

# REDEFINING THE CULTURE OF PATIENT EXPERIENCE WITH DATA-DRIVEN INTELLIGENT TRAINING



## THE CHALLENGE

With the growing focus on value-based care and financial reimbursement realities, healthcare organizations feel the pressure to equate patient experience with HCAHPS. Those organizations are missing a big part of the equation. Measuring true patient experience and care value is more complex and requires a more comprehensive view of relationships across the care continuum.



81%

of hospitals and healthcare organizations with strong patient experience models outperform their competition



70%

of hospitals rank patient experience + satisfaction as their #1 priority



22%

of hospitals rank employee engagement + satisfaction as their #1 priority

**AND YET, ONLY 26% OF U.S. HOSPITALS HAVE A STRONG PATIENT AND EMPLOYEE EXPERIENCE MODEL IN PLACE!**

## THE SOLUTION

Create a “culture first” healthcare organization with intelligent experience training that adds culture to the patient metrics equation and delivers a complete experience picture driving repeatable and sustainable improvements in clinical outcomes, safety, and efficiency.

## EXP HEALTHCARE PROVIDES INTELLIGENT EXPERIENCE TRAINING SOLUTIONS TO HOSPITALS AND HEALTHCARE SYSTEMS NATIONWIDE

Founded on the *5 Disney Principles of Service*, EXP implements collaborative experience and culture-based training programs, providing interpersonal education, actionable insights and real-time reporting to enable effective collaboration and sustainable health outcomes across the care continuum.

# THE EXP PROCESS



## TECH. TRANSFORM.

### LEARN

#### EXP Employee Experience Training

EXP delivers personalized training, providing employees with the right tools to improve job performance and influence positive patient experiences.



## DISCOVER. DEFINE.

### ENGAGE

#### EXP Leadership Facilitation

EXP collaborates with leadership through a proprietary culture discovery process that defines organizational priorities and informs custom training assessments.



## INTELLIGENCE. INSIGHTS.

### MEASURE

#### EXP Experience Index

EXP Healthcare's proprietary intelligence platform provides healthcare organizations with real-time experience performance analytics, dashboards and reporting to accurately forecast HCAHPS scores and enhance operational accountability.

## THE RETURN ON INVESTMENT IN CULTURE



4.7%

Reduces employee turnover 4.7%



12-15%

Increased CAHPS scores 12-15%



.93

Improved profitability with mean margins of .93

Adding culture to the patient metrics equation delivers a complete experience picture and leads to repeatable and sustainable improvements in clinical outcomes, safety, and efficiency.

CHANGE THE CULTURE AND YOU CHANGE THE EXPERIENCE.



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