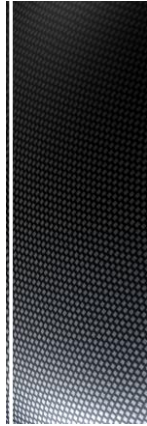


THE PATIENT EXPERIENCE

ARLEN K. JARRETT, M.D.

MAY 17, 2017



“Patient experience is top of mind for health care providers across the country.”

-- The Advisory Board Company



MY EXPERIENCES



WHY PATIENT EXPERIENCE?

In fiscal year 2017 Medicare will withhold 2% of payment for all hospitals. They will distribute incentive payments based on performance – with patient experience affecting 25% of a provider’s performance score.

YOUR CARE FROM DOCTORS

5. During this hospital stay, how often did doctors treat you with courtesy and respect?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

6. During this hospital stay, how often did doctors listen carefully to you?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

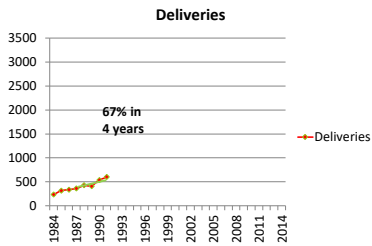
7. During this hospital stay, how often did doctors explain things in a way you could understand?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

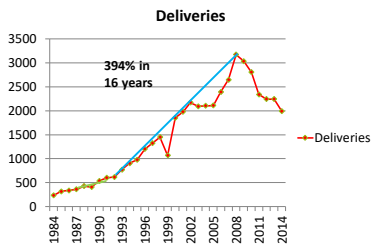
22. Would you recommend this hospital to your friends and family?

- 1 Definitely no
- 2 Probably no
- 3 Probably yes
- 4 Definitely yes

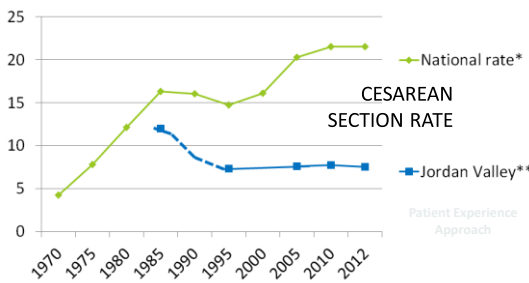
DELIVERIES AT JORDAN VALLEY



DELIVERIES AT JORDAN VALLEY

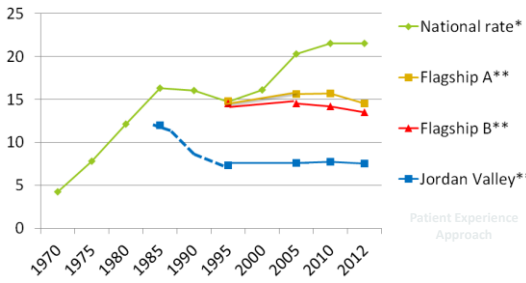


First Births



Source: *ACOG | **UDOH

First Births



Source: *ACOG / **UDOH

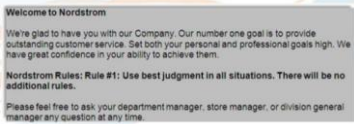
WHERE CAN WE GO FROM HERE?

Welcome to Nordstrom

We're glad to have you with our company. Our number one goal is to provide outstanding customer service. Set both your personal and professional goals high. We have great confidence in your ability to achieve them.

Nordstrom Rules: Rule #1: Use best judgement in all situations. There will be no additional rules.

Please feel free to ask your department manager, store manager, or division general manager any question any time.



WHAT IF...

IASIS Rules:

Our #1 rule is to always consider the patient first.

THE PATIENT EXPERIENCE

Can we agree that treating our patients with empathy is our overarching goal?

Can we commit ourselves to measure outcomes that matter to patients including those that assess anxiety, confusion, fear, discomfort, and the like?

Can we strive to make compassionate care the norm? Not only when taking care of our patients and their visitors, but also in the planning of our buildings and the development of our processes?
