

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

