

# P4PEx Core Strategies

	AIM	VALUE TO MEMBERS	METHOD
DATA USE STRATEGIES	<p>In-depth understanding of the state of patient experience in CA hospitals.</p> <p>Help member hospitals increase the understanding of HCAHPS and other experience data among the leaders, providers and front-line staff.</p>	<p>Benchmarking and contextualizing.</p> <p>Highlight gaps &amp; focus areas.</p> <p>Increase experience data literacy among leaders, providers and front-line staff.</p>	<p>Study current state (HCAHPS, org. surveys, interviews, site visits, ethnography).</p> <p>Study success factors of high performing hospitals, including those in diverse environments.</p> <p>Develop comparative reports with identified gaps &amp; focus areas, and assessment of survey methods for response variation.</p> <p>Disseminate findings and provide opportunities for peer interaction, sharing and networking around data.</p> <p>Limited 1:1 consulting.</p>
IMPROVEMENT STRATEGIES (PROGRAMS, TOOLS & RESOURCES)	<p>Assist member hospitals articulate evidence-based, culturally competent organizational approaches to patient engagement and experience improvement.</p> <p>Develop and deliver strategic programs, tools and resources to help member hospitals advance improvement, paying particular attention to issues of cultural diversity.</p> <p>Advance programs state-wide with sensitivity to local context &amp; population.</p> <p>Prioritize improvement efforts on the “low outlier” hospitals.</p>	<p>Leadership skills around patient partnership / engagement and experience improvement.</p> <p>Staff/provider skills for partnering with patients and creating excellent experience in diverse contexts.</p> <p>Exposure to best practices, tools &amp; resources.</p> <p>Peer networking &amp; exchange; mutual learning within a California-based community of practice.</p>	<p>Statewide conferences and other learning opportunities for leaders and clinical teams to advance and spread strategies for improvement.</p> <p>Peer networking &amp; sharing opportunities in-person and online.</p> <p>Tools/resources.</p> <p>Programs:</p> <p><b>Patients on Board</b></p> <p>Empower patients as partners in own care and organizational improvement, including meaningful participation within hospital structures. Collaborate with leaders in the field (e.g., Patient and Family Centered Care Partners.)</p> <p><b>Language of Caring</b></p> <p>Build skills for reliable conveyance of empathy across cultures. Implemented via Train-the-Trainer model.</p> <p><b>P4PEx “Leadership Academy”</b></p> <p>Build the skills organizational leaders need to develop and facilitate improvements in patient experience.</p>
COMMUNICATIONS	<p>State-wide public visibility of patient experience and engagement.</p> <p>Highlight excellence in hospitals.</p>	<p>Visibility &amp; recognition.</p> <p>Positive P.R. for CA hospital community overall and for individual hospital efforts.</p>	<p>A simple and compelling public communication campaign around patient engagement and experience, complementing the HQI’s improvement strategy.</p> <p>Recognition program (e.g., CA Always Events.)</p>