Patient Experience

Patient Experience Scorecard

Using our New Patient Experience Scorecard

1. Select Adult Surveys or Pediatric Surveys

2. Select your survey area:

- Inpatient
- Ambulatory
- Emergency Department
- Ambulatory Surgery

3. Surveys have up to 3 focus areas:
   (1) Overall, (2) Communication, (3) Cleanliness

See location comparison of overall focus area for this survey
See data for additional survey domains and questions

University of Mississippi Medical Center
Why Patient Experience Data is Important

• Performance Improvement
  • The “Nudge”

• Transparency
  • Adding value to the patient’s perception

• Culture
  • Patient Centeredness
You are the Patient Experience

Welcome to our team!

Each of us plays a part in our patients and families having the kind of experience they expect and we want them to have.
You are the Patient Experience

We want your feedback

Please share your patient stories and ideas for improvement:

OPE@umc.edu
601-815-4545