

Patient Experience at SJD Children's Hospital

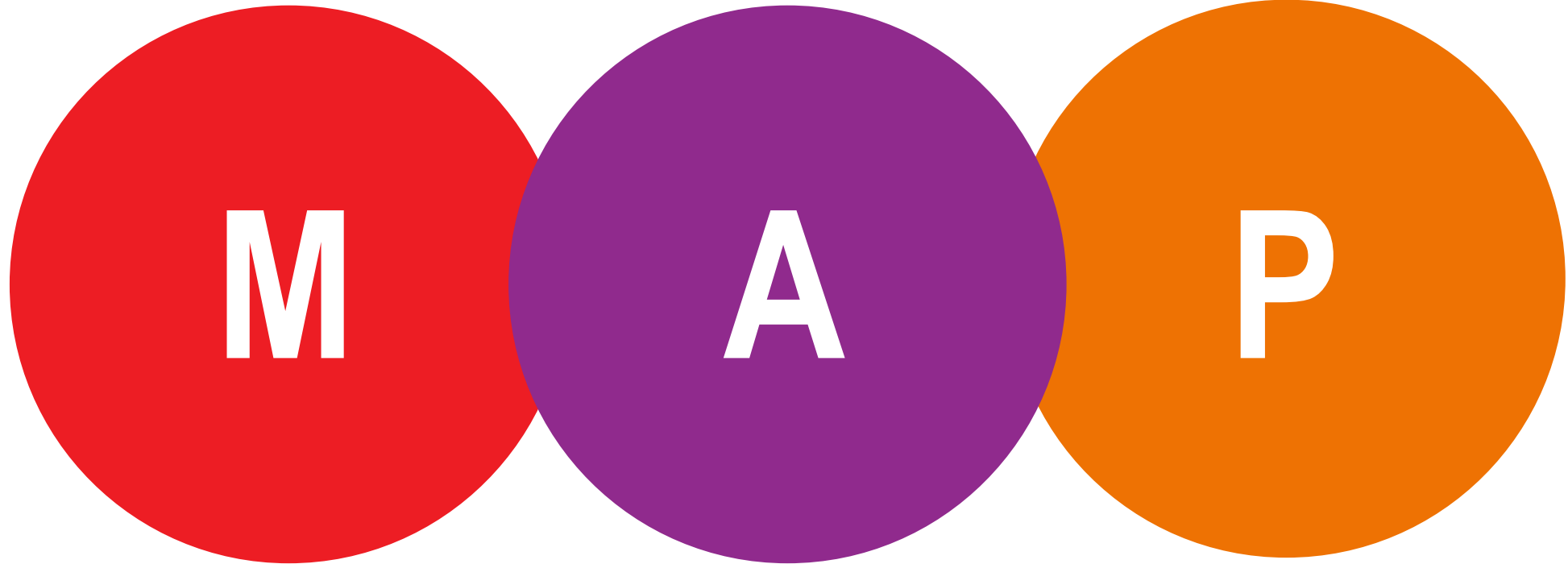
4e COLLOQUE LIEU DE SANTÉ PROMOTEUR DE SANTÉ

DEPARTMENT OF QUALITY AND PATIENT EXPERIENCE

Joan Vinyets, Head of Patient Experience

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Model

A

P



The foundation's core value:
Hospitality



Our aim:

**Achieving the best
experience for
patients and
families**

Our transformation and improvement strategy is **focused on people**.
Patients, families and professionals have a key role as a **lever of change**.



What are our drivers?

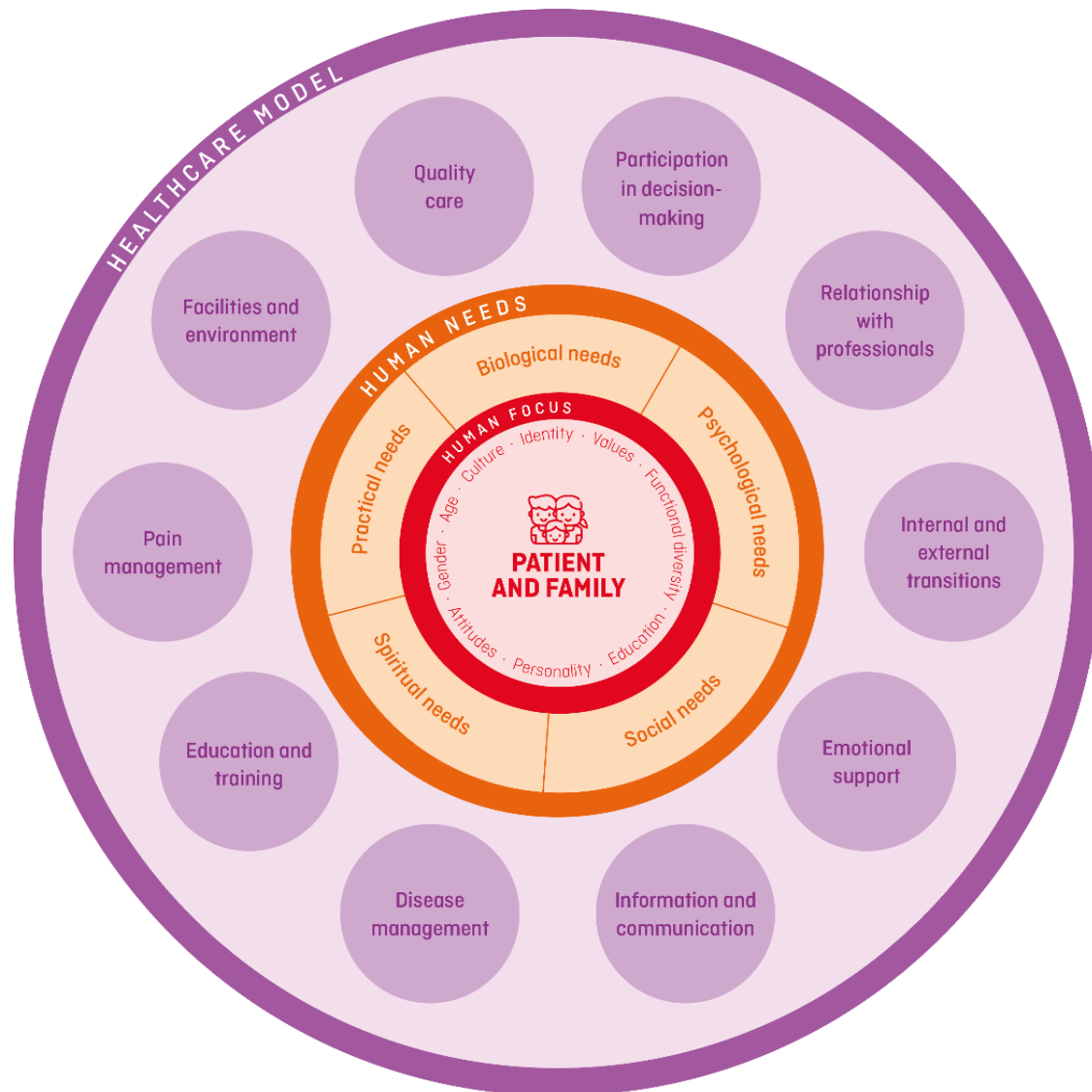
1. Humanization
2. Participation
3. User experience – patients and professionals





1. Humanization

An Integrated Model of Care - holistic approach



People centered-care

We put patients and families at the center, responding to their needs beyond biomedical or clinical aspects.

Institute for Family-Centered Care (2007)

Our roadmap – the friendly hospital (hospital AMIC) – 5P's

Parents



The open hospital, liquid hospital, hybrid hospital to give an active role to the parents

Play



Playing as an experience in all spaces and settings

Painless



Strategies to reduce pain and provide calm throughout the hospital, spaces, settings and environment

Professionals



The role of professionals as the main agent in the care and design of spaces

Personalization



The adaptation of the space to the patient and families experience, to their emotions, situation and needs

Working to achieve a friendly, supportive and healing environment



Communication hub, hospitalization



Family Space – PCCB



Diagnostic imaging service

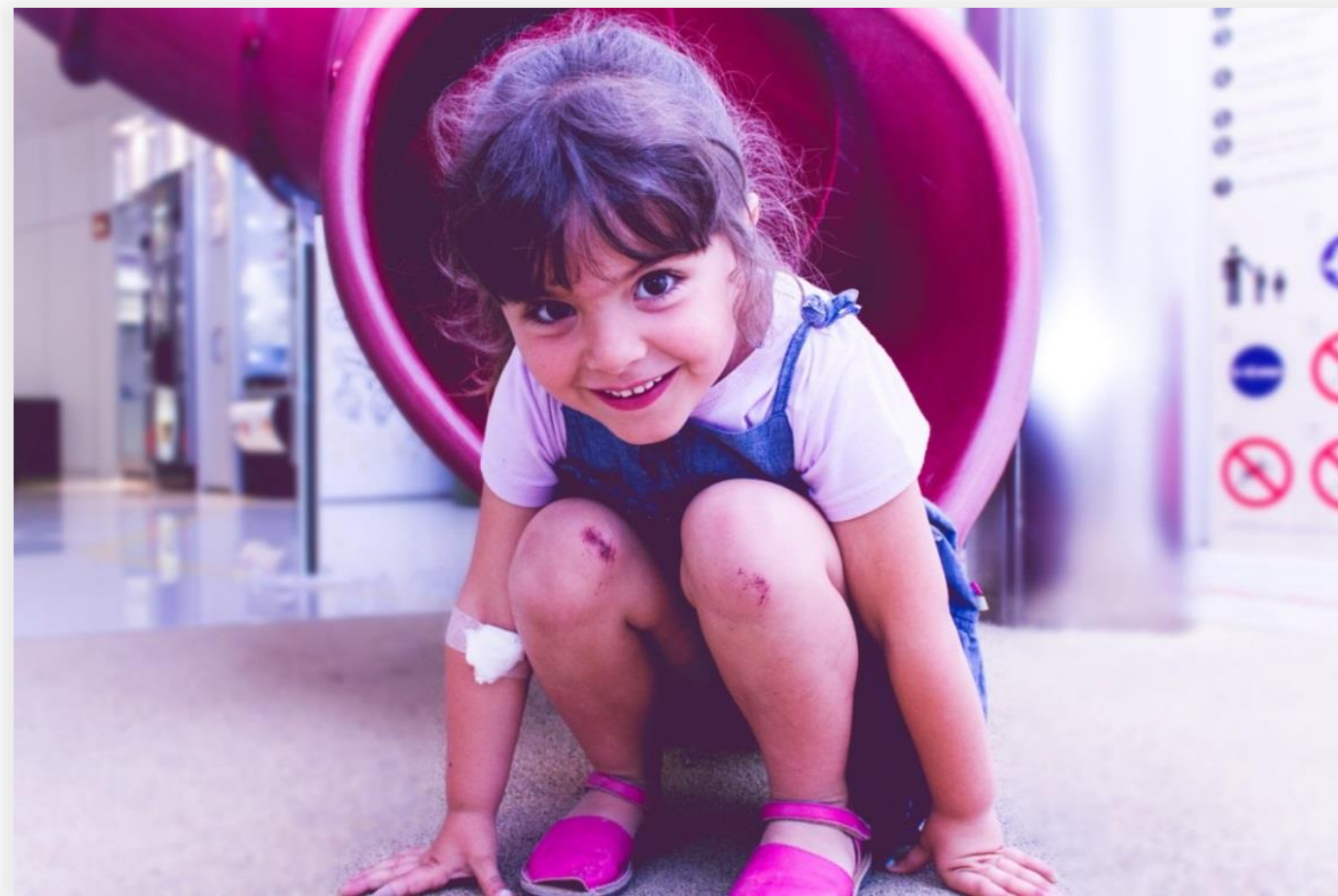


Admissions, pediatric emergency services



CEX

It doesn't feel like a hospital



2. Participation



Participative framework - to listen voice of patient

ECOSYSTEM

1

Enhance autonomy

(micro)



Información, Escuela Salud, habilidades comunicativas, programa del adolescente, decisiones compartidas, seguridad

2

Empathy and co-design

(meso)



Consejo Jóvenes, Consejo Familias, Asociaciones, feedback de pacientes y familias, E=MC2, UFI

3

“Advocacy”

(macro)



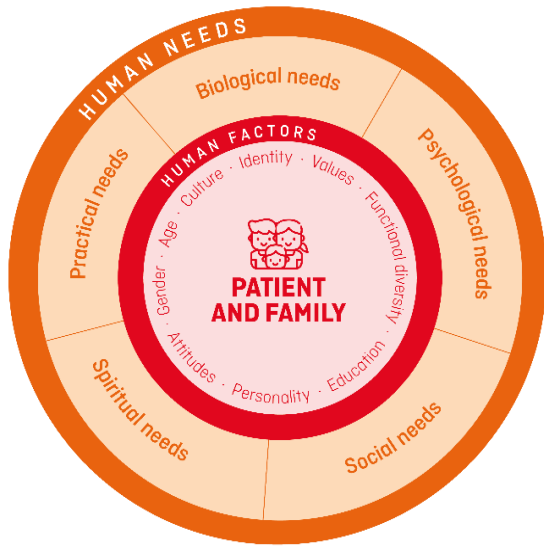
Consejo de Jóvenes, Consejo de Familias

+ HEALTHCARE DECISIONS

+ ORGANIZATIONAL DECISIONS

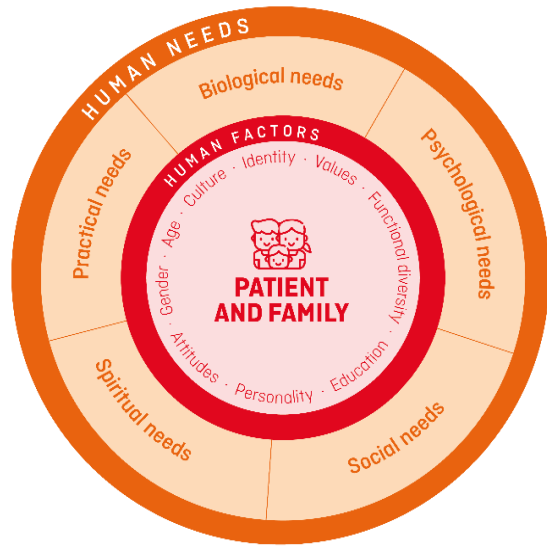


3. User experience – patient and professionals



Transformation model with people

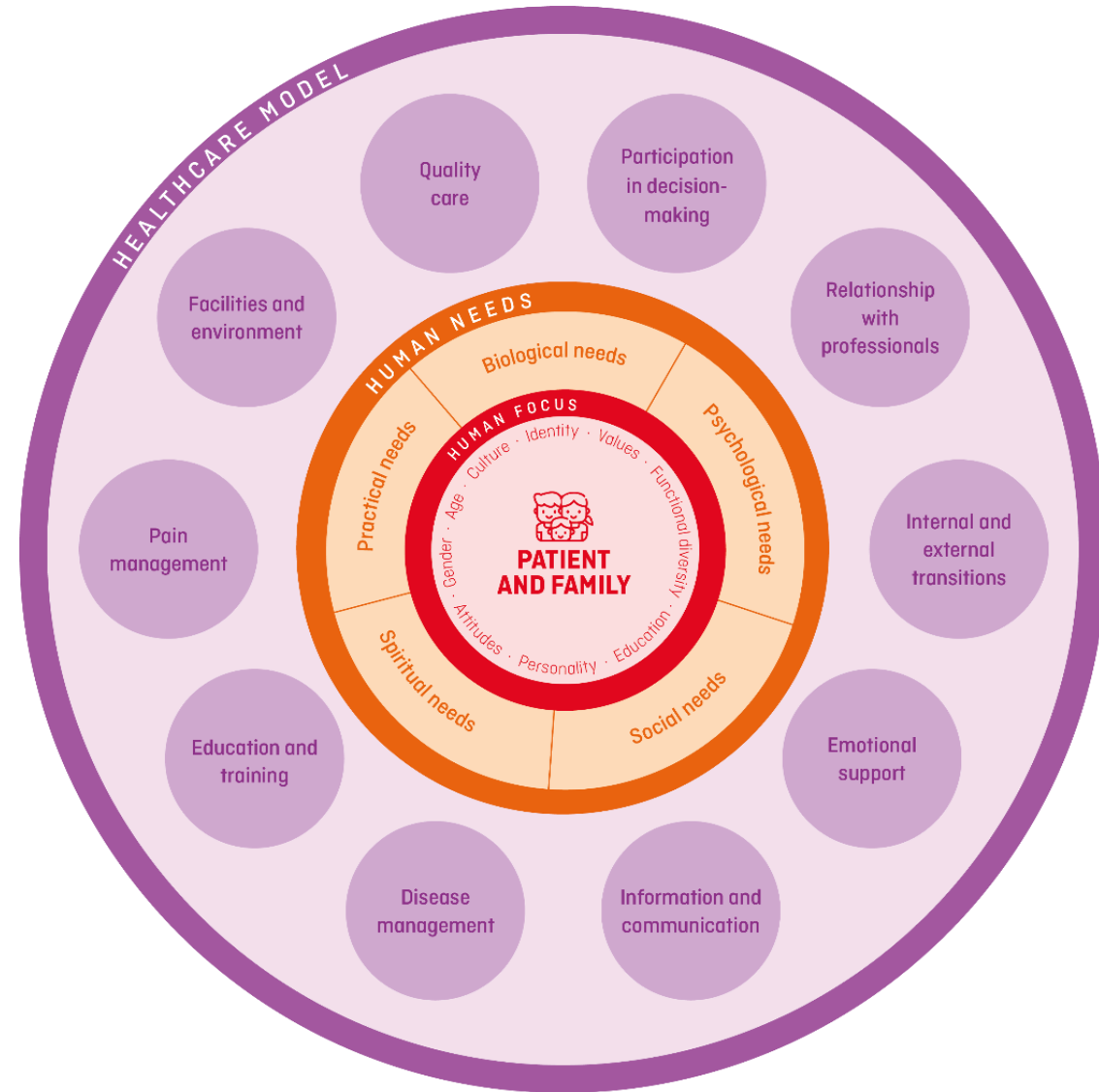
Patients, families and professionals are the engine of hospital transformation. Listening to them, understanding them and knowing their experience helps us to innovate and improve the care we offer.



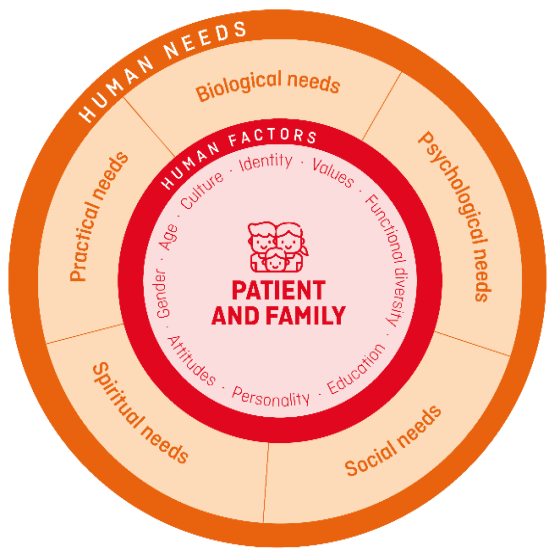
Model of care for people

We put patients and families at the center, responding to their needs beyond biomedical or clinical aspects.

Transformation model with people



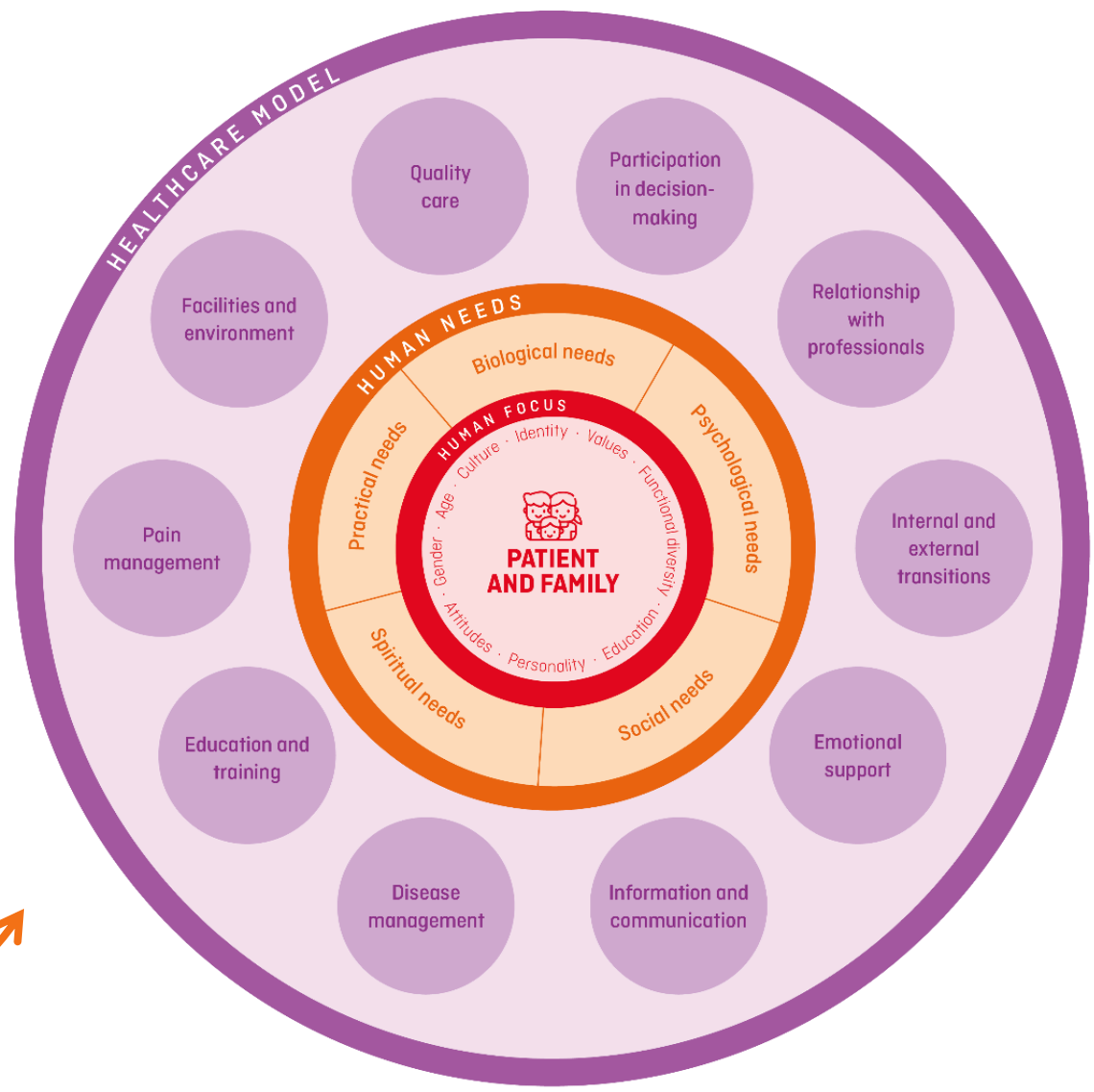
Patients and families at the center



Transformation model with people



Model of care for people



M

Approach

P

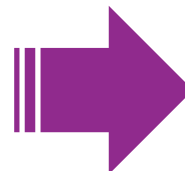
Our approach

We focus on...

Understanding the value
of people's experience
(patients, families and
professionals)



To understand
their experience of
our Integrated
Model of Care



To achieve...

Continuous improvement, innovation and co-design (services, programs, environments and interactions), based on their needs and contexts with their active collaboration.



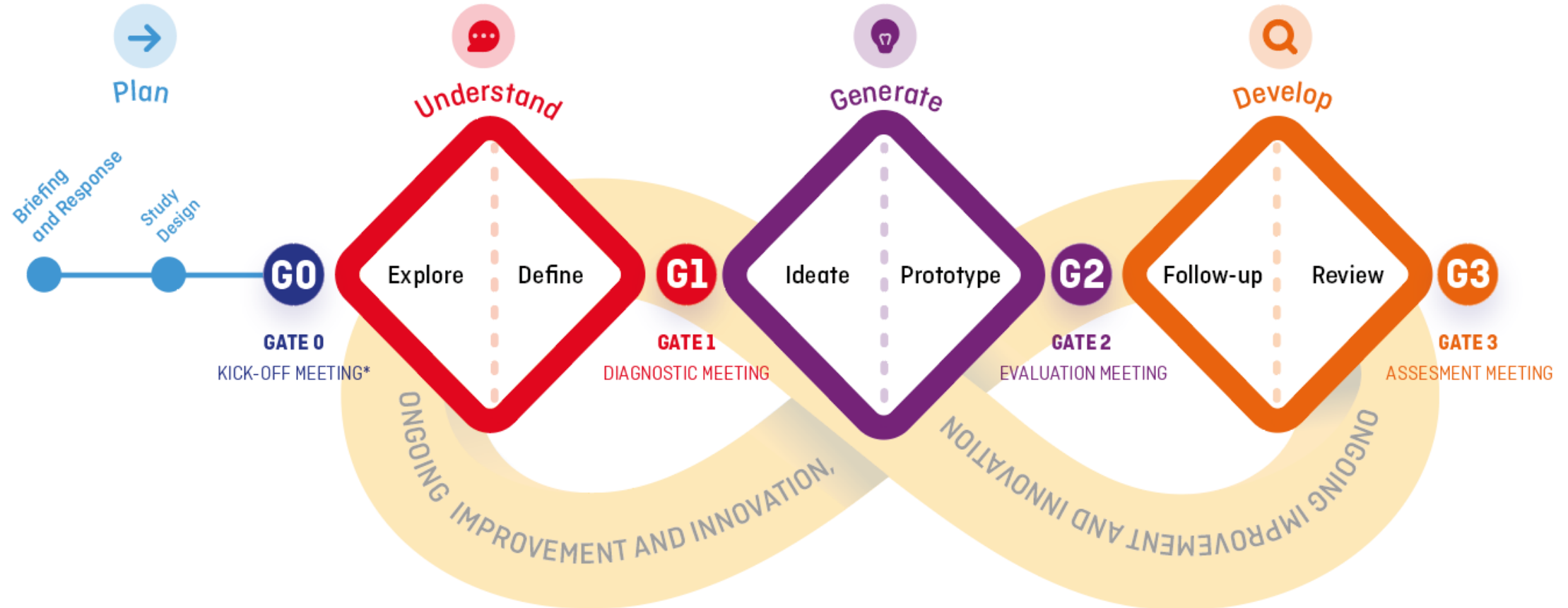
*“To serve you have
to understand who
you serve”*

A multidisiplinar team



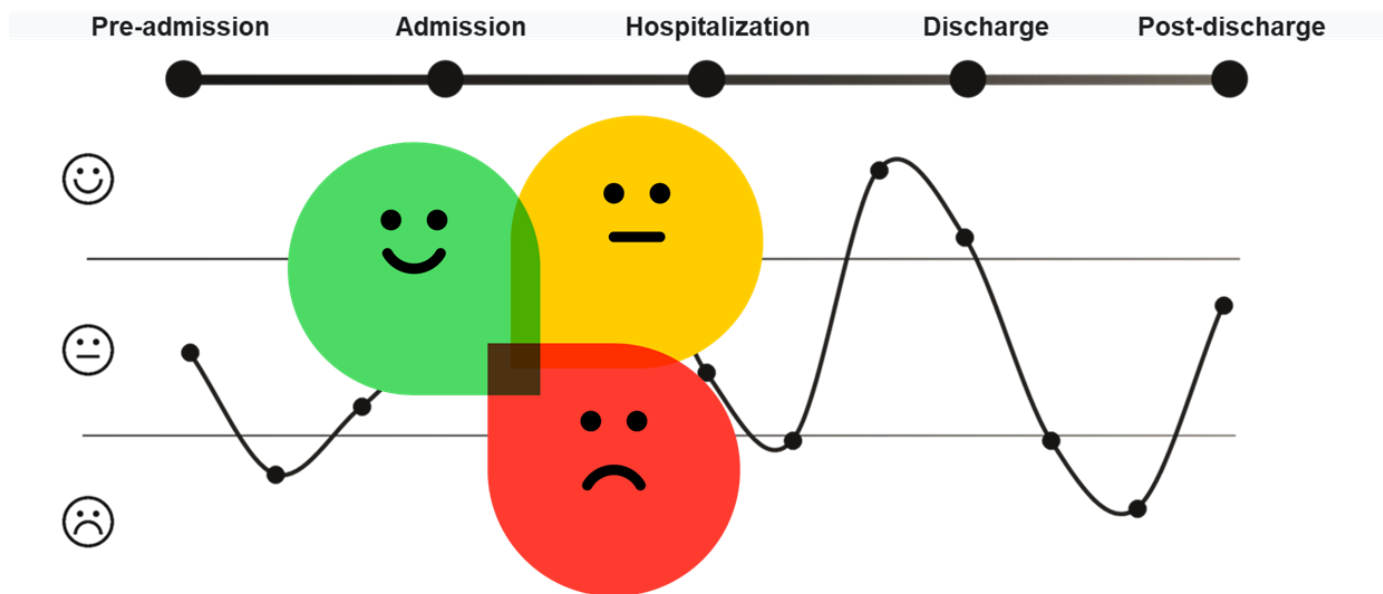
VOC - Customer Feedback + Patient Experience + Processes
(Anthropology, Communication, Design, Economics, Engineering, Nursing, Psychology)

A collaborative and iterative process



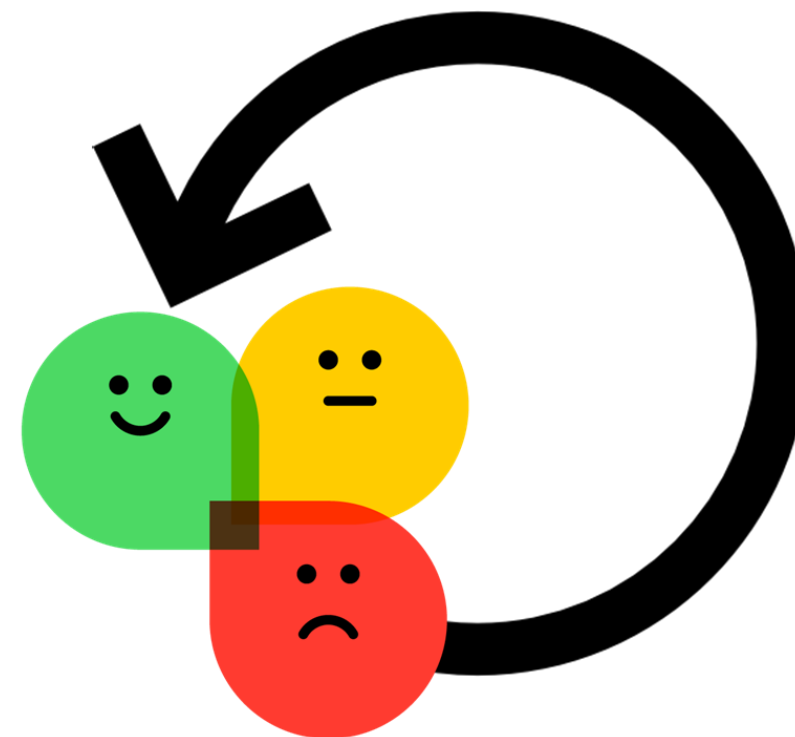
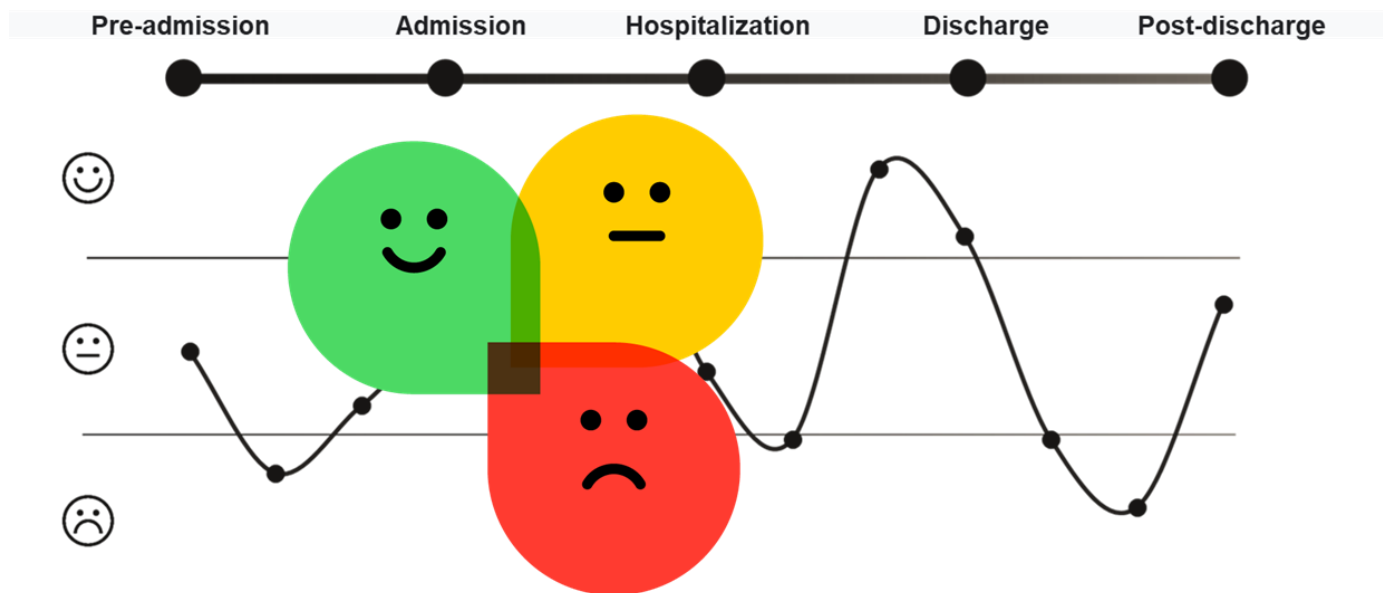
Our focus

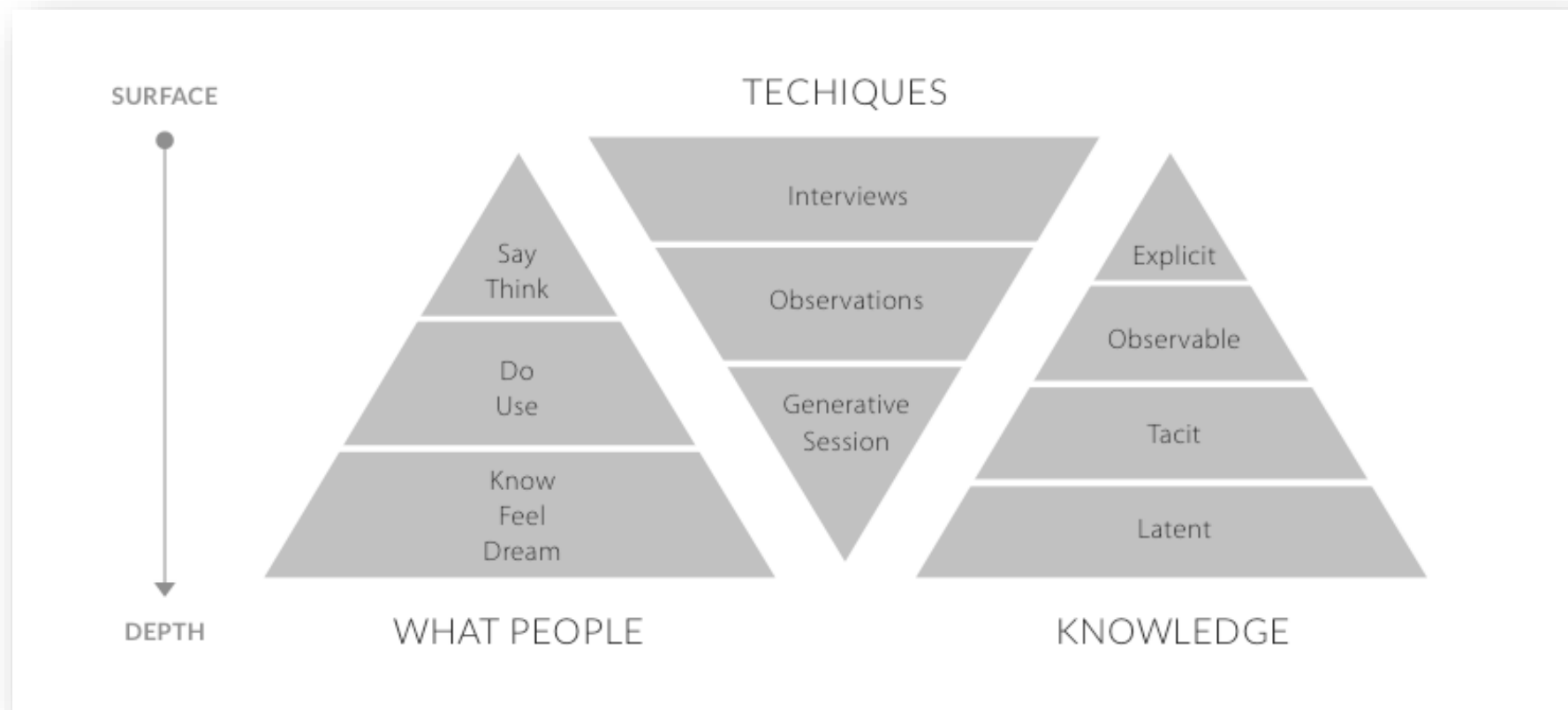
From “pain points” ...



Our focus

From “pain points” to gains





Multimethod Toolkit

- In depth interviews
- Surveys
- Questionnaires
- Experience diaries
- Shadowing
- Context observation
- Journeys
- Photo voices
- Video narratives
- Focus groups
- Co-design workshops with key stakeholders/users:
 - Needs identification
 - Opportunities identification
 - Idea generation
 - Prototyping, testing and validation
- Art-based methods and projective techniques as a tool to explore and understand how the patient lives the care process and the disease itself.



Our Principles

HUMAN CENTERED

We focus on people,
patients, families and
professionals.

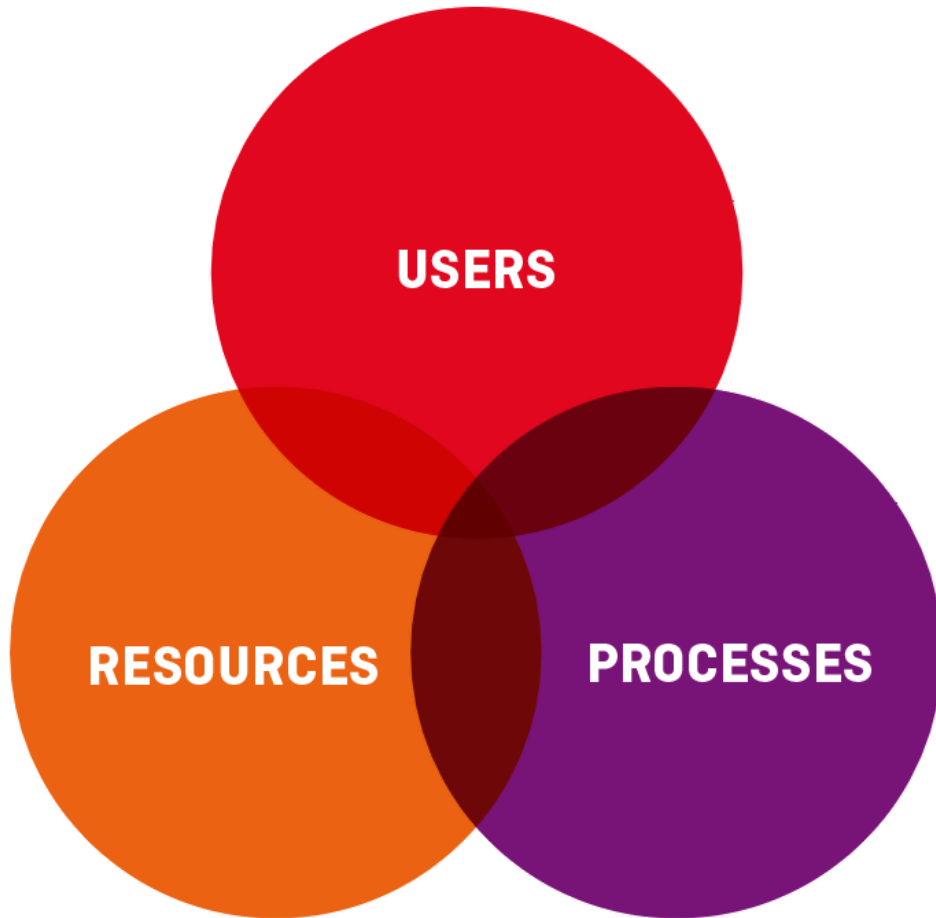
COCREATIVE MINDSET

Empathic and creative,
participative and
collaborative mindset.

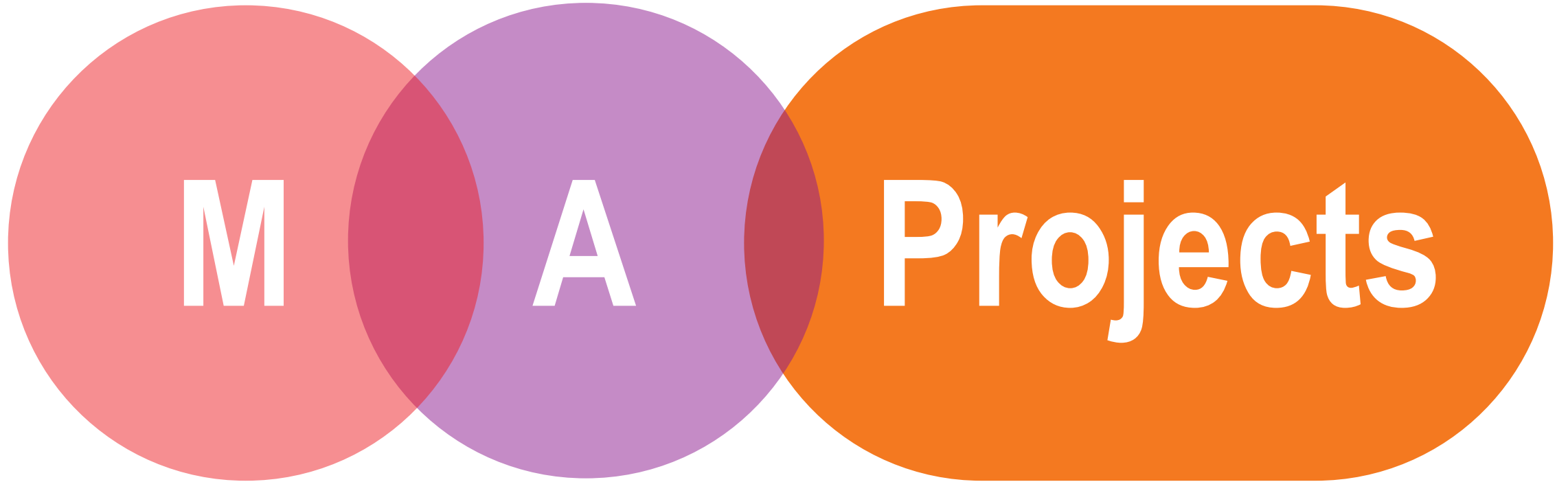
AGILE DEVELOPMENT

Agility, dynamism,
iteration for continuous
improvement

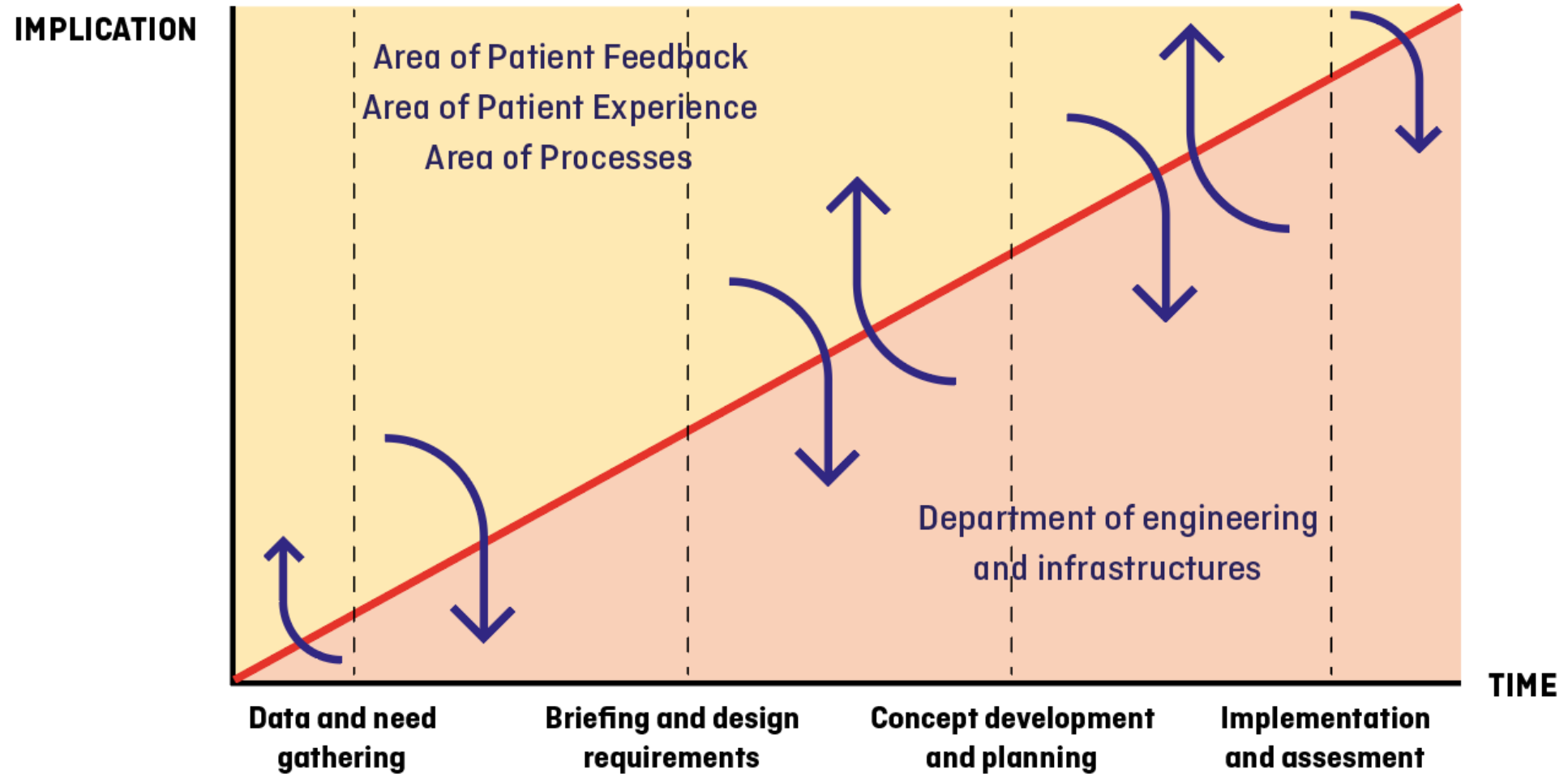
Holistic – Human centric-way



We focus in **enhancing the user experiences**, bringing patients, professionals and process together in a more **human-centric way to improve quality of care, user experience, and resource efficiency.**



A complementary approach



Pediatric Cancer Center

People
involved:

101
Patients &
Families

43
Professionals





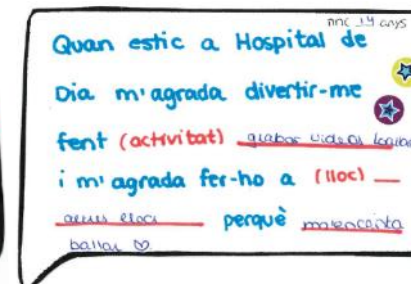
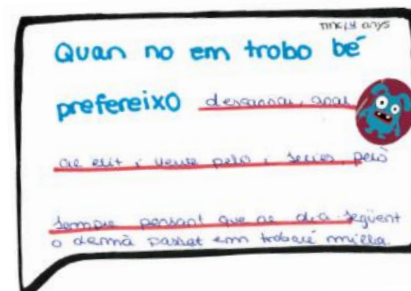
2017

1 What needs and ideas do you have for the future Center?

Let's talk about spaces, furnishings, environment and care.



- In-depth interviews
- Diaries and experience cards
- Focus groups
- Shadowing Workshops to detect needs with professionals and families
- Needs detection workshops with professionals and families
- Ideation workshops



"If I need to distract myself when I have a test, I do well watching movies on Netflix and playing mobile games." (17 years old).

"Let there be several areas to connect cell phones and computers distributed throughout the hospital."

"They let us decorate the room however we want to make it feel like home and we love it!"

"I just want to forget that I am in the hospital, I want to feel at home, at ease, at ease". (15 years old)

"I feel cared for when they come and explain things to me because it relaxes me and calms me down" (7 years old).

2 Co-creation of the environment

Fears, needs and desires when I enter, wait for me, visit me, treat me and when I am hospitalized.



2020

Key insights- design principles:

- Looking like anything but a hospital
- Just like at home
- Fears must be left behind
- Where to share and be alone
- Open and connected to the outdoors
- Joyful, fun and interactive
- A living, dynamic organism
- An extra motivation to come



3 Space Validation

What strengths do we find? What weaknesses? These spaces make me feel ...

2021



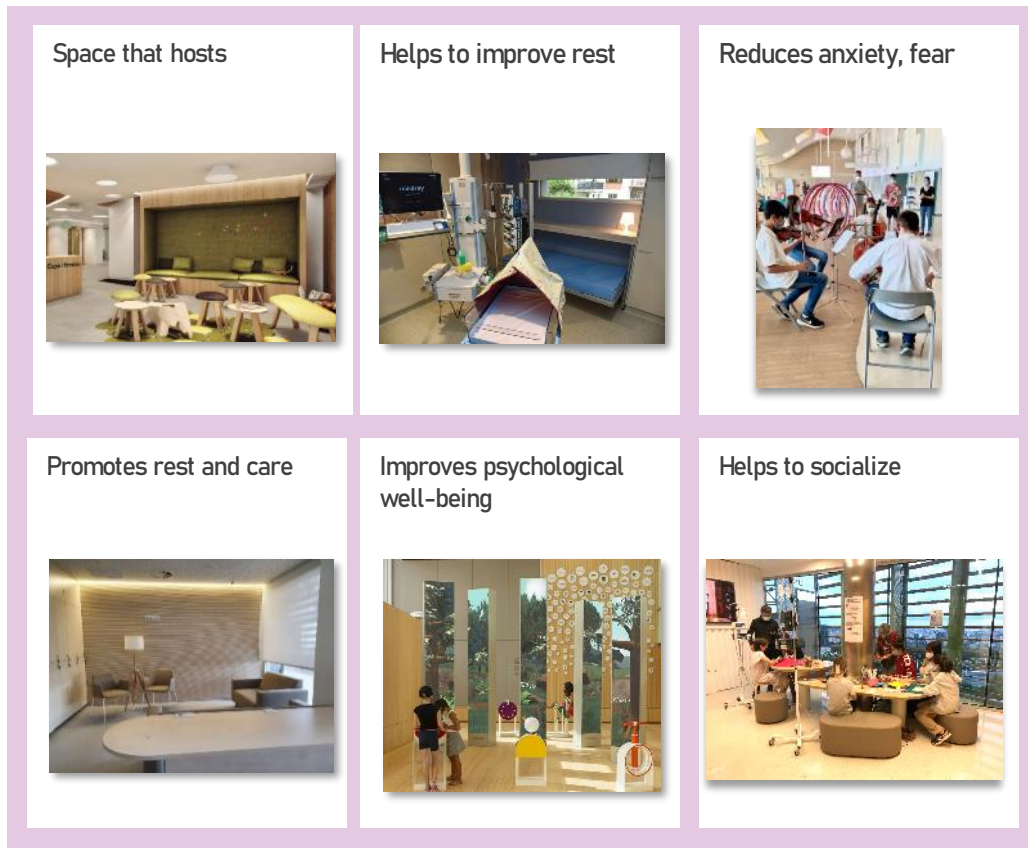
Hospitalization



Outpatient Area/ Day Hospital

Humanization and spaces

The physical environment of the hospital is a very important element in achieving a more humanized environment.



1

Putting the patient, family and professional at the center.

2

Integrate design, interior design and architecture.

Victoria Bates (2018) 'Humanizing' healthcare environments: architecture, art and design in modern hospitals. Design for health.

Zimring, C & Ulrich, R. (2004). The role of the physical environment in the 21st century hospital: A unique opportunity. Center for Healthcare Design.

How can we improve PX and foster a culture of change?

There is no single path but some element can facilitate these challenge:

- **Management leadership committed to the PX!!!**
- **Active and demonstrative communication**, disseminating and promoting the importance of PX
- **Training and support for teams**, special training programmes in empathy skills, new agile and creative methods (*human centred design, design thinking, LEAN,...*)
- **A network of internal role-models**, establishing small working groups in all service areas
- **A structure for patient involvement and empowerment**, ensuring the active involvement of patients and families/carers in the continuous improvement/innovation (PX days, Patient workshops,...)
- **A measurement and feedback system**, setting up a structure and appropriate tools (surveys, comments, reports, dashboards...) and activities (focus groups, *shadowing*, Patient Advisory Boards...)
- **Promoting a strategy of feedback and recognition**, both for patients and families, and for the professionals

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Merci Beaucoup!