

## ***One Perfect Day: Improving the Experience of Care for Inpatients***

Speaker and Facilitator: **Shari Welch MD, FACEP, FACHE**

### Overview\*

*As healthcare reform moves forward, no clinical arena will be exempt from change. The reform imperatives will include improving quality and safety, decreasing hospital acquired conditions and reducing adverse events all while decreasing costs. Improving the experience of care for hospitalized patients will become paramount. What are the high leverage changes that can be introduced into the hospital to improve patient satisfaction and the experience of care?*

### Learning Objectives

At the end of this program the attendee will be able to:

- Discuss the six areas that matter most to patients and their families
- Define the vague concept of empathy in healthcare and how it can be improved in clinical settings
- Identify process and space changes that will substantially improve these parameters
- Discuss the experience of care measures that CMS will be focused on in its pay for performance model and the role that HCAHPS will play
- Identify effective strategies to improve the hospital experience of care
- Articulate the high leverage strategies to improve the actual delivery of healthcare
- Discuss how improved teamwork can improve the experience of care
- Discuss non-verbal communication and how it can be used to improve the patient's perception of empathy in healthcare
- Discuss Patient Activation and how it plays into patients' experience of care
- Discuss opportunities for the hospital of the future

### Target Audience

- Chief Executive Officers
- Chief Operating Officers
- High Level Managers
- Middle Managers

*\*Note- Dr. Welch prefers to customize her keynotes and educational sessions to the needs and culture of the organization she is working with. Each session is unique for each audience.*