

Humankindness Retreat

Facilitator's Toolkit

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Humankindness Retreat

Humankindness and the Patient Experience

Time: 15 minutes

Number of Slides: 7

Topic Overview: Share some stories about humankindness and the patient experience.

Objective: To get stories of humankindness and the patient experience in the room

Description: Slides; audio file embedded into a slideshow; facilitated discussion at tables on stories; report out of stories

Handouts or

Materials Needed: N/A

Things to Do: **HK & PEX Slide 2** - Before the retreat, review the slideshow so you can speak to it specifically.

- Check the slideshow before the retreat, and make sure it plays when you click advance from this slide and that the volume works.
- Be ready to adjust the volume, if needed.
- Make sure someone is sitting or standing at the lights to dim them, if needed.
- Advance to begin playing the slideshow.

HK & PEX Slide 6 - Check the video before the retreat, and make sure it plays when you click advance from this slide and that the volume works.

- Be ready to adjust the volume, if needed.
- Make sure someone is sitting or standing at the lights to dim them, if needed.
- Advance to begin playing the video.

HK & PEX Slide 7 - Do not advance the slide until after you've debriefed on the video.

Back-up: If the audio or videos don't work, please refer to the script in the Appendix section of the toolkit.

Resources on

SharePoint: <http://dignityhlth.org/HKRetreatSharePoint>

HK & PEX Slide #1: Humankindness and the Patient Experience

Main Point: To transition from the opportunity described by the hospital president and to introduce the slideshow



Notes:

Talking Points:

1. Thank the hospital president. Reference something he/she said that impacted you. If the hospital president missed one of the main points, you'll need to help bring these up.
2. Link either a positive story or the negative story they told in order to introduce the story you are about to tell. "We have many wonderful examples of humankindness and the patient experience in this service area."
3. "I would like to share with you one particular story that happened here." Briefly describe what they will see/hear: "This is a story about..."

Things to Do:

N/A

Table Facilitator Role:

N/A

Humankindness Retreat Magazine

Hello humankindness™

Know me as a person		Communicate with me	Empower me	
Comfort me		 Dignity Health		
		Keep me safe	Work together as a team	



Thank you for joining us today at the Humankindness Retreat.

We're excited you have been given the opportunity to attend this Humankindness Retreat. Developed, designed, and facilitated by employees—for all 55,000 Dignity Health employees and physicians to attend—the retreats are a place where we inspire acts of kindness, enhance employee engagement, and work together to create an exceptional experience for our patients.

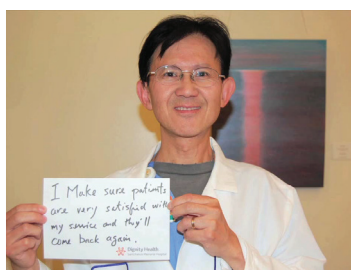
To complement the retreat, we've created this Humankindness Retreat Magazine, where you'll find humankindness stories, read about how you and your team have an impact on the patient experience, and remind yourself of why you work at Dignity Health.

We hope you enjoy the magazine and the retreat.

Thank you for the work you do.

Hello humankindness represents a promise. It is a promise of kindness, how we're going to treat everyone who comes to us for care, and a promise of how we're going to treat each other.

**We all
hold the
power
to heal.**



Delivering on the Promise of Humankindness

For those who work in health care, humankindness is second nature.

Our Humankindness Retreats were born out of the passion for treating our patients and our colleagues with respect, kindness, and dignity. Because the patient experience is so important, we set aside a special time for staff to focus on the promise of humankindness.

Developed, designed, and facilitated by Dignity Health employees for employees, the Humankindness Retreats delivered on that promise and gives us great cause for celebration. We touched the professional lives of 48,000 employees through 767 Retreats across all our service areas, bringing additional inspiration to our *Hello humankindness* movement. Our 180 retreat facilitators and coordinators brought the retreats to life through their experience and insights. The comments received from those who attended the retreats truly tell the story. Here's just one example: "Thank you for this opportunity. This re-energized me to be a better employee, caregiver, and co-worker!"

In the coming weeks, each service area will be celebrating and honoring facilitators and coordinators for their hard work, commitment, and involvement in making the retreats a success.

Appendix

Template Email to Request Someone to Provide the Reflection (on SharePoint)

The following email content is intended for you to use as a guide to invite a person from Mission Services or Spiritual Care to provide the 15-minute reflection at the retreat.

Dear XX,

I'd like to invite you to lead us in the reflection at the upcoming Humankindness Retreat in [insert location] on [insert date].

The Humankindness Retreats are about unleashing the healing power of humanity in Dignity Health, and how to eliminate the barriers to kindness that get in the way of us being a kinder organization.

The reflection should be no longer than 15 minutes and, to help, we can provide you with an optional video that can be used as an opening along with your personal reflection, or you can also lead us in a reflection of your own choosing.

Please let me know if you'll accept our invitation. We'd be honored to have you share at our retreat.

Thank you,
[Name]

Template Thank You Email (on SharePoint)

The following email content is intended for you to use after the person has agreed to provide the 15-minute reflection at the retreat.

Dear XX,

Thank you for agreeing to provide the reflection at the Humankindness retreat.

Following is an optional video that can be used along with your personal reflection. It was created by the Mission Integration team and focuses on our mission, vision, and values, with the *Hello humankindness* message about unleashing the healing power of humanity:

<http://hd.chw.edu/busareas/care/patientexperience/Internal%20Videos/Forms/AllItems.aspx>

If you choose to use the video, we've attached a few talking points for the reflection:

1. Introduce the video with a sentence or two prior to showing it.
2. Talk about the fact that we have the seeds of kindness within us that germinate and grow as we learn about the importance of being kind from others. The "root stories" each of us have about how we learned to be kind are powerful resources for us to identify and share with others.
3. Then, share your own story about kindness. The more specific, the better. This story should be no more than three to four minutes long.
4. End your reflection with a sentence about the day, giving the participants the opportunity to become more rooted in specific ways of expressing humankindness, both as individuals and as members of the health care team.

If you have any questions about the video or reflection, please let me know before the retreat. I look forward to seeing you on [insert date] at [insert location].

Best,
[Name]

Appendix

Sample Pre-retreat Emails to Hospital President (on SharePoint)

The following email content is intended for you to use as a guide to invite a hospital president in your service area who you've selected to talk about the importance of patient experience and to provide context about the retreat.

Invite Email

Dear XX,

I'd like to invite you, as a senior leader, to share a few words at our upcoming Humankindness Retreat on [insert date] at [insert location].

Humankindness retreats are about unleashing the healing power of humanity and identifying any barriers in kindness that exist for employees.

Your role in the retreat would be to provide the context for the day and to talk about the importance of patient experience. It would be about 10 minutes in length. I can provide you with talking points, which you can modify.

Please let me know if you'll accept our invitation. We'd be honored to have you share at our retreat.

Thank you,

[Name]

Thank You Email (on SharePoint)

Dear XX,

Thank you for accepting our invitation to speak at the retreat on [insert date].

I think you will be great for providing the context for the day and talking about the importance of the patient experience (about 10 minutes in length).

Attached are some general talking points that you can use as a framework for your presentation.

If you have any questions, please let me know before the retreat.

I look forward to seeing you on [insert date] at [insert location].

Best,

[Name]

Appendix

Talking Points for the Hospital President (on SharePoint)

1. Describe the reason for the retreats and what you want to talk about: “I’m here to talk about a very significant priority for the organization and for me personally: the patient experience. I believe it is important for a number of reasons.”
 - **Heritage/Healing Ministry**
 - Reference the reflection: “Our mission compels us to keep the patient at the center of all we do.”
 - **Reputation/Growth**
 - “Patients have a choice of where to go for health care. Physicians have a choice of where to practice. And our competition is only getting stronger. Publicly reported scores mean our consumers, at any given moment, have the information to decide who and where they choose for a quality health care experience. As consumerism plays an increasingly important role in health care decisions, so too will the experience of our patients.”
 - **How We Treat Each Other**
 - “The way in which we treat each other and how we care for our patients are inextricably linked. We must be attentive to both, or we will be successful in neither.”
 - **Sustainability**
 - “CMS, as well as other payers, are increasingly tying our pay to performance in the patient experience measures.”
2. Acknowledge that it is not always easy, and some things get in the way (mention any “hot topics,” e.g., Ebola preparation, RIF, outsource issues). Also describe, if needed, what management is doing to help address some of the issues that employees have raised concerns about.
3. “I know that you are committed and that we have many great examples of humankindness and of delivering an exceptional patient experience to celebrate. But still some things keep me up at night [concern me, leave me knowing we can and must do better].” Tell a story about a less than optimal patient experience.
4. “While the vast majority of the care and experiences are really wonderful—and I do hear many more positive stories from our patients than negative—the negative ones, like the one I just shared, stay with me. And I know we can do better. It is one of the reasons I’m here today—not just here in this retreat but here at Dignity Health—because we can do better, and our patients, our community, and, in fact, all of us (we are all patients or potential patients) deserve no less.”