

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.

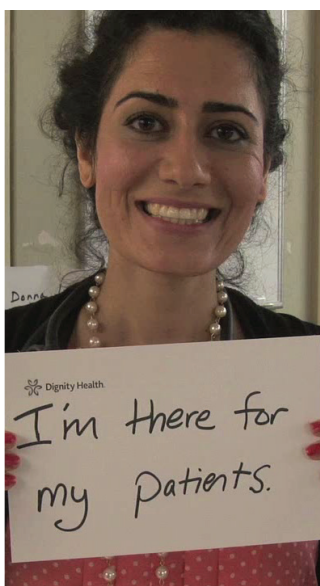
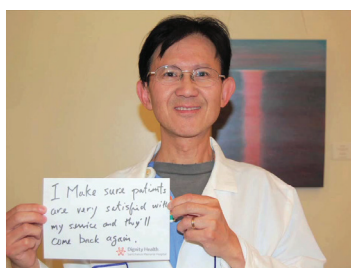
To complement the retreat, we've created this Humankindness Retreat Magazine, where you'll find humankindness stories, read about how you and your team have an impact on the patient experience, and remind yourself of why you work at Dignity Health.

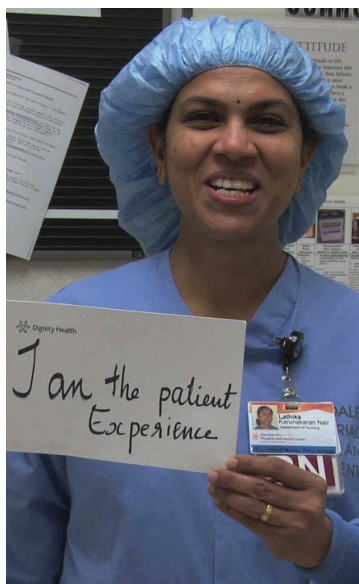
We hope you enjoy the magazine and the retreat.

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.**





You make a difference.

What Is the Patient Experience?

Patient experience is founded on the mission, vision, and values of Dignity Health. It is defined by the following three distinct elements, with humankindness woven through them:

- Meeting the clinical needs of our patients (Need)
- Treating our patients with care and compassion (Feel)
- Delivering care in a healing environment (Look)



How Are You Connected To the Patient Experience?

By working at Dignity Health, you have an impact on the patient experience, either directly or indirectly.

Whether you work in a clinical or non-clinical setting, everyone at Dignity Health plays a role in creating an exceptional patient experience. We all work together to unleash the healing power of humanity throughout the Dignity Health ministry. **You make a difference.**

Measuring Patient Experience

What Is HCAHPS?

HCAHPS stands for Hospital Consumer Assessment of Healthcare Providers and Systems. All hospitals receiving reimbursement from the government are required to send this survey to their patients. Developed by the government, the survey includes questions about patient care and asks if patients received and understood post-care instructions after their discharge. Patients at inpatient locations typically receive the survey within six weeks after discharge.

What Is the Value-Based Purchasing Program?

After the survey responses are compiled, our scores are converted to points, which determine how we get reimbursed by the government for the services we provide. There is a maximum of 100 possible points, based on the greater of how well a hospital performs compared with all other hospitals in the U.S., or in comparison to a hospital's own baseline.

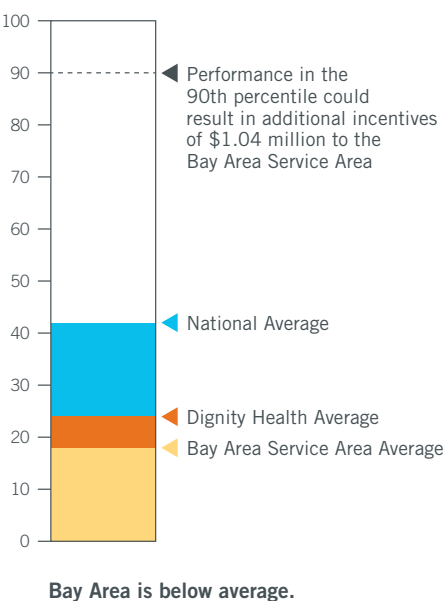
How Are HCAHPS Survey Questions Scored?

Survey questions are scored based on how often patients respond “always.” For example, if patients do not respond that they were always listened to or that it was always quiet at night, no credit is given on that question.

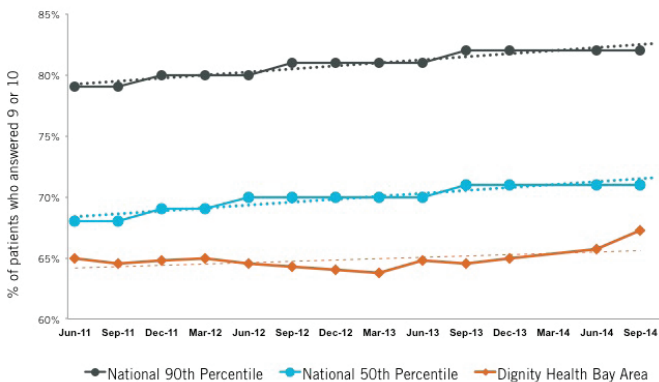
What Is a Percentile Rank?

A percentile rank refers to how a given HCAHPS score compares nationally. A hospital in the 80th percentile has scored higher than 80 percent of hospitals nationwide. The percentile rank helps us to quickly understand how our score compares to hospitals across the country.

HCAHPS Results



Percentage who rated 9 to 10 for Overall Satisfaction with their hospital, on a scale of 1 to 10

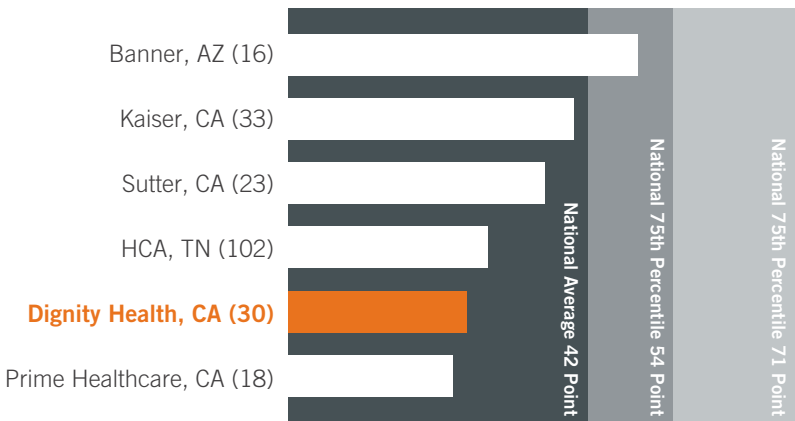


Why Are HCAHPS Scores Important?

- 1) They illustrate how we're treating our patients and how we can improve our care.
- 2) They have financial impact. As part of the Affordable Care Act, hospitals are paid based on their performance on a series of quality metrics, including how patients respond to the HCAHPS survey. Across Dignity Health, there are about \$35 million in incentives and penalties tied to how our patients say they were treated while in our care. In addition, insurance companies use our scores to negotiate payment rates.
- 3) **You have an impact on how we're doing, whether you work in a clinical or non-clinical setting.**

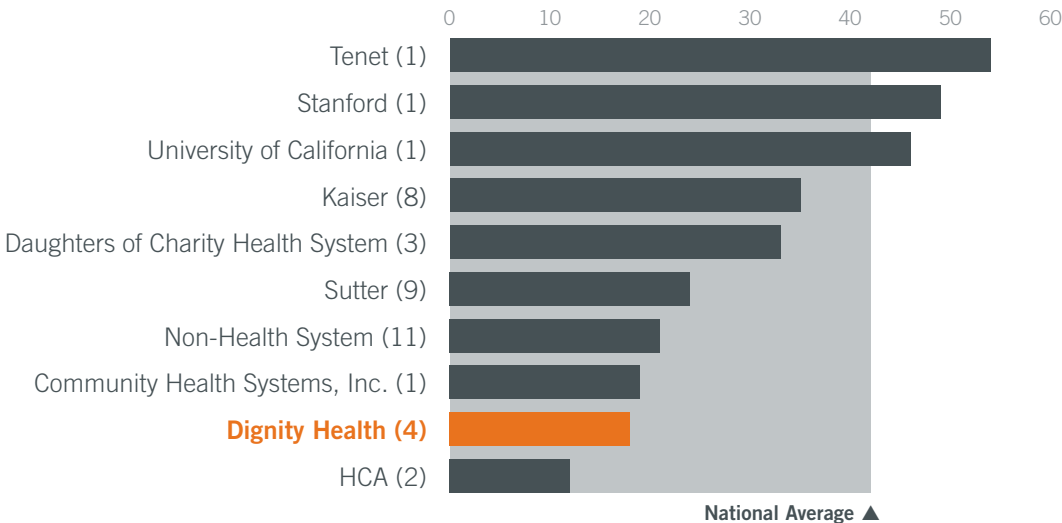
Large Hospital Systems

Figures in parentheses indicate the number of hospitals that participate in the CMS Value-Based Purchasing Program



Total Value-Based Purchasing Points for All Composites

Bay Area Service Area Hospital Systems



What People Are Saying About the Retreats

"Before I came to this retreat, it was unclear to me why I had to attend this session, but...now I truly understand, and [I understand] the real purpose of *Hello humankindness*."

**Hello
humankindness™**

"It was an empowering retreat on Humankindness with Dignity Health: a great retreat to improve patient satisfaction. On the other spectrum: humankindness starts with the people taking care of patients: staff, employees, ancillary staff. Employees need humankindness too."

"I don't work in patient care but humankindness comes from everyone or everywhere. I feel this was a great retreat."

"I really believe in *Hello humankindness* and I intend to practice it more in my personal life as well as at work."

Inspiring. Sharing. Connecting.

We invite you to keep sharing, connecting, and inspiring acts of humankindness. Here are some ways to keep the momentum of the retreats (and humankindness!) going:

The Generosity Store

We encourage you to participate in the Generosity Store at the retreat. The currency is kindness! Simply pick an item you like, fulfill the act of kindness on the tag, and submit your stories and pictures to **Humankindness@dignityhealth.org**. Here are some inspiring stories staff members have shared with us:

Bring a treat to the security guards at your hospital

"I was lucky enough to get item #26 from the Generosity Store at the Humankindness Retreat which required that I bring a treat to our security guards. I baked brownies for them and delivered them today. I think our security team is the best. I do not know all of the team, but Robert, Charles, and Tyrone are terrific! This was great and I do appreciate all they do for us at St. Mary's Medical Center. They are especially helpful to me and our volunteers at the Front Lobby Desk." —*Mary E. Poppingo*

Take a treat to your local firefighters

"My task: Take a treat to your local firefighters.

I visited the local Fire station at 1443 Grove Street, SF.

Met Jessie, Joshua, and Dave and delivered a basket of chocolate chip cookies. The men were very grateful and appreciated the gesture. Turns out one of the fireman's mother was a patient at SMMC – said she was treated very well.

I enjoyed completing the task. I feel like I have new neighbors now.

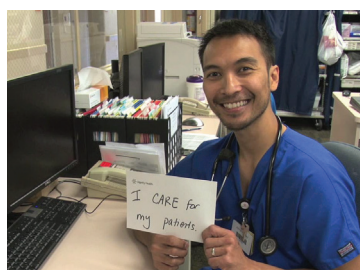
Thanks for the opportunity to do this and I am enjoying my water bottle.” —*Mieasha Harris*

I Will

Now that you've exchanged “I Will” cards with the person next to you, don't forget to check in with your colleague (or new friend!) after two weeks to see how they are doing with their commitment. *Tip: Set an Outlook calendar reminder for two weeks from now.*

Humankindness Stories

People connect through stories. They help us learn from each other and get to know our colleagues and patients better, and they are an optimal way to share and spread humankindness. Please share your stories of humankindness—how a patient or colleague moved you or made a difference. We'll also share your stories on the Acts of Humankindness website. Or, if you have an inspiring story idea or lead, email us, and we'll follow up. Contact Communications Manager of Patient Experience, **Angela Woon** at **(415) 438-5707** or email **angela.woon@dignityhealth.org**. **All stories welcome.**



**You are
part of the
patient
experience.**

Join Us on Yammer[®]



What is Yammer?

It's an internal social network for communication.



Why join Yammer?

- Share comments and photos (selfies)
- Share uplifting and motivational stories
- Share ideas and lessons learned
- Network with colleagues
- Share what you are doing every day to help spread humankindness



Great! Count me in! How do I join?

1. Visit www.yammer.com
2. Type in your [Dignity Health email address](#)
3. Click the [Sign-Up button](#). You will receive a confirmation email to activate your account

After you've signed up with Yammer,
join the public group:
Humankindness Retreat

Let's start Yamming!



Available on iPhone and Android

