

Medical Facility

Raising Patient Experience and Improving Caregiver Engagement



Challenge

Leaders and frontline caregivers at this large medical facility, one of seven hospitals and 125 clinics across the United States, knew what needed to happen in order to increase patient experience ratings. Unfortunately, the whirlwind of urgent daily tasks took precedence. Each caregiver in this system of 1,600 people needed to change their behaviors to raise the patient experience score.

Solution

This hospital partnered with FranklinCovey and used *The 4 Disciplines of Execution*® to increase their patient experience rating. FranklinCovey's team of execution experts worked with leaders to

discuss the Wildly Important Goals® (WIGs) that would have the biggest breakthrough results for their organization. Together, hospital leadership and FranklinCovey prepared for process adoption and what launching these WIGs would look like throughout the organization.

Leadership decided on the goal to drive the patient experience from 81.1 to 83.2 over one year as measured by the overall HCAHPS score. They then communicated to all caregivers the breakthrough result, how the goals applied to their jobs, and the deadlines. Then, teams took it upon themselves to track and apply these goals.

Teams were tasked to create visible scoreboards to track their goals.

Continued on back page>

Over one year, the hospital reached its patient experience goal of 83.2 and became one of the top hospitals in their system.

One department's scoreboard was so effective, the president of the hospital reported that she routinely picked up trash to contribute to that department's goal.

One team created the goal to have a non-medical discussion of at least four minutes with their patients to connect on a human level. This would create a safe space for caregivers to do what they love and help patients relax in an uneasy situation.

On another team, the critical care director reported the secret to their success was the weekly accountability team meetings. In these meetings, caregivers reported on weekly commitments aimed at driving the scoreboard—not at driving the urgent tasks in the whirlwind.

Results

Over one year, the hospital reached its patient experience goal of 83.2 and became one of the top hospitals in their system.

They meticulously tracked and measured every lead to validate the success of their work. If a lead measure did not produce results, it was dropped and another was selected, implemented, and measured.

Engagement around patient communication increased because caregivers saw their actions have a direct impact on the lead measures.

As they tracked their goals to success, morale and engagement throughout their caregivers significantly increased.

Industry

Healthcare

Number of Employees

1,600

Solution

The 4 Disciplines of Execution®

Results

Over one year, the hospital reached its patient experience goal of 83.2 and became one of the top hospitals in their system.



The FranklinCovey All Access Pass® allows you to expand your reach, achieve your business objectives, and sustainably impact performance with unlimited access to FranklinCovey content. The pass comes complete with tools, assessments, videos, digital learning modules, and all of FranklinCovey's training courses—available Live-Online, On Demand, and Live In-Person.

For more information, contact your FranklinCovey client partner at 888-868-1776.

