



Sacred Heart

- Founded in 1886 by the Sisters of Providence
- Acute care, 644 licensed beds including Children's Hospital
 - Level 2 Adult/Peds Trauma Center working towards 1
 - Only Level 2 Pediatric Trauma Center in Eastern WA
 - Only Level 4 NICU in Eastern WA
 - Joint Commission Advanced Primary Stroke Center
 - 24/7 thrombectomy and neurosurgery
 - WA State Level 1 Cardiac and Level 1 Stroke Centers
 - Level 3 Epilepsy Center (NAEC)
 - Joint Commission Certified Spinal Surgery Center
 - Transplant Center (heart, kidney, pancreas)
 - Regional Cancer Center

Key Challenges

- 70% semiprivate rooms
- Infrastructure and capital investment needs
- Lean leadership structure
- Removed Patient Engagement team in 2016
- No active PFE/PFAC structure
- Payor mix (high Medicaid/Medicare)
- Capacity is often 95% utilization
- Staffing challenges commensurate with capacity
- Lacking culture of patient satisfaction focus

What we have done

- Hospitality departments (EVS, Transport, Food Service) focus on patient/family needs
- Implemented concierge program for the ED and Cardiac Unit
- Mission based culture helps
- Community Ministry board serves as informal community/patient advisors
- Value stream for IP and ED engaged former patients to learn from their journey
- ED Patient Experience group

What's next

- Add a medical group PFE position to focus on patients and physicians (post COVID)
- Restart a hospital-based patient satisfaction program using informal leads or carving time out for a point person
- 2021 + plans to engage patients in a PFEC
- Other ideas and advice on how to get started?