

# The Healthcare Experience

*Empowering Leaders to Understand and Improve Human Interaction*

## INTENT

As part of the Behavioral Health Integration and Complex Care Initiative, a primary commitment is to the PATIENT/CLIENT and health care TEAM experience.

*Employees will have the opportunity to share their experience, every month.*

*Patients/clients will have the opportunity to share their experience, every month.*

*Results will be aggregated and reported monthly for timely awareness and change efforts.*

BHICCI is committed to the evidence that exists confirming the important link between care team members experience and that of patients/clients. Employees that have a positive and engaging experience *giving* care and providing support, in turn create better experiences for those receiving the care and support, and their families. Those resulting experiences in the health care setting provide the *best* opportunity for individuals to achieve better outcomes, better health and wellbeing.

## APPROACH

To support the optimal patient and team experience, we need to meaningfully understand it. We will achieve this by using a web-based method and inviting these humans in the healthcare setting to share their perceptions. Using dedicated tablets we will invite patients/clients to complete a short anonymous survey. While timings are being determined, results will be shared and discussed monthly by teams.

*Our Healthcare Experience:*

*A BHICCI initiative to understand the collective healthcare experience of human interaction.*

Using email and web we will invite employees to complete a brief confidential survey about *their* experiences. We will invite all BHICCI-related employees monthly. Teams will develop priorities and celebrate connections based on both patient/client and team level experience reports. *The monthly results are less important than the awareness and dialogue that they yield within team discussions and the important link to patients/clients.*

## ABOUT

In partnership with IEHP, Jen Clancy Consulting and UCSD Services Research Center, LEAD the difference is supporting the experience survey design, process and strategic impact. Based out of San Diego, California and Seattle, Washington our mission is to support individuals to lead their own change using the values of innovation, practicality and autonomy.

To learn more, follow us on Facebook at  
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