

# Starting From Scratch. The U.S. Department of Veterans Affairs Patient Experience Journey.

Presented by:

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U.S. Department of Veterans Affairs

VA



U.S. Department  
of Veterans Affairs

# About VA and VHA



~374,000 Employees

172 VA Medical Centers and ~1,200

Outpatient Sites of Care

- Community-Based Outpatient Clinics (CBOCs)
- Community Living Centers (CLC)
- Domiciliary (DOM)
- Substance Abuse Treatment Beds

Over 9 million Veterans enrolled in the VA health care program.

Over 120,000 trainees in over 40 health professions disciplines, including:

- 41,000 physician residents,
- 23,000 medical students,
- 27,000 nurse trainees, and
- 27,000 other associated health disciplines.

VA is affiliated with over 1,800 unique educational institutions across over 7,000 training programs.

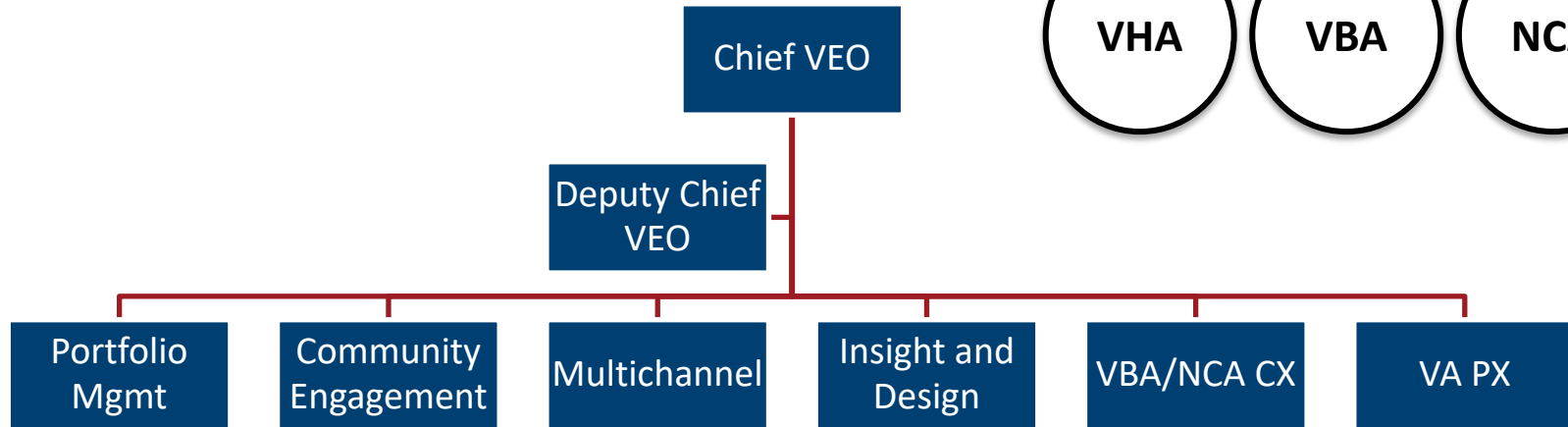
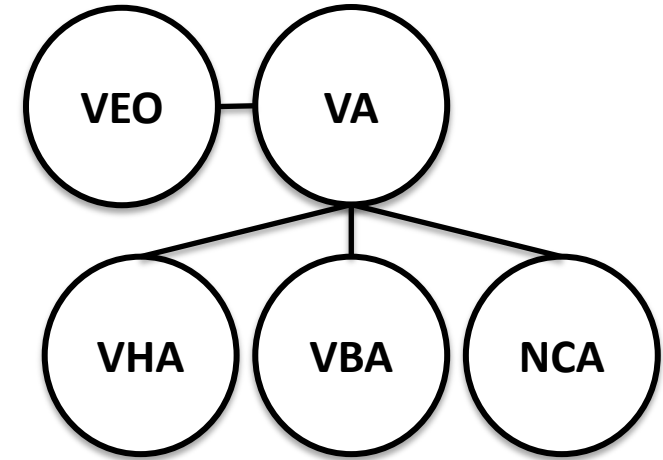
Over 70% of VA physicians have faculty appointments and spend some portion of their time in education and research activities.

# Veterans Experience Office (VEO)



## Background:

- Established in January 2015
- Direct reporting line to VA Secretary
- Local field and DC components



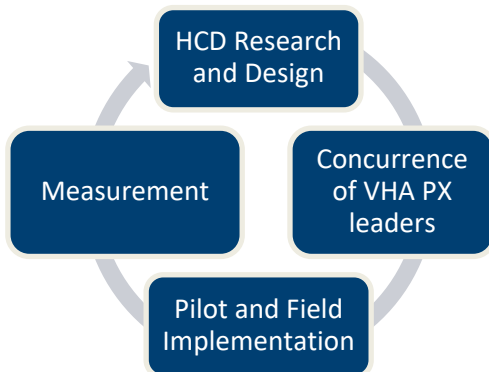
# VEO Resources for VA PX Program



## Strategic VHA Partnerships:

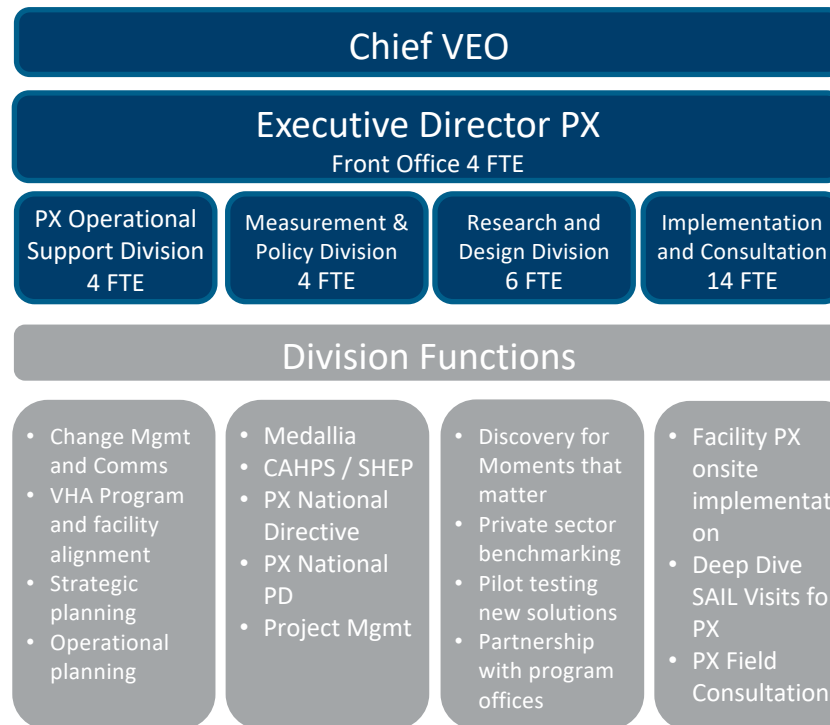
- VHA, Under Secretary for Health
- VHA, Network Director Executives
- VHA, 10N quarterly update
- National Labor Unions
- Advisory Board of VHA Senior Leaders, monthly (21 VHA FTEE in Pentad positions)
- VAMC PX Champions, monthly
- Monthly Community of Practice calls

## VA PX Operational Model:



## Organization of VA PX Directorate:

32 FTE 100% devoted to VHA for PX



# Goal - Consistent Exceptional PX



## Phase 1 FY17: Build



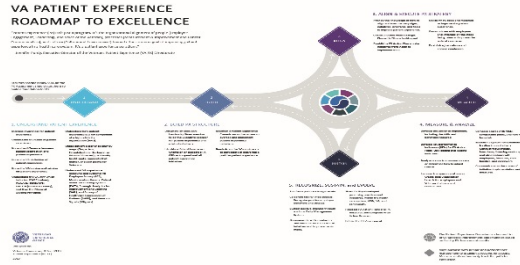
## Phase 2 FY18: Deploy



### Currently Featured VA PX Initiatives

<p><b>WECARE Rounding</b> Medical Center Leader make "rounds," speaking directly with staff and visitors about the care and services they received</p>	<p><b>Own the Moment</b> This customer experience workshop encourages VA staff to connect with, understand, and help guide Veterans through the moments that matter on their VA journey</p>
<p><b>Standard Phone Greeting</b> Creates a uniform way to greet patients and to let them know they have reached the right number</p>	<p><b>"I Choose VA" Employee Badges</b> Standardized VA staff badges that include helpful and interesting information such as individual connections to VA, branch of service, and hometown</p>
<p><b>Red Coat Ambassadors</b> These amazing ambassadors welcome Veterans and their families at medical center entrances and direct them to their destination</p>	<p><b>Green Glove Initiative</b> A program that encourages staff to help ensure their facility is clean and safe by picking up litter</p>

## Phase 3 FY19: Mature



# Phase 1: A Timeline of VA PX



## Benchmarking and Synthesis

### October 2016

VEO PX Outpatient Journey Interviews

### January 2017

VHA and Stakeholders enlisted  
VEO and VHA sign PX Charter

### January through March 2017

Site visits, interviews, benchmarking, and literature reviews

### March 2017

VHA & Partner Stakeholder Synthesis

### April 2017

JAMA Article Published

## Leadership Approval

### April-June 2017

Solutions design and toolkit development  
Stakeholder engagements

### June 2017

USH and DUSHOM Approve PX, the "VA WAY," and 4 PX toolkits

### Sept 2017

SECVA Approves PX and 5 Toolkits and VEO briefs Secretary's VA Senior Leaders Business Meeting

## Deployment and Consultation

### October 2017

VEO reorganized with dedicated Patient Experience Directorate  
Initial PX toolkit rollout throughout FY18:

- Implement to all VA facilities
- Continuous monitoring and improvement
- Additional toolkits in-development

# Who did we learn from?



## External Benchmarking Visits

- UCLA
- HCA
- Cleveland Clinic
- Univ. Pittsburg MC
- Stanford
- Kaiser
- Group Health Collaborative
- Mayo Clinic

## Employee Research Visits

- San Francisco, CA

## Veteran Research Visits

84 Veterans in 9 sites

## Internal Benchmarking Visits

- New Orleans, LA
- Orlando, FL
- Grand Junction, CO
- Iowa City, IA
- Boston, MA
- Gainesville, FL

## Frameworks

- Beryl Institute
- VA Office of Patient Centered Care and Cultural Transformation (OPCC&CT)
- VA National Center for Organizational Development (NCOD)

## Prior Key Work with Influence

- Commission on Care Report
- A Day in Life of PC Narrative
- Office of Patient Centered Care and Cultural Transformation (OPCC&CT)
- VA Research Center report on Access to Care
- VA Center for Innovation + Innovators Network

# What is PX at VA?



**PATIENT EXPERIENCE** is:

The sum of all **INTERACTIONS** shaped by the organization's **CULTURE**, that influence Veterans' and their families' **PERCEPTIONS** along their health care journey.

Patient Experience is not a project or a single initiative. Patient Experience is a **PHILOSOPHY**. It is an **organizational alignment** of people, processes, and culture towards a common goal of providing exceptional experiences for all Veterans, their families, and caregivers - **from the first touch point to the last**.



# VA PX Framework



## People

- Engaged Leaders
- Engaged Employees

## Culture

- Caring and Friendly Environment
- Clear Patient Communication
- Orchestrated Touch Points

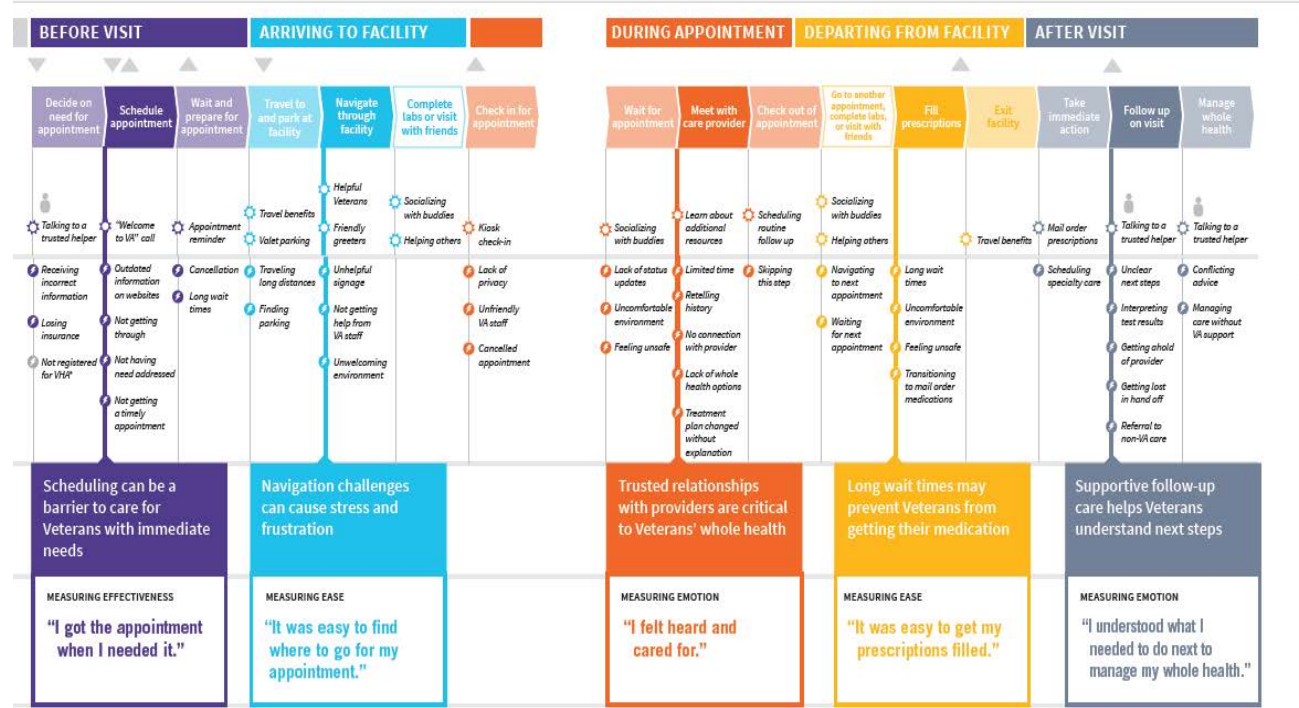
## Processes

- Measuring and Improving
- Hearing the Voice of the Veteran

# VHA Patient Experience Journey Map

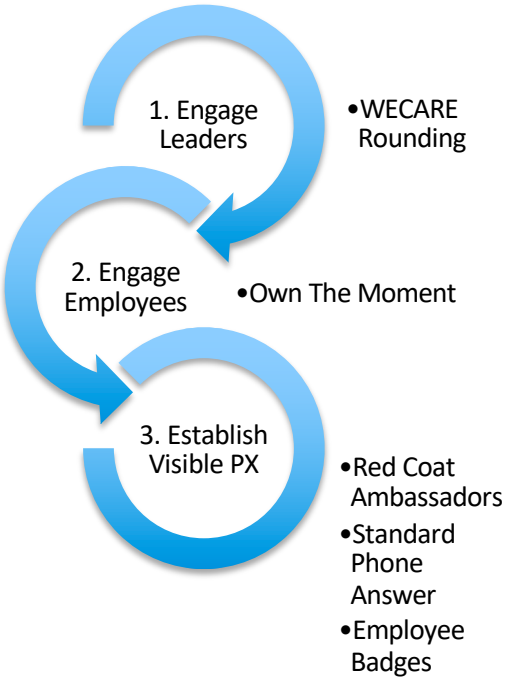


Identifying the “moments that matter” to Veterans in their outpatient journey.



# Designing PX Initiatives & Tools

## Deployment Strategy:



## Currently Featured VA PX Initiatives

### WECARE Rounding

Medical Center Leader make "rounds," speaking directly with staff and visitors about the care and services they received

### Own the Moment

This customer experience workshop encourages VA staff to connect with, understand, and help guide Veterans through the moments that matter on their VA journey

### Standard Phone Greeting

Creates a uniform way to greet patients and to let them know they have reached the right number

### "I Choose VA" Employee Badges

Standardized VA staff badges that include helpful and interesting information such as individual connections to VA, branch of service, and hometown

### Red Coat Ambassadors

These amazing ambassadors welcome Veterans and their families at medical center entrances and direct them to their destination

### Green Glove Initiative

A program that encourages staff to help ensure their facility is clean and safe by picking up litter

# Phase 2: Deploying PX in VHA



- Conducting three-day on-site implementation of the five foundational VA PX tools and programs.
- National Webinars/Training/Monthly Calls
- Providing consultation services.



# Engage Leaders

## *Leaders must:*

- Set the PX tone,
- Ensure a structure is in place to maintain PX as a priority focus,
- Be relentless in quest for experience,
- Be visible,
- Experience their healthcare systems experience during all shifts,
- Reward and recognize PX behaviors, and
- Coach or hold accountable behaviors not representative of the VA WAY.



# Engaged Leadership Behaviors



## WECARE Leadership Rounding:

- Rounding for Experience: Veteran and employee questions focused on PX and EE. (\*This is not Environment of Care Rounds or a Gemba Walk.)
- Recognition of employees you see representing ICARE values and WECARE behaviors (Cleveland Clinic/UCLA best practices).
- Allows leaders to build trust and connections with employees and to remove barriers
- Track follow-ups to completion and publish widely.

# Engage Employees



## Own the Moment (OTM) Veterans Customer Experience Workshop

- ✓ Values
- ✓ Behaviors
- ✓ Service Recovery
- ✓ Guiding Principles

### The VA Way

#### ICARE

**Values:** The key tenets each employee commits to in service to Veterans and VA.

#### WECARE

**Behaviors:** The actions and behaviors we all do every time in each interaction.

#### SALUTE

**Service Recovery:** Acknowledging errors and making them right to honor Veterans and their families to make sure their needs are met.

### OTM Principles

**Principles:** The foundation and touchpoints for all of our decisions

*“The way we treat Veterans today is the reason they will CHOOSE VA tomorrow.”*

# The VA WAY



ICARE	WECARE	SALUTE	OTM Principles
<p>Integrity</p> <p>Commitment</p> <p>Advocacy</p> <p>Respect</p> <p>Excellence</p>	<p><b>W</b>elcome with a smile</p> <p><b>E</b>xplain who you are</p> <p><b>C</b>onnect with the Veteran</p> <p><b>A</b>ctively listen to their needs</p> <p><b>R</b>espond to their needs</p> <p><b>E</b>xpress gratitude</p>	<p><b>S</b>ay hello &amp; introduce yourself</p> <p><b>A</b>pologize &amp; empathize</p> <p><b>L</b>isten to the concern</p> <p><b>U</b>nderstand what is needed</p> <p><b>T</b>ake action</p> <p><b>E</b>xpress gratitude</p>	<p><b>Connect and Care</b> (Emotion)</p> <p><b>Understand and Respond to Needs</b> (Effectiveness)</p> <p><b>Guide the Journey</b> (Ease)</p>



# Engaged Employee Behaviors



- Tell employees what is expected. (WECARE and SALUTE)
- Ensure they are trained. (Own The Moment)
- Remind them why. (Own The Moment)
- Recognize and highlight behavior you want to reinforce. (ICARE awards and WECARE Leadership Rounding)
- Understand what matters to employees and let them know you listened. (AES)
- Allow staff to feel valued, psychologically safe and empowered to do the right thing. (Servant Leadership)

# PX Spread: Environmental Scan



Quarterly Environmental Scan utilized to better understand the spread and penetration of the PX toolkits and to track implementation across VHA.

Toolkit	Feb-18	Jun-18	Sep-18	Jan-19
	(103 responses)	(130 responses)	(121 Responses)	(135 Responses)
OTM	36	90	106	122
WECARE Leadership Rounding	36	85	105	116
I Choose VA Badges	72	80	83	90
Red Coat Ambassador Program	87	120	132	137
Standard Phone Greeting	71	94	101	122
Green Glove	13	15	22	31
Change in Primary Care Provider Letter	30	50	58	55
Employee Recognition	41	81	84	54
MLMS	N/A	N/A	N/A	26

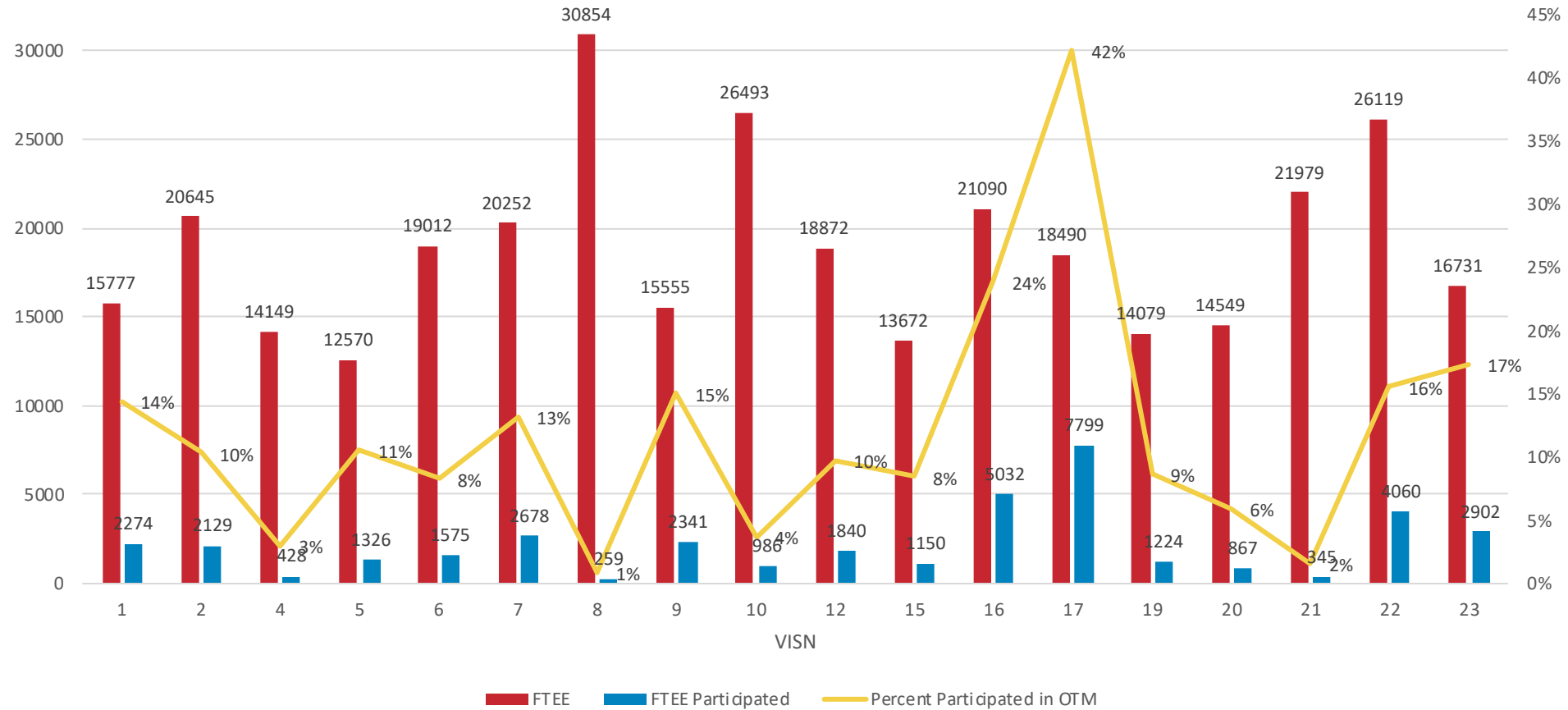
### Tracking Implementation:

- How many facilities have we visited and trained?
- How many facilities are rolling out each of the solutions?
- Which facilities are rolling out the solutions?
- How many facilities are not scheduled for training?
- How is implementation going?
- Do facilities need assistance?
- Identify Best practices and share with other
- How can the PX program improve?

# VHA Employees Trained in OTM per VISN



60,000 FTEE trained



# Pulse Check: Modernization Survey



VHA Employee Responses: 21,308 (last 365 days as of 25 March 2019)

## Service Chief Conducts Rounding

No (55.43%) | Yes (44.57%)

## Standard Phone Greeting

No (26.72%) | Yes (73.28%)

## Red Coat Ambassador / Navigation Assistance

No (14.13%) | Yes (85.87%)

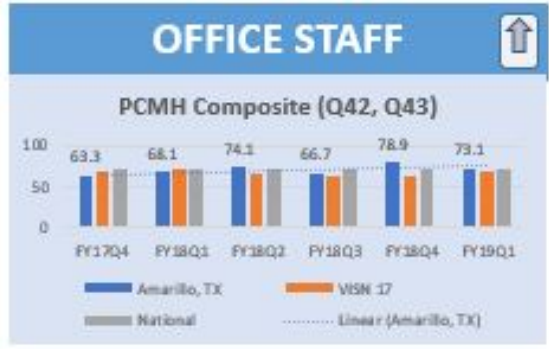
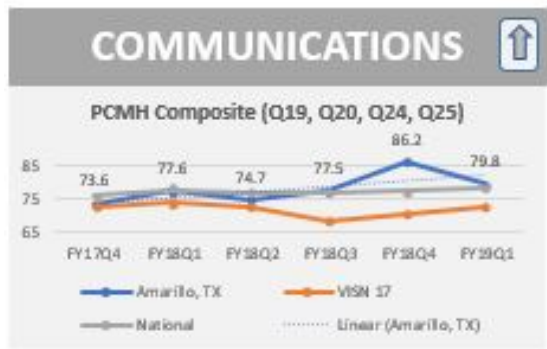
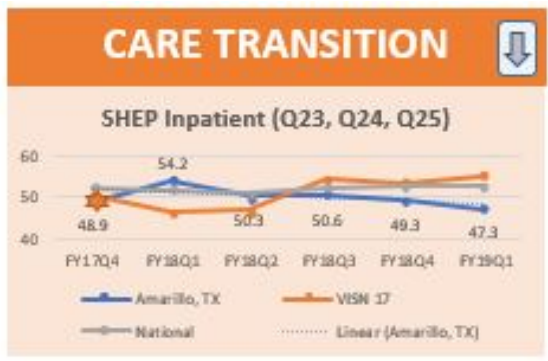
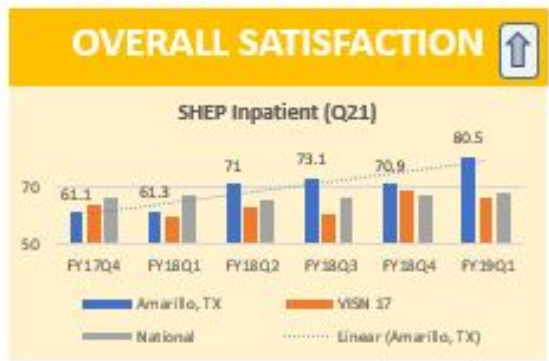
## Employees Treat Veterans with Courtesy and Respect

Strongly Agree (63.86%) | Somewhat Agree (29.71%)  
Somewhat Disagree (4.49%) | Strongly Disagree (1.94%)

# Tracking PX Data



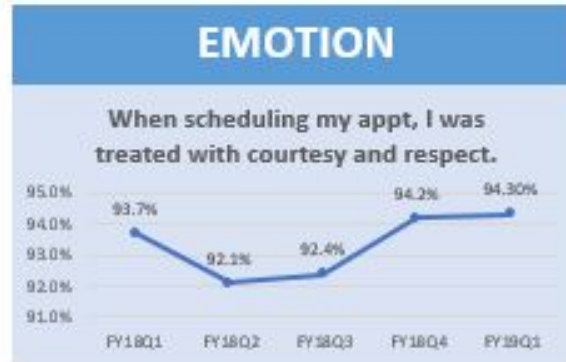
## Survey of Healthcare Experience of Patients (SHEP) - Amarillo VA HCS



40% of staff trained (OTM) were trained in FY17Q4

# Tracking PX Data

## Veterans Signals (VSignals) – Amarillo VA HCS (Amarillo, TX)



### Response Ratio (CY19):

Positive

73%

Negative

35%



Viewing 10 out of 244 themes. Switch to list to view all.

# Phase 3: Maturing PX in VHA

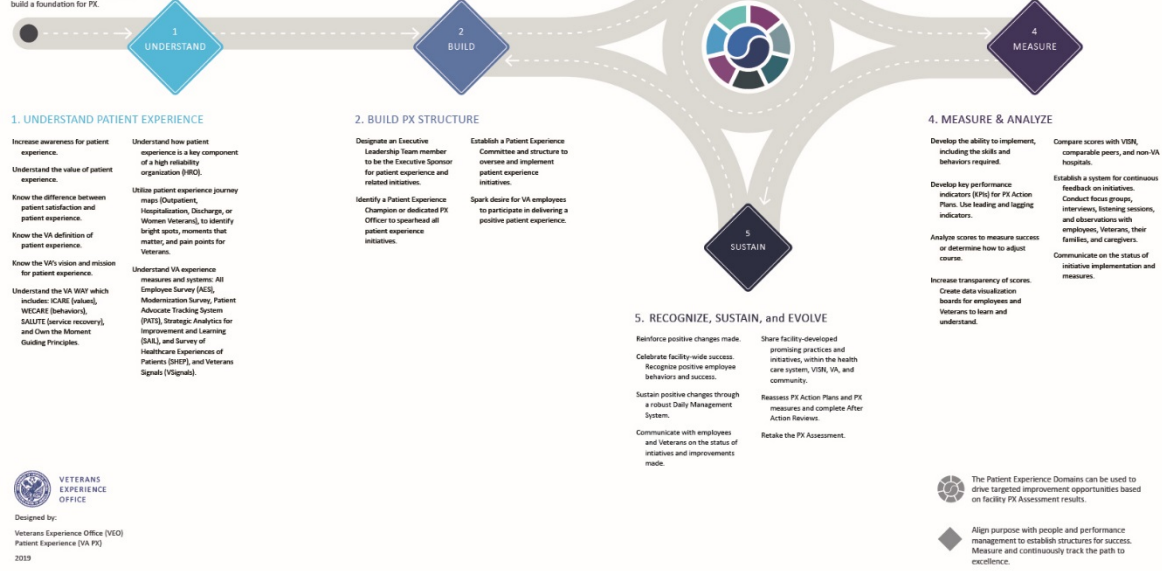


## VA PATIENT EXPERIENCE ROADMAP TO EXCELLENCE

"Patient experience (PX) isn't just a program. It's the organizational alignment of people (Employee Engagement, Leadership, and Voice of the Veteran), processes (Measurement & Improvement and Patient Communication), and culture (Culture and Environment) towards the common goal of improving patient experience in a health care system. It's a patient experience paradigm."

— Jennifer Purdy, Executive Director of the Veterans Patient Experience (VA PX) Directorate

Facilities scoring below 50% on the PX Assessment should start here to build a foundation for PX.



VETERANS EXPERIENCE OFFICE  
 Designed by:  
 Veterans Experience Office (VCO)  
 Patient Experience (VA PX)  
 2019

# 2019 PX Self Assessment

**VHA Facility Patient Experience (PX) Practice Self-Assessment**  
 The following assessment is designed to assist VHA facilities as a type of "pulse check" on its patient experience practice. We invite facility leaders to utilize this assessment as a tool to objectively identify strengths and opportunities within your patient experience practice. It is best to take the assessment individually and then again as a team/unit after discussion was undertaken on different perspectives on the answers.  
 Please select **ONE** answer that most accurately describes your health system's practices and processes by placing an X in the appropriate box. Take note of your observations within each action/process and observation notes with others in your team to discuss strengths, perceptions, and agree on areas for improvement. Upon completion, compare your selections and observation notes with others in your organization to determine the most appropriate responses. After discussion, you are encouraged to complete the assessment again as an organization to determine the most appropriate responses.

		No/ Rarely	Maybe/ Sometimes	Yes/ Always	Your Notes (Address 5 Ws when relevant to your "Maybe" and "Yes")	Tools Available
	<b>UNDERSTAND PX STRUCTURE</b>					
CULTURE	PX has been discussed among leaders and staff and defined within the organization					
LEADERSHIP	Leaders provide dedicated time for staff to discuss patient experience concepts and what Veterans say about their healthcare journeys					
	<b>BUILD PX STRUCTURE</b>					
LEADERSHIP	A dedicated PX Champion has been identified who is responsible and accountable for PX efforts and directly reports to the Medical Center Director					
LEADERSHIP	A Patient Experience Committee, directly aligned to leadership, has been implemented					
ENVIRONMENT	All staff, including physicians, are aware of their roles and responsibilities in delivering exceptional PX					
CULTURE	Each Service in the organization's Organizational Chart understand how their responsibilities and functions enhance PX					

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## Annual PX Awards



Excellence in Patient Experience (large and small facility awards)



Most Improved Patient Experience



Innovative Patient Experience Initiative Poster Award



# Maturing PX Culture in VHA



**10-4 Get in the Zone**

**WHO?** Every Employee

**WHEN?** Every time you encounter a Veteran, Caregiver, Visitor, Family Member or another Employee

**HOW?** It's Easy!

**10 FEET** When you find yourself within 10 feet of a Veteran, Caregiver, Visitor, Family Member or another Employee, make friendly eye contact. If you can include a smile, that's even better!

**4 FEET** The second part of the 10-4 Zone: if you're within 4 feet of a Veteran, say something friendly. It doesn't have to be "May I help you?" You can say "Howdy!" or "Have you been to the VA before?"

Stellar Veteran customer and employee experience comes back down to outstanding INDIVIDUALS who want to provide that excellent experience!

**10-4 In the Zone** (*Oklahoma City VAMC*) - A model of how to Connect and Care, one of the Own the Moment guiding principles.

**On Stage Coaching Moments** (*Dallas VAMC*) - Opportunity for managers to promote "self-awareness" and make "on the spot corrections" with employees.

**On Stage Coaching Moments (OSCM)**

**WHO?** Executive Leaders, Managers, Service Chiefs, Supervisors

**WHEN?** When you see employee behaviors that do not align with our organizational values, use that opportunity as an "On Stage Coaching Moment" to bring self-awareness through on-the-spot coaching with that employee.

**HOW?** It's Easy!

OSCM Encourage Employees To:

- Perform at their best
- Seek feedback
- Listen actively and respond accordingly
- Be proactive
- Become change agents

**Commit to Sit and Take Five** (*Dallas VAMC*) - Outpatient Office Visit Welcome, Explain, Ask, Sit, and Time away from electronics.

**Own the Encounter** (*Dallas VAMC*) - A workshop that consists of 4 sessions. Each session is 50 minutes long (perfect for front line and clinical staff so they can continue to care for our Veterans!).

**VA Own the Moment Veterans Experience Initiative**

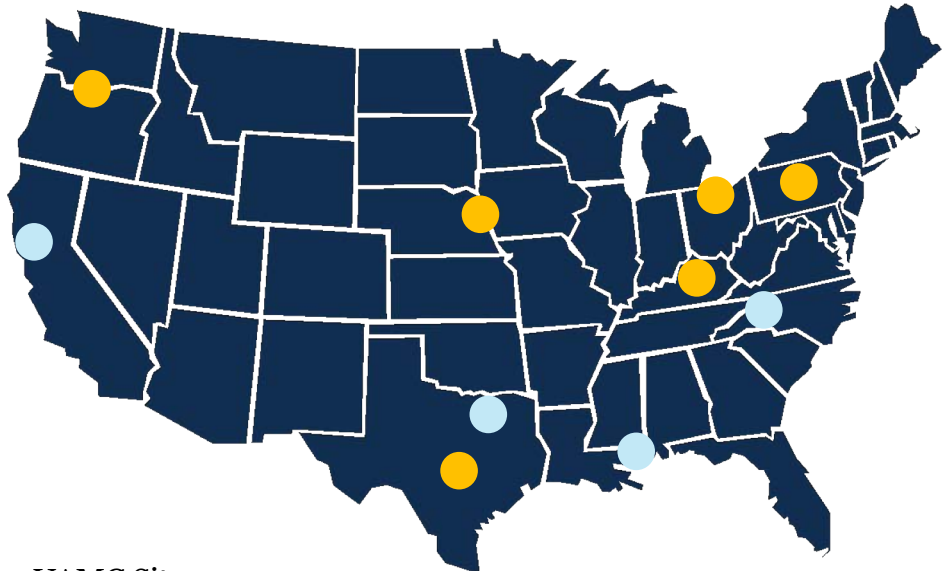
**YOU OWNED THE MOMENT**

**10 4**

**PX Change Agent** (*Phoenix VAMC*) - An initiative for employees that want to lead change in his/her service line and throughout the organization. PXCAs spread the news about PX in his/her own service lines as a part of day-to-day responsibilities.

**Peer to Peer Recognition** (*Phoenix VAMC*) - Employees recognizing Employees who "Own The Moment"

# Conducting Inpatient Research



VAMC Sites

- Discharge to Home
  - Cleveland OH
  - Omaha NE
  - Lexington KY
  - Lebanon PA
  - Portland OR
  - San Antonio TX
- Hospitalization
  - Asheville NC
  - Biloxi MS
  - Marion IL
  - San Francisco CA
  - Dallas TX

Site Selection Criteria:

- Hospital Complexity Level/Star Rating
- Populations Served
- Discharge Volume and Length of Stay
- SHEP Composites – Low and High Performing Facilities
- Innovation & PX Engagement
- Geographic Diversity

11	VAMCs VISITED
100	VETERAN INTERVIEWS (Home and VA)
433	EMPLOYEE INTERVIEWS

# Identifying Inpatient “Moments that Matter”



## Who Did We Talk To?

- Veterans/Family
- Caregivers
- Hospitalist
- Nursing
- Pharmacist
- Social Work
- Patient Centered Care Coordinator
- Physical Therapy
- Nocturnist
- LPN
- MSA/Clerks
- Dietitian
- Interdisciplinary Team
- NOD
- Associate Chief Nurse of Medicine & Surgery
- EMS
- Chief of Medicine
- Coding



## VA INPATIENT EXPERIENCE: MOMENTS THAT MATTER



### HOSPITALIZATION EXPERIENCE

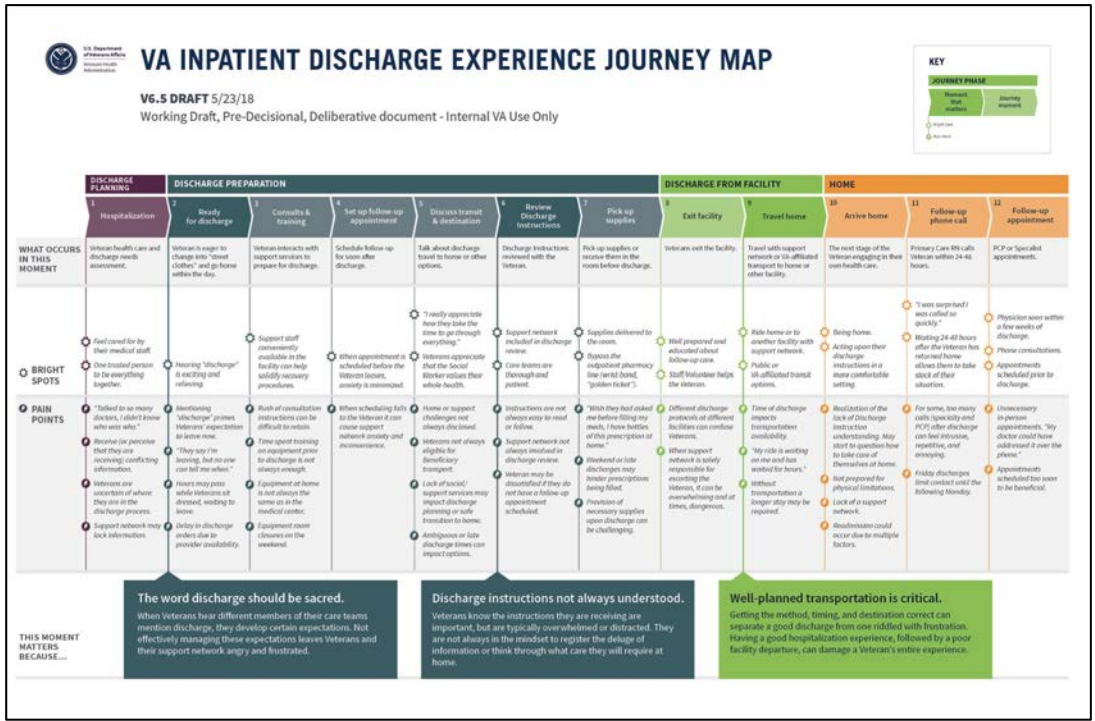
Moment	Veteran Perspective	VA Rationale
Get oriented	Being in the hospital is overwhelming. Everything is unfamiliar. I don't feel good and I'm worried about my health.	Making certain a Veteran is well-oriented to their new surroundings can provide the foundation for an easier, less stressful inpatient stay.
Understand care plan	I want time to speak with my nurses and doctors so that I can ask them about my treatment and prognosis.	When a Veteran is able to directly interact with their care team, trust is built, understanding increases and the Veteran feels more in control.
Talk to care team	I need to know what tests or procedures are going to be done and why they are being done.	Establishing a trusted relationship between Veterans and providers is essential to a positive experience. Clear and transparent communication is key to alleviating fears and vulnerability.
Room activities	If I'm going to spend the night, I want to be comfortable and choose how I pass the time.	Veterans value having control over their daily activities, such as: meal quality and regularity, dignified toileting, bed comfort, and access to entertainment.

### DISCHARGE EXPERIENCE

Moment	Veteran Perspective	VA Rationale
Ready for discharge	I heard the word discharge and assumed I was about to leave.	When Veterans hear different members of their care teams mention discharge, they develop certain expectations. Not effectively managing these expectations leaves Veterans and their support network angry and frustrated.
Review Discharge Instructions	I'm overwhelmed with all the information. How am I possibly going to remember this at home?	Veterans know the instructions they are receiving are important, but are typically overwhelmed or distracted. They are not always in the mindset to register the deluge of information or think through what care they will require at home.
Travel home	I need to let my family know when to pick me up. I wish the doctor could give me a day and time.	Getting the method, timing, and destination correct can separate a good discharge from one riddled with frustration. Having a good hospitalization experience, followed by a poor facility departure, can damage a Veteran's entire experience.

DRAFT 7/30/18 | Working Draft, Pre-Decisional, Deliberative Document – Internal VA Use Only

# Developing Inpatient Tools & Solutions



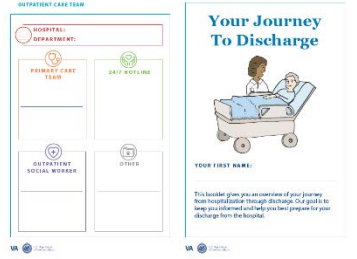
## (1) Day of Discharge Checklist

**VA Patient Care Team Checklist Day of Discharge**

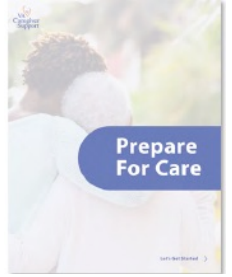
<b>TRAINER</b> NAME: _____ Discovered transportation options. Confirmed Veteran received supplies. Reviewed Veteran Discharge instructions on home. Confirmed Veteran has gathered all personal belongings.	<b>SOCIAL WORKER</b> NAME: _____ Identified Veteran care needs. Confirmed home conditions and environment. Confirmed patient transportation needs.
<b>REGISTERED NURSE</b> NAME: _____ Provided home supplies. Reviewed Discharge instructions. Provided educational materials.	<b>THERAPIST/CLINICAL PROVIDER</b> NAME: _____ Provided equipment and relevant training instructions.
<b>PHARMACY</b> NAME: _____ Completed Pharmacy consultation. Completed medication reconciliation. Provided medication-related instructions.	<b>NAME: _____</b>

ESTIMATED DISCHARGE WINDOW: \_\_\_\_\_

## (2) Discharge Journey Booklet



## (3) Caregiver Care Package



Pilot Sites: Dallas and Atlanta VAMC

# PX Consultation Services



## Available PX Consultative Services

- Utilizing Human Centered Design
- Strategic Planning
- Experience Data Deep Dives and Analysis
- Provide concrete actionable recommendations

## Consultative Services

- PX Program Reviews (two day initial visit)
- PX Coaching (single or multiple visits, coaching needs determined by facility; ex: provider communication coaching).
- Strategic Planning (multiple visits, focus on developing a PX strategic plan and action plans, may also include coaching and local toolkit development; ex: “Commit to Sit” w/ Dallas)

# Executive Performance Measures



<p>4d: Excellence in Customer Experience (CX)</p>	<p>Improve Patient Experience (Customer Service Experience)</p>	<p>FS: Attendance of Medical Center Director at the VHA Patient Experience Symposium in December 2018; complete the VEO Patient Experience self-assessment, and finalize a facility/VISN action plan to improve Patient Experience.</p> <p>Exceeds FS: Successful implementation of the facility/VISN action plan.</p> <p>Outstanding: Demonstrated effectiveness of the facility/VISN Patient Experience Action Plan by improved Patient Experience and Employee Satisfaction (Best Places to Work) metrics as measured by SAIL.</p>	<p>See SECVA Policy Statement of August 22, 2018</p> <p><a href="https://vaww.insider.va.gov/wp-content/uploads/2018/08/Custom-Service-Policy-Statement-SECVA-Signed.pdf">https://vaww.insider.va.gov/wp-content/uploads/2018/08/Custom-Service-Policy-Statement-SECVA-Signed.pdf</a></p>
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# Reporting to OMB A-11 Directive



- VHA CX Self Assessment
- Deep Dive with OMB

## Next Steps:

- Develop Action Plan
- Participate in monthly OMB follow-up meetings
- Finalize data submission for public reporting (Mar 2019)
- Check in for Action Plan development with OMB (May 2019)
- Action Plan Submission (June 2019)

This Action Plan template is meant to provide a guide of what to include—you may find it helpful to create a separate document.

**Maturity Score**

Tabulate your score on the previous self-assessment. Award your agency 1 point for every "yes" response.

Measurement	4 / 6
Governance	4 / 6
Organization & Culture	3 / 6
Customer Research	4 / 6
Service Design	2 / 6

We scored **17 / 30.**

**Areas of Focus**

In the next fiscal year, we are working to build our capacity and activities in Organization/Culture and Governance.

(Select at least two of the five categories above.)

Area: Governance	Area: Organization/Culture	Area: Customer Research
<p><b>Goal by end of FY19:</b></p> <p>Establish a committee for CX in VHA NLC and integrate into VHA Strategic Plan</p> <p><b>Actions to be taken in FY19:</b></p> <p>Stand up NLC committee Ensure cross pollination of VHA program offices Set goals and KPIs</p> <p><b>Milestones:</b></p> <p>By end of FY19 Q2 complete charter and hold first meeting By end of FY19 set strategy goals and objectives</p> <p><b>Person Responsible + Contact:</b></p> <p>VHA- DUSHOM</p> <p><b>Other Notes:</b></p>	<p><b>Goal by end of FY19:</b></p> <p>Define expectations for CX and deploy CX standardized training across VHA (Own The Moment)</p> <p><b>Actions to be taken in FY19:</b></p> <p>Deploy OTM training Define CX expectations for performance plans Develop WECARE behaviors</p> <p><b>Milestones:</b></p> <p>By end of FY19 Q2 Work with Labor Partners for I&amp;I of OTM By end of FY19 deploy WECARE behavioral expectations</p> <p><b>Person Responsible + Contact:</b></p> <p>VHA- DUSHOM</p> <p><b>Other Notes:</b></p>	<p><b>Goal by end of FY19:</b></p> <p>Complete inpatient hospitalization CX research to understand moments that matter and pain points.</p> <p><b>Actions to be taken in FY19:</b></p> <p>Develop and pilot solutions to improve inpatient CX</p> <p><b>Milestones:</b></p> <p>By end of FY19 deploy solutions</p> <p><b>Person Responsible + Contact:</b></p> <p>VHA- DUSHOM</p> <p><b>Other Notes:</b></p>

# Patient Experience Symposium 2019



- Assembled more than 450 VA health care decision-makers and clinicians, including most VA Medical Center Directors
- Demonstrated current and new PX ideas, practices, and processes at VAMCs across the country
- Showcased 100 PX promising practices from VAMCs across the country
- Highlighted PX thought-partners, advocates, and practitioners sharing their expertise



## Outcomes from PX Symposium

- 42 VAMCs volunteered to pilot inpatient tools
- 22 requested VA PX Consultation Services
- 41 VAMCs requested My Life My Story
- 6 requested VA Implementation Assistance



# Anchoring Change VA PX



## **VHA Senior Leaders (Monthly Calls and Synthesis Sessions)**

*Audience:* VHA Senior Executives from VAMCs representing each VISN, and Program Office partners.

*Discussion Topics:* Updates on PX rollout and support, updates on research and development of new journey maps and tools, and national governance.

## **VA PX Facility Liaisons Call (Monthly Community of Practice Calls)**

*Audience:* Facility-appointed liaisons with responsibilities for PX.

*Discussion Topics:* Best practices from across the enterprise, lessons learned for successful on-site implementation, national program updates, and relevant VA PX topics.

## **PX Symposium**

*Goal:* Teach, spread, and recognize PX across VHA.

# VA PX VA Pulse Page



- Through the VA Pulse platform, VA PX created a single authoritative source for all VA PX program resources and engaged VA employees on VA PX tools and implementation materials.
- The establishment of a “drive to VA Pulse” communications plan by VA PX team members ensured version control.

**Veterans Patient Experience (VA PX)**

Following in ~ 2 streams | Leave group

Overview | Content | People | Projects | Reports | Calendar | Actions | About | Share | Manage

**ANNOUNCEMENT: Streamlining Community of Practice Calls** Show Details

**VA PX Featured Content**

- The New VA PX Pulse Group Layout
- Patient Experience Journey Map
- PX Shark Tank Announcement - 2018 Competition
- Information Regarding VA PX and the Unions

**Veterans Experience Office**

**Veterans Experience Office - Official**  
To enable VA to be the leading customer service organization in government so that Veterans, their families, caregivers and survivors Choose VA.

**VA PX COP**

**Veterans Patient Experience (PX) Community of Practice**  
This CoP page will be a community developed conversation, guiding and mentoring PX Champions, OTM Champions, and others, as PX toolkits are implemented at VHA facilities and best practices identified.

**Ask VA PX!**

Turn your question

**The VA PX Pulse group has been redesigned.** Please review this document to learn how to use and navigate the VA Pulse group: [The New VA PX Pulse Group Layout](#).

VA PX has partnered with the Diffusion of Excellence Initiative on the **2018 VHA Shark Tank Competition**. The application cycle starts on April 2<sup>nd</sup> and ends on April 27<sup>th</sup>. The theme for this year's competition is improving patient experience through the Patient Experience Framework and Domains. [PX Shark Tank Announcement - 2018 Competition](#).

- Can't find what you are looking for? **Post a question**. We will answer as soon as we can.
- Interested in signing up for the three day VA PX on-site implementation? Please contact [Michael.Renfrow@va.gov](mailto:Michael.Renfrow@va.gov) for more information.

• [VA PX Information Sessions - Recorded Webinars](#)

**PX Best Practices**

# Vision for FY19



- Consistent foundation of PX enterprise-wide.
- Strengthen visual indicators of PX.
- Education to Veterans about PX.
- Develop tactical framework for PX deployment and sustainment (PX Self-Assessment, Position Descriptions, PX Guidebook, and PX Roadmap)
- Prioritize PX Consulting
- Develop a PX best practices repository on VA PX group on VA Pulse.
- Develop a PX Communication Plan for SHEP and VSignals.
- Data outcomes.
- Spread field-based PX promising practices enterprise-wide.
- Host a PX Symposium to deepen organizational knowledge and commitment to PX.
- Spark PX innovations and awards for high-achievers within VHA.

Thank you.  
Questions?

VA



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of Veterans Affairs