



Human Experience

What we will cover today:

- Human Experience
- What Shapes the Human & Patient Experience?
- Communicating Effectively/Patient Centered Care
- Spiritual Care Services
- Guest Relations - Information Desk
- Patient Relations
 - Grievances, Complaints
 - Patient Rights and Responsibilities
 - Language Services

University Hospital's Core Values

- University Hospital Core Values are a set of standards that all University Hospital employees are expected to model.
- You are expected to implement each of these Human Experience standards when providing care to patients.
- The standards which we'll go over today are specific to delivering appropriate service recovery to ensure that patient experience is exceptional throughout the system.
- **Stewardship:** We responsibly manage resources for our patients, their families and the communities we serve.
- **Teamwork:** We communicate and collaborate to achieve shared goals, recognizing the contribution of each team member.
- **Integrity:** We hold ourselves to the highest ethical standards and are committed to an honest and equitable environment.
- **Respect:** We embrace the value of each person, sensitive to everyone's unique and diverse needs.
- **Reliability:** We are passionate about the care we provide, and we are accountable to each other to achieve high quality, safety and service.



Guest Relations

Information Desk
Visitor Restrictions
pCare – Interactive
Television/Education
Virtual Family Visits



Spiritual Care Services

Community Healthcare
Chaplains

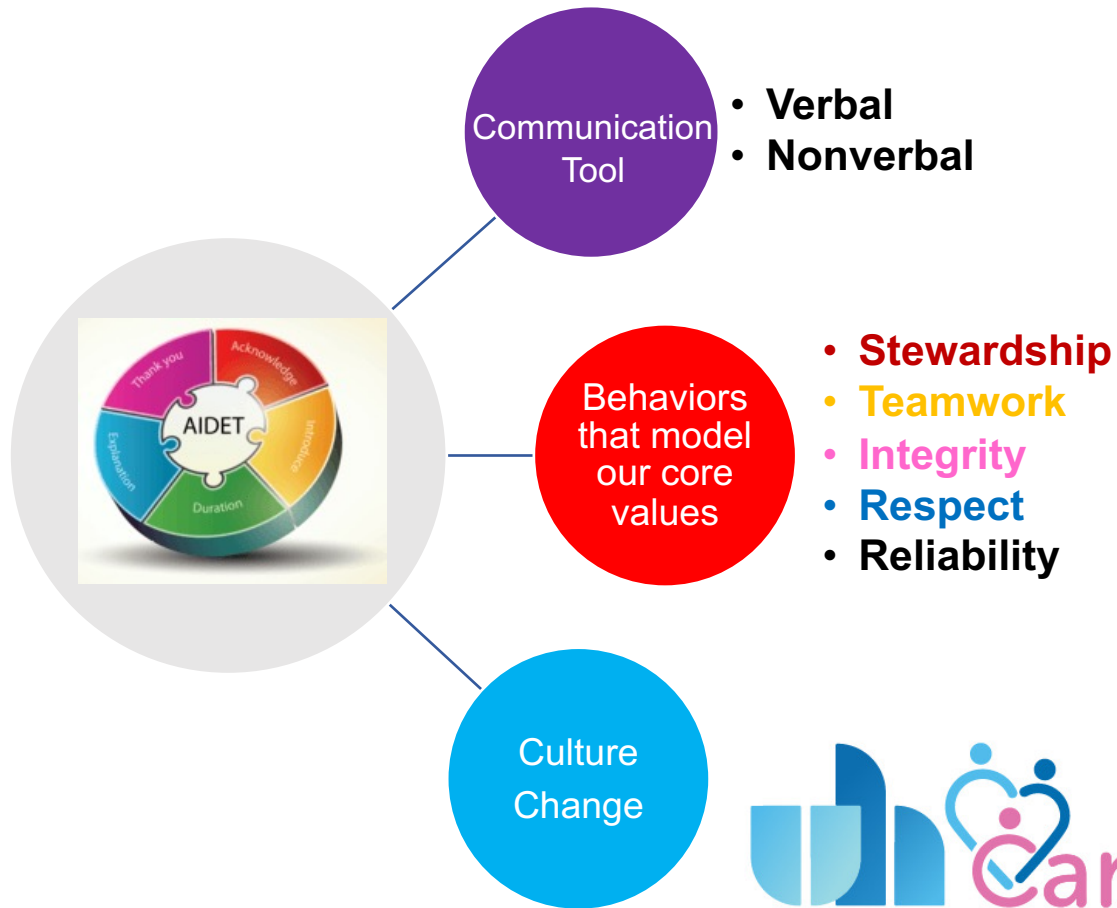


Patient Relations

Patient Rights
Complaints & Grievances
Language Services

Human Experience

UHCares: Centering on the Human Experience



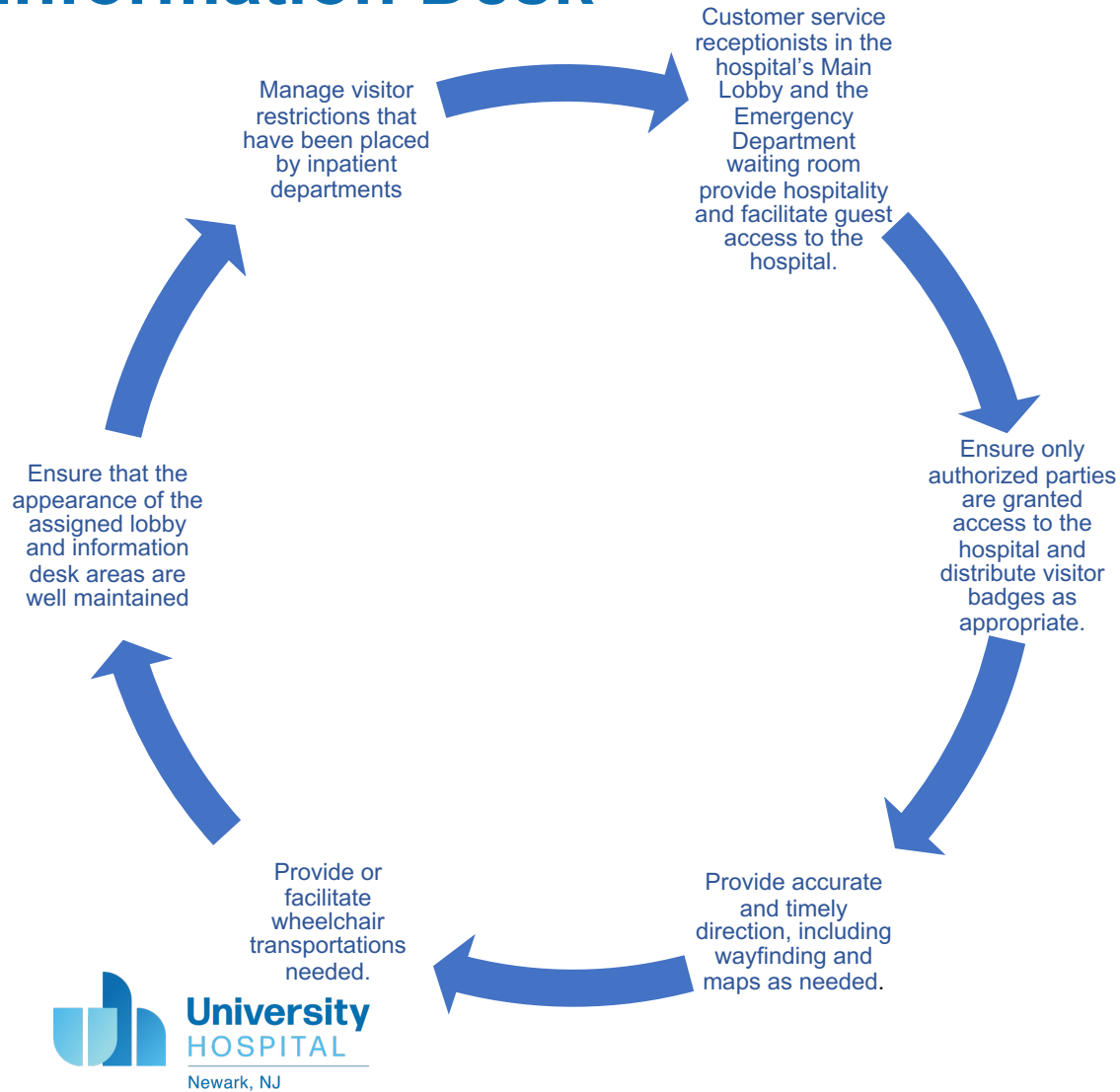
STEWARDSHIP • TEAMWORK • INTEGRITY • RESPECT • RELIABILITY

What shapes the Human Experience?

- The patient's experience reflects everything that touches or impacts the patient. Way beyond the bedside.
- See every patient as a complex individual with a constellation of factors that influence his/her experience and outcomes, not a diagnosis or a disease state
- Medical condition, prognosis and the degree of physical discomfort, disability and anxiety associated with them
- Personal and cultural factors
- Acknowledge the impact of stress and suffering on the experience of care and outcomes

Guest Relations

Information Desk



Virtual Family Visit

- A Virtual Family Visit is the restoration of human connection through voice, video, music, spoken word, family, liturgy, presence, and love.



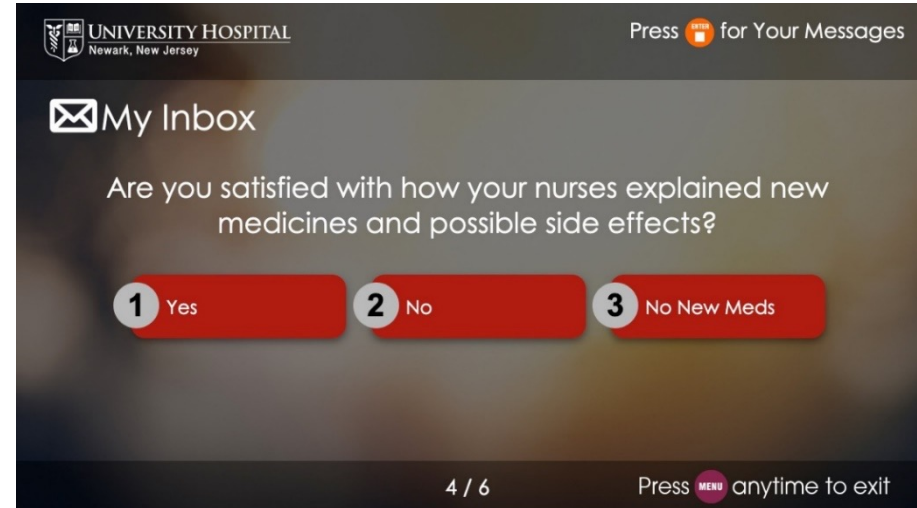
Guest Relations Continued...

pCare Interactive Television

- Interactive patient experience solution using patients in room television.
- Patient education – empowering patients to become engaged in their care with the use of education content and medication teaching



Real Time Feedback



Patient Relations

Patient Rights

University Hospital provides medical treatment without regard to:

- Race
- Color
- Age
- Religion
- National origin
- Ethnicity
- Culture
- Language
- Sex
- Gender identity or expression
- Sexual orientation
- Disability
- Diagnosis
- Ability to pay or source of income

University Hospital does not restrict or limit visitation rights based on sexual orientation or gender identity or expression and ensures that all visitors have full and equal visitation rights, consistent with the patient's wishes.

Our patients have the right to safe, considerate, respectful, and dignified care at all times.

Patient Responsibilities

- Provide complete and accurate information
- Respect and consideration towards healthcare team and fellow patients
- Ask Questions
- Speak Up

Patient Rights

MEDICAL CARE

- **Receive an understandable explanation** from your physician of your complete medical condition including recommended treatment, expected results, risks and reasonable alternatives.
- **Give informed written consent** prior to the start of specified, nonemergency medical procedures or treatments after your physician has explained—in terms you can understand—specific details, any risks, time to recover and reasonable medical alternatives.

COMMUNICATION & INFORMATION

- **Be treated with courtesy, consideration and respect** for your dignity and individuality.
- **Know the names and functions** of all physicians and other health care professionals directly caring for you.

PRIVACY & CONFIDENTIALITY

- **Be assured confidentiality** about your patient stay. Your medical and financial records shall not be released to anyone outside the hospital without your approval.

QUESTIONS, COMPLAINTS

- **Ask questions or file grievances about patient rights** with a designated hospital staff member and receive a response within a reasonable period.

Patient Representatives

- Conduct daily rounds on assigned units; facilitate communication of identified expectations or concerns as expressed by patient/family and assist the healthcare team in responding as needed.
- Serve as a liaison between patient/family and the healthcare team to achieve resolution of issues of concern or complaints/grievances.
- Work collaboratively with the healthcare team in clarifying issues and communicating the voice of the patient.

Patient Representatives conduct proactive rounds in the Emergency Department and on inpatient units to address complaints in real time before they become a grievance.

- **Complaint:** Any verbal concern shared by a patient or family member that can be *promptly resolved by staff present*, or by staff who can quickly be at the patient's location to resolve the concern.
- **Grievance:** Any written or verbal concern shared by a patient or family member that *cannot be promptly resolved* by staff present. All complaints regarding abuse, neglect, patient harm or hospital compliance with CMS requirements are to be considered a grievance.

Language Services

- **ALWAYS ASK** the patient what their preferred language is.
- **ALWAYS DOCUMENT** how you communicated with the patient.
- **ONLY STAFF/PHYSICIANS** who have undergone a qualification process are permitted to interpret clinical information.

Do you know what to do?

Q: If a visitor approached you speaking a language that you could not identify, what would you do?

A: Use the phone/video interpreter and ask any interpreter to help identify the language.

Q: If a patient or visitor who is deaf passes you a written note to communicate with you, what would you do?

A: Use the video interpreter to communicate. Do not assume the patient can write English effectively.

Q: If you are using the VRI but the patient states they want an in-person interpreter, what do you do?

A: Call Patient Relations (2-6410) or the AOD (2-5677) for an in-person interpreter.

Language Services Continued...

The following resources are available to assist with language interpreting:

- Over-the-phone interpreting
 - Call (866) 455-8165
- Video Remote Interpreting cart (VRI) available on every inpatient unit; each floor of the ACC
- Staff medical interpreters - scheduled via Patient Relations Department
 - Extension 2-6410



The following individuals should **NOT** be used as interpreters:

- ✗ Minor children
- ✗ Adult family members/friends
- ✗ Bilingual hospital staff/physicians who have **NOT** undergone a qualification process via Patient Relations/Medical Staff Office*

**If you will speak a language other than English to your patients, contact Patient Relations (2-6410) or the Medical Staff Office (2-7049).*

Spiritual Care Services

At University Hospital we are committed to caring for the whole person, and we recognize the role spirituality and religion play in our patients' lives. As such our chaplaincy services team is available to all, and includes a staff chaplain, chaplain intern, and a small team of dedicated community clergy volunteers.

**Spiritual Care Services
can be reached at
Phone: 973-972-1943**



The physician, in the role of a spiritual care generalist, should be capable of assessing the need for spiritual care for their patient and make appropriate referrals to the spiritual care specialist, the chaplain, when more in-depth spiritual care is deemed necessary.

Spiritual Care Services

University Hospital Interfaith Chapel

Our Interfaith Chapel is on C-level and is available to patients, family members and staff 24/7. It provides a peaceful place for prayer, reflection, and quiet contemplation.

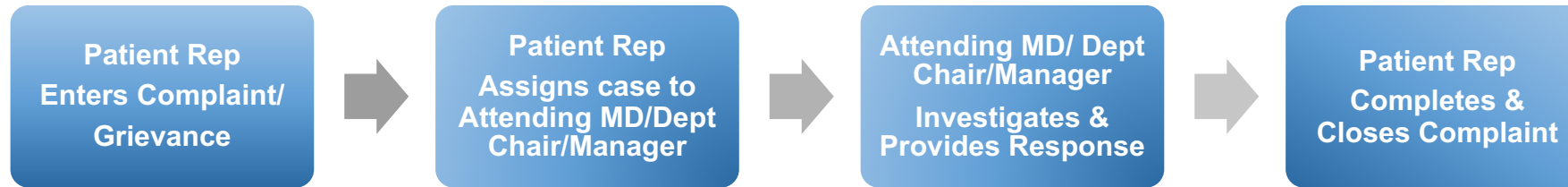
Our Interfaith Chapel also schedules group worship opportunities that are kindly provided by local faith groups and community clergy. Adjoining our Chapel is a small additional space that has been set aside for individual prayer and meditation and is also available 24/7.

Chapel Calendar

www.uhnj.org/chapel/calendar.pdf



Patient Grievance Process



FORWARD ALL LETTERS TO PATIENT RELATIONS

COMPLAINTS RECEIVED IN WRITING ARE GRIEVANCES PER CMS GUIDELINES.

- Patient Relations must send an acknowledgment letter to the complainant within 7 business days.
- Patient Relations must send a final resolution letter within 30 business days.
- If the complainant is dissatisfied with the response, the patient is advised on how to report a complaint to the NJ DOH, CMS and The Joint Commission.

Physician Communication – Best Practices

DOCTORS TREATED YOU WITH COURTESY & RESPECT

- Knock before entering a patient's room
- Introduce yourself and explain your purpose to patients & family members
- Ensure that conversations are private and cannot be overheard by others

DOCTORS EXPLAIN IN WAYS PATIENTS UNDERSTAND

- Use written materials to complement verbalized instructions
- Use plain language
- Assess what the patient already knows
- Teach-back
- “What questions can I answer for you?”



DOCTORS LISTEN CAREFULLY TO YOU

- Communicate at patient's level
- Use body language
- Confirm that you understand what a patient is saying
- Avoid interrupting - Allow patients to express their concerns fully without interruption

Patient Experience: Communication with Doctors Domain

Questions comprising the domain score:

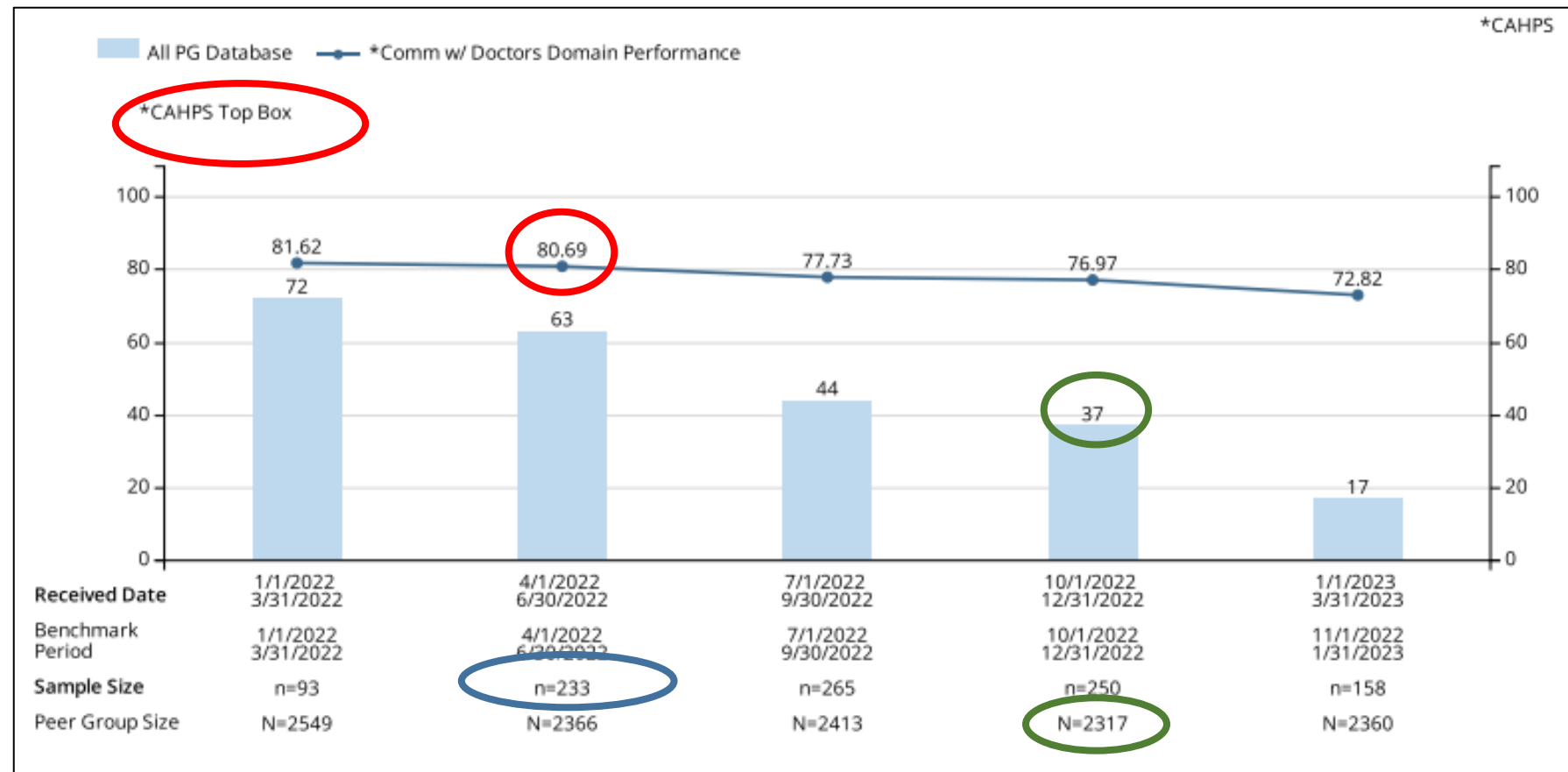
- Doctors Treat with Courtesy and Respect
- Doctors Listen Carefully to You
- Doctors explain in a way you understand

Key:

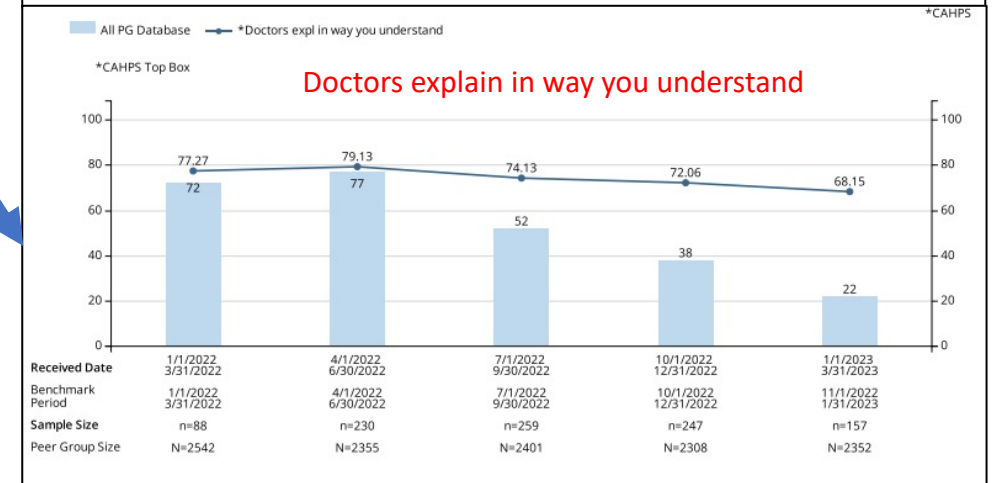
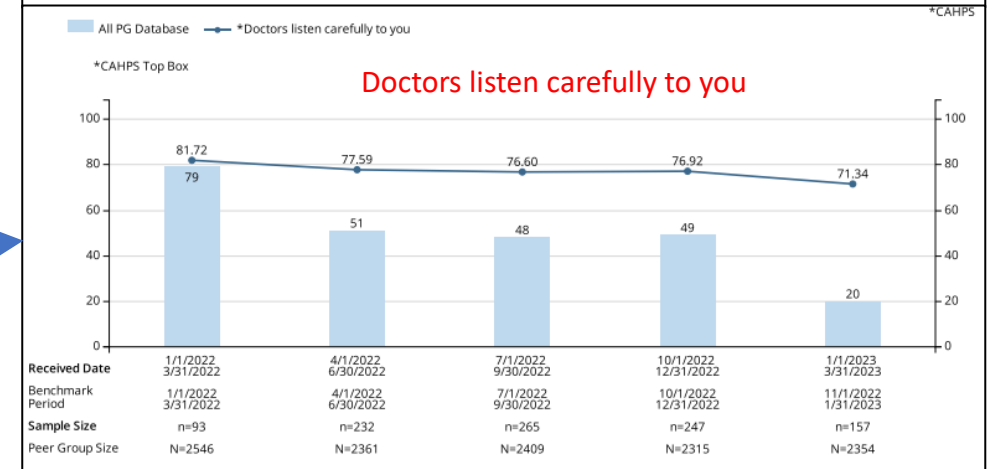
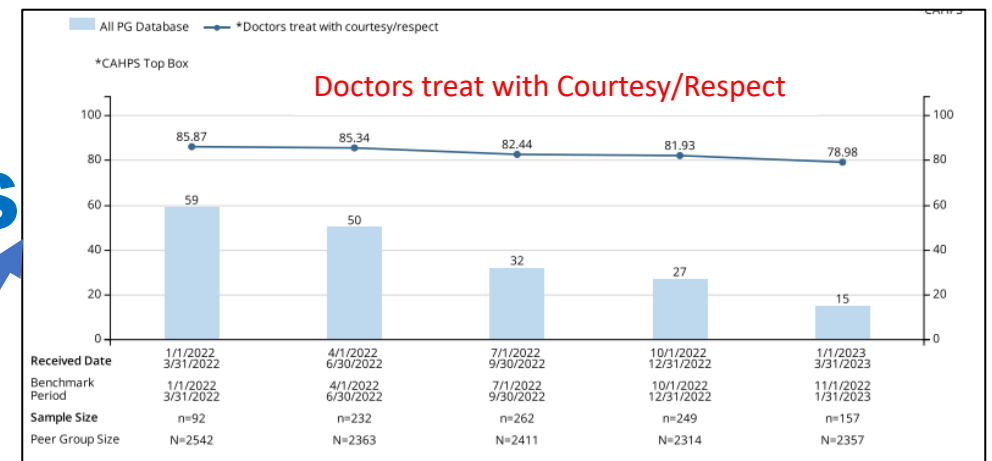
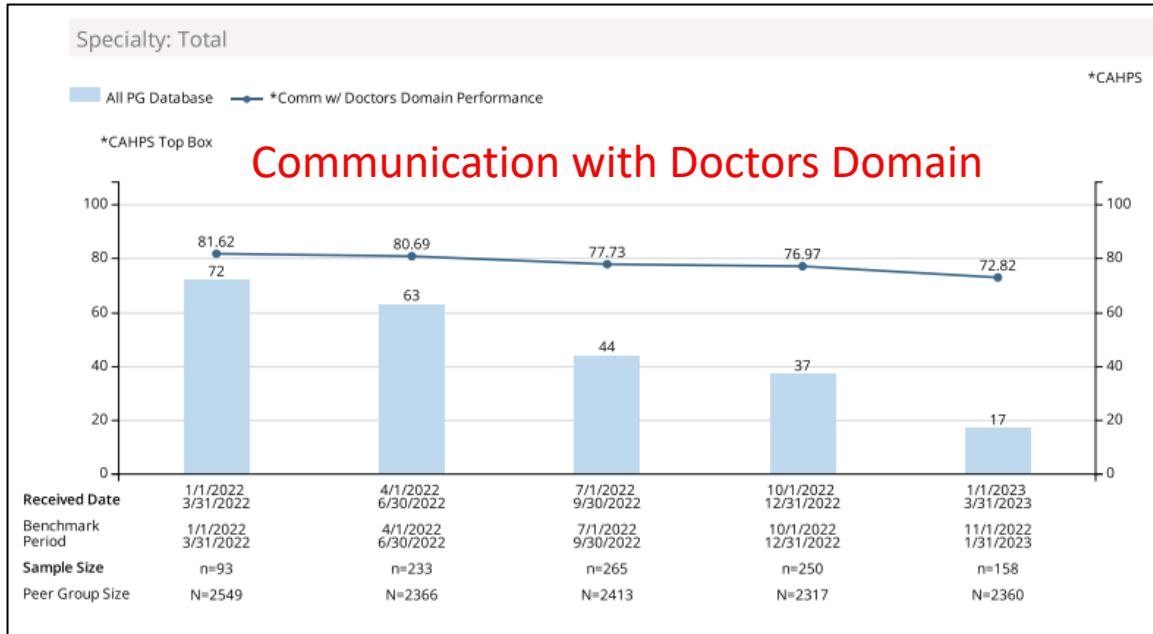
Top Box: The top box score represents the percentage of most favorable responses. On a scale of 1-5, the top box response would be those patients who selected a 5 (i.e., the most favorable response). Top box will always be rounded to two decimal places.

Peer Group (N): This is the number of individual organizations that are asking the same question to their patient population generating a ranking between 1 and 99, 99 being the most favorable. Peer group ranking will always be a whole number.

Sample size (n): Represents the number of individual responses of patient.



Patient Experience: Communication with Doctors



Quarterly Press Ganey Patient HCAHP Reports by Specialty

A

Acknowledge

I

Introduce

D

Duration

E

Explanation

T+

Thank You + The Promise

Huron AIDET[®] Five Fundamentals



Contact Information

Patient Relations- Language Services - Complaint/Grievances

973-972-6410

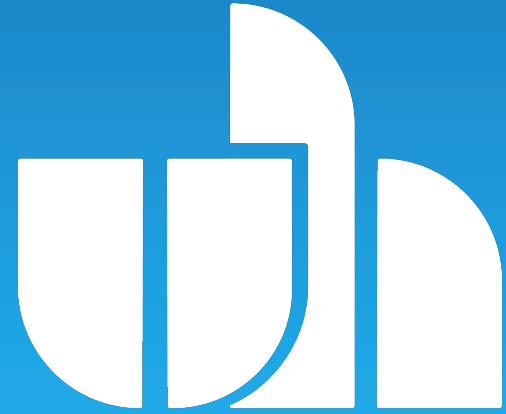
Spiritual Care Services

973-972-1943

Guest Relations – Information Desk

973-972- 4040





University
HOSPITAL

Newark, NJ