

Patient Experience Framework 2024 – 2027

Our Patient Experience Framework is a culmination of three key areas.



The framework is first informed by our supporting data, which led to the building block foundations of how we deliver exceptional patient experience. Growth opportunities were identified in order to improve upon what we have done.

Supporting Data

These measurement tools inform the 2024 – 2027 Patient Experience Framework.



The Experience Assessment (Beryl Tool)

The Experience Assessment is grounded and built on global research. Beryl identifies critical factors to positive experience outcomes by high-performing healthcare units and consumers of healthcare. We conducted the Experience Assessment across the hospital to create a comprehensive picture of our strengths and opportunities to improve the patient experience.

- Upon completing the Experience Assessment, we reviewed the findings through a comprehensive report that includes the following:
 - An overall Human Experience Index (HXI) score.
 - An individual score associated with each of the eight strategic lenses of the Experience Framework.
 - Access to a Review and Reflection Worksheet to help evaluate scores and develop a plan to address the gaps and opportunities.

Feedback Management System

Patient experience data is collected directly from patients and entered into an internal feedback management system. Within these systems, patient feedback is documented, in order to analyze how to improve processes and the patient experience. Feedback is also collected through our patient engagement surveys. This direct insight from patients and families has highlighted gaps in service, perceptions of care, staff attitudes and behaviours and assessment/diagnosis, which helped to inform the patient experience framework.



Foundations of an Exceptional Patient Experience



These pillars define exceptional patient experience at Headwaters.

Governance & Leadership

Partnering with patients and incorporating their voice into decision making aligns with our strategic direction, “Deliver Patient Centred Quality Care.” This is achieved when Executive Leadership and the Board of Directors are supporting exceptional patient experience and the work of the Patient Experience Office, including the Patient and Family Advisory Partnership.

24/7 High Quality Care

To create an environment that supports care and healing for patients and their families, we conducted environmental scans that consider accessibility and equal access to care. Examples include using technology and analytics to enhance the overall patient experience, and applying standardized clinical and operational processes to ensure staff are up-to-date on best practices.

Engaged Teams

Teams are engaged and equipped to deliver person- and family-centred care. This is achieved through continuing to build on our foundational core competencies, such as compassion, empathy, and active listening.

Patient and Community Partnership

All aspects of care, including discharge planning, are tailored based on individual patient needs (emotional, cultural or spiritual), and plans are created in partnership with patients. Collaborating with stakeholders and community contributors for their perspectives and knowledge create a better health service and system. Patients and families are encouraged to play an active role in their healthcare, and staff are responsible for communicating information to patients and families in a way that can be easily understood. Through transparent communication, from admission to discharge, patient partnership fosters an environment of trust and confidence that they’re receiving the best care.

Quality Improvement

Continuous assessment helps ensure we remain patient-focus, process-orientated, team-centric and data-driven. This is achieved through PFAP engagement at the beginning of each quality improvement initiative for discussion, feedback and implementation of recommendations.



Growth Opportunities

After conducting the Experience Assessment, there are six key actions Headwaters will take in 2024 – 2027 that will help achieve exceptional patient experience.



Patient & Family Voice

- Recruit one Patient and Family Advisor representative per area of care to support programs and department managers in developing quality initiatives and patient experience projects.
- Collect real-time data and deploy a modern surveying tool (Qualtrics) to measure and track patient interactions and feedback on care delivery.
- Create patient and family engagement tools for PFAP members following best practice guidelines.

Quality & Clinical Excellence

- Support consistent use of huddles and team materials to review teachable moments on patient-centered care with staff.
- In partnership with Interprofessional Practice and Leadership, establish clear expectations about the standards of patient-centered care and patient experience excellence.
- Analyze qualitative data from the feedback reporting system to support quality improvement efforts and identify specific patient journey-related issues.
- Increase integration of patient and family input at the start of quality initiatives.
- Reinforce principles of patient-centered communication with all team members to promote patient satisfaction with quality of care.

Equitable Care

- Explore options for convenient and efficient translation tools for educational materials to ensure equitable access to care in a patient's primary language.
- Identify how patients and families across all spectrums of care can be supported with ethnoculturally relevant and appropriate resources (i.e. smudging ceremony).
- Prioritize, track and address disparities in patient experience data by examining unconscious biases, exploring data gaps, and utilize data to identify inequities based on race, ethnicity, and language barriers.
- Commit to equitably enabling patients and loved ones to find, understand and use information to inform health-related decisions in communication styles that meet their needs.



Growth Opportunities Continued

After conducting the Experience Assessment, there are six key actions Headwaters will take in 2024 – 2027 that will help achieve exceptional patient experience.



Policy Improvement & Measurement

- Use our patient experience data to drive action and improvement within the organization related to patient-centered care.
- Refresh and promote the Patient's Rights and Responsibilities.
- Refresh and promote the Patient and Family Declaration of Values.
- Implement a new surveying tool (Qualtrics) to measure patient satisfaction and gather real-time feedback from patients, family, and caregivers.

Staff Engagement & Development

- Implement AIDET, a service excellence training tool for all staff to address communication concerns.
- Mentor staff to overcome challenging situations and difficult conversations with patients and loved ones.
- Educate the care team on ways to actively listen and respond to patient and family concerns so that patients and families are heard.
- Develop and implement organizational customer service training in consultation with patient and family advisors.

Innovation

- Engage the experience of volunteers in new ways and programs to enhance the patient experience.
- Explore ways to refresh our technology options for patients.
- Refresh the Spiritual Care program, including the delivery of services and the available patient resources.
- Work with Patient & Family Advisors to create new and unique experiences that deliver new and untapped value to patients based on patient experience feedback and Qualtrics comments.

