

# **NHH Experience Framework**

At Northumberland Hills Hospital, our shared purpose of People First shapes our commitment to provide the best human experience. It's about more than delivering exceptional care; it's creating an environment where every interaction delivers meaningful value and extends toward a positive relationship with patients, families, staff, providers, volunteers and partners. Guided by our five core values and eight strategic lenses we strive, together, to create a culture of hope, trust, belonging and compassion where everyone feels valued, heard and supported.

#### **Our Core Values**

Integrity | Quality | Respect | Compassion | Teamwork

| Culture &<br>Leadership   | Infrastructure<br>&<br>Governance  | Staff, Provider<br>& Volunteer<br>Engagement   | Policy &<br>Measurement   | Innovation &<br>Technology   | Environment<br>&<br>Hospitality  | Patient, Family<br>& Community<br>Engagement  | Quality &<br>Clinical<br>Excellence   |
|---|--|--|---|--|--|---|---|
| The<br>foundation of<br>any<br>successful<br>experience<br>effort is set<br>on who an<br>organization<br>is, its purpose<br>and values,<br>and how it is<br>led | Effective<br>experience<br>efforts require<br>both the right<br>structures and<br>processes by<br>which to operate<br>and<br>communicate<br>and the formal<br>guidance in place<br>to ensure<br>sustained<br>strategic focus | Caring for<br>those<br>delivering and<br>supporting the<br>delivery of care<br>and<br>reaffirming a<br>connection to<br>meaning and<br>purpose is<br>fundamental<br>to the<br>successful<br>realization of a<br>positive<br>experience | Experience is<br>driven and<br>influenced by<br>external<br>factors and<br>systemic and<br>financial<br>realities and<br>requires<br>accepted and<br>understood<br>metrics to<br>effectively<br>measure<br>outcomes and<br>drive action | As a focus on<br>experience<br>expands, it<br>requires new<br>ways of<br>thinking and<br>doing and the<br>technologies<br>and tools to<br>ensure<br>efficiencies,<br>expand<br>capacities and<br>extend<br>boundaries of<br>care | The space in<br>which a<br>healthcare<br>experience is<br>delivered and<br>the practices<br>implemented<br>to ensure a<br>positive,<br>comfortable<br>and<br>compassionate<br>encounter<br>must be part of<br>every effort | Central to any<br>experience<br>effort are the<br>voices of,<br>contributions<br>from and<br>partnerships<br>with those<br>receiving care<br>and the<br>community<br>served | Experience<br>encompasses<br>all an<br>individual<br>encounters<br>and the<br>expectations<br>they have for<br>safe, quality,<br>reliable, and<br>effective care<br>focused on<br>positively<br>impacting<br>health and<br>well-being |

# **Culture & Leadership**

- Our leadership expresses and acts upon a clear commitment to experience efforts.
- We consistently treat patients, family members and care partners with compassion, courtesy and respect.
- We consistently treat each other (as team members and colleagues) with compassion, courtesy and respect.
- We have a clear definition of experience for our organization shared by everyone.
- We have the ability to change processes and procedures quickly when needed.

#### Infrastructure & Governance

- Our board is aware of, engaged in and supportive of our experience efforts.
- We ensure the ability for patients to schedule an appointment or procedure within a reasonable time period.
- We have wait times that patients, family members and care partners feel are reasonable.
- We offer an understandable and easy process for transitioning personal health information between care providers.
- We provide a discharge/check out process in which patients' treatment plans and/or next steps in care are clearly explained.

### Staff, Provider & Volunteer Engagement

- Our staff, physicians, midwives, and volunteers feel a clear connection to purpose.
- We ensure all team members feel valued and recognized for the work they do.
- We have a commitment to staff/team well-being.
- We have a highly engaged team of staff, physicians, midwives, and volunteers.
- We reinforce the importance of and ensure teamwork among our care teams.

### **Policy & Measurement**

- We have a means to gather and act on real-time feedback from patients, family members and care partners.
- We work consistently to address issues of bias and prejudice and foster an environment of inclusion and belonging for all.
- We use our experience survey data to drive action and improvement.
- We use our patient comments and narratives to drive action and improvement.
- We work to ensure equitable access to care for all in the communities we serve.

### **Innovation & Technology**

- We invest in the newest technologies to best serve our patients, their family members and care partners.
- We offer access to digital/electronic interfaces such as tablets, phone-based applications or patient portals.
- We offer access to technology that is patient-friendly.
- We provide a way to easily access medical information or test results.
- We provide open access to personal health records.

# **Environment & Hospitality**

- Our environment is clean and comfortable.
- Our environment is quiet and peaceful.
- Our facility is easy for patients, family members and care partners to access.
- Our facility is one in which you can find your way around easily.
- We provide for a comfortable diagnostic and/or testing experience.

## **Patient, Family & Community Engagement**

- Our care teams intentionally focus on communicating clearly to patients, family members and care partners in a way they can understand.
- We consistently ensure our patients and their family members and care partners feel listened to.
- We consistently invite patients, family members and care partners to ask questions of their care provider(s) and our organization.
- We have formal processes and structures to partner with and engage both patients and community members, such as co-design processes, community forums, patient and family advisory councils, etc.
- We work to ensure consistent effective communication with patients, family members and care partners.

# **Quality & Clinical Excellence**

- Patients and families believe we take their pain seriously and responsibly.
- We achieve the best clinical outcomes as a result of our prescribed treatment, intervention and/or therapy.
- We consistently provide effective coordination of care during and between encounters.
- We ensure we provide every patient a clear plan of care and the reason(s) we are following that plan.
- We work to consistently instill confidence in our skills and abilities to the patients we serve.

