

Institute for Healthcare Improvement Driver Diagram: Improving the Patient Experience of Inpatient Care

Secondary drivers:

Primary drivers:

Aim:

Exceptional patient and family inpatient hospital experience (safe, effective, patient centred, timely, efficient, equitable) as measured by HCAHPS willingness to recommend

Governance and executive leaders demonstrate that EVERYTHING in the culture is focused on patient- and family-centred care (PFCC), practiced everywhere in the hospital (individual, microsystem, organisation)

The hearts and minds of staff and providers are fully engaged

Every care interaction is anchored in a respectful partnership anticipating and responding to patient and family needs (physical comfort, emotional, informational, cultural, spiritual, and learning)

Hospital systems deliver reliable quality care 24/7

The care team instills confidence by providing collaborative, evidence-based care

In words and actions leaders communicate that the patient's safety and well being is the critical decision guiding all decision making

Patients and families are treated as partners in care at every level: on decision making bodies to team members with individual care

PFCC is publicly verifiable, rewarded, individual, and celebrated with relentless focus microsystem, organisation) on measurement, learning and improvement, with transparent patient feedback

Sufficient staff are available with the tools and skills to deliver the care the patient needs when they need it

Staff and providers are recruited for values and talent, supported for success, and held accountable individually and collectively for results

Compassionate communication and teamwork are essential competencies

Patients and families are part of the care team and participate at the level the patient chooses

Care for each patient is based on a customized interdisciplinary shared care plan with patients educated, enabled, and confident to carry out their care plans

Communication uses words and phrases that the patient understands and meets their emotional needs

The physical environment supports care and healing

Patients are able to access care and say that there were not long and unreasonable waits and delays

Patients say "there were staff available to give the care I needed"

Care is safe, concerns are addressed, and if things go wrong there is open communication and apology

Care is coordinated and integrated through use of a shared care plan and everyone on the patient's care team, including the patient, has the information they need

Patients get the outcomes of care they expect

Note: Reference to the "patient" always means patient and those they choose to call family