









**Emory Healthcare Overview** 





































### **Susan Grant**

**Chief Nurse Executive Chief Patient Services Officer Emory Healthcare** 





# DONABEDIAN EQUATION (THE EMORY VERSION)

$$S + P + C = O$$

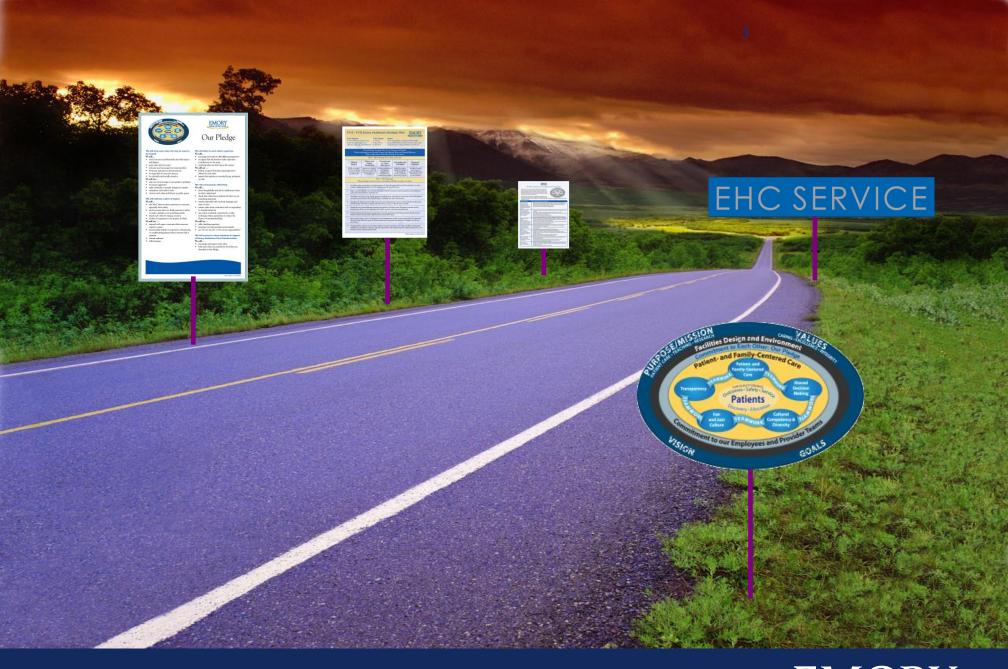
Structure + Process + Culture = Outcomes













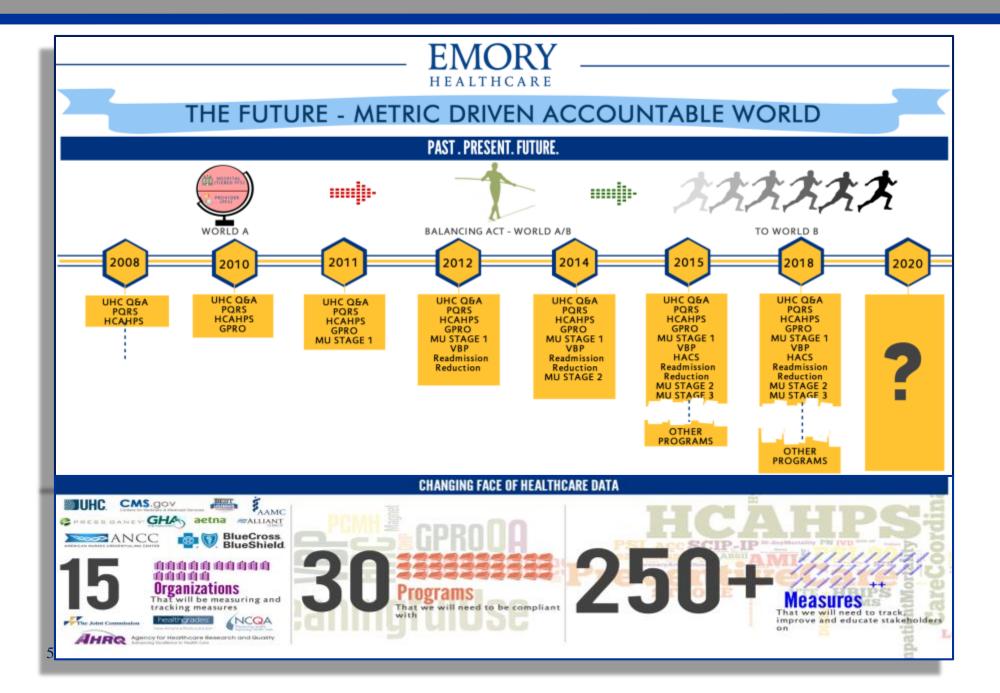


## EHC's FY13 – FY15 Strategic Plan Summary

#### Overall Theme: Creating Value for our Patients and Families Value is delivering on our Quality Promise with Minimal Waste and Optimal Efficiency Value is impacted by all five Strategic Goals FY13 – FY15 STRATEGIC GOALS Patient and Commitment **Discovery** Clinical **Financial Family** to Those Who and Quality Strength Experience **Innovation** Serve Fulfill our Significantly Achieve top Expand the Strengthen improve the Quality physician and opportunities financial patient and Promise across employee for patients to performance family engagement by participate in by improving the continuum experience living the Care novel research efficiencies and of care cost effectively with access to Transformation and educational reducing costs the right care per unit of Model programs service

### **Creating Value for our Patients and Families**

### Reporting and Measuring Service Quality



## We are asked to define where we remove suffering to **create** Individual Outcomes of Service Quality

	CARING BEHAVIORS	CLINICAL EXCELLENCE	CULTURE	
	Inform	Demonstrate Clinical <b>Skill</b>	Show <b>Teamwork</b>	
Inherent	Personalize Care	Cililical <b>Skili</b>		
Suffering	Show <b>Empathy</b>	Manage <b>Pain</b>		
	Protect <b>Privacy</b>	Prepare for <b>Discharge</b>		
	Offer <b>Choice</b>			
Avoidable Suffering	Show <b>Courtesy</b>			Minimize Wait
	Use <b>Service</b> <b>Recovery</b>			Provide Comfortable / Clean <b>Environment</b>
				Offer Adequate Amenities

Pinpoint Where to Address Inherent, Avoidable Suffering
Christie Demosev. CNO Press Ganey

6

PRESS GANEY

## Patient Engagement is a Key Pillar of Next Generation Healthcare Delivery



Integration of System, Physicians, and Patients Required for Market Success

Keys to Health System Performance in a Value-Based Market



#### System Coordination

- Hardwired evidence-based pathways resulting in highquality, low-cost outcomes
- Seamless communication across sites of care to avoid duplicating, missing steps



#### **Physician Integration**

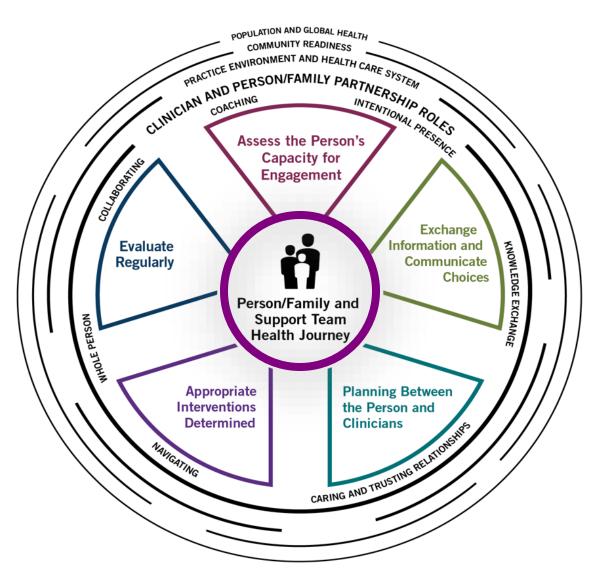
- Physicians serve as strategic partners sharing goals for performance of health system
- Multidisciplinary, top-oflicense care team deployment standard across medical staff



#### **Patient Engagement**

- Engaging and activating patient in care to ensure smooth recovery, ongoing management
- Encouraging informed patient to select appropriate treatment options and self-manage

## Designing and Integrating Personalized Care to Achieve Individual Outcomes of Service Quality



## INTERACTIVE CARE MODEL™

Rethinking the person/family/care partner and clinician relationship to better engage people in their health care journey.

## Aligning culture to meet outcomes of Service Quality



Establishing and Utilizing Our Patient Voice

#### 2009:

Defining Our New Culture

#### 2010:

Creating The Ideal Team Conduct

#### 2011:

Establishing Accountable Metrics

#### 2012:

Accelerating Metrics **Improvements** 

#### 2013:

Establishing The Ideal Brand

#### 2014:

Accelerating The Ideal **Brand** 

#### 2015:

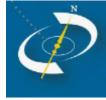
Aligning to External Accountable Metrics

#### **PFA** Patient and Family Advisors









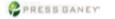






























## Creating Value with our Patients and Families for all Patients and Families



Cornisha Mathews
September 19, 1981-February 22, 2011

PFA
Patient and
Family
Advisors

Cornisha's List

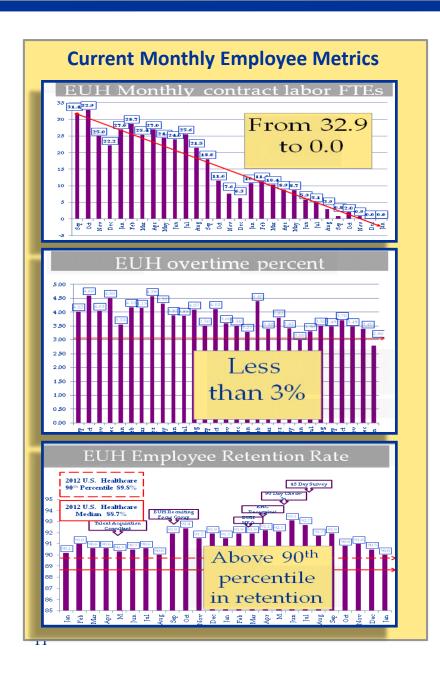


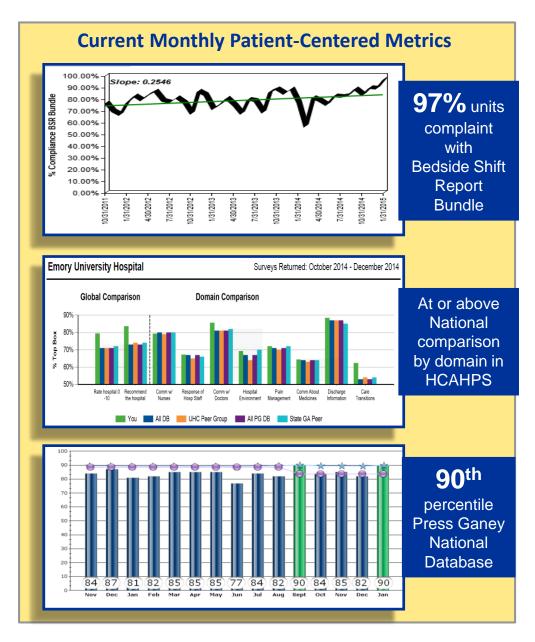
Emory Healthcare Bedside Shift Report Bundle™

Emory
Healthcare
Bedside Shift
Patient and
Staff Training
Video



### **Demonstrating Service Quality**





### **Demonstrating Service Quality**









We're all in this together.

## EHC SERVICE



## EMORY UNIVERSITY HOSPITAL

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