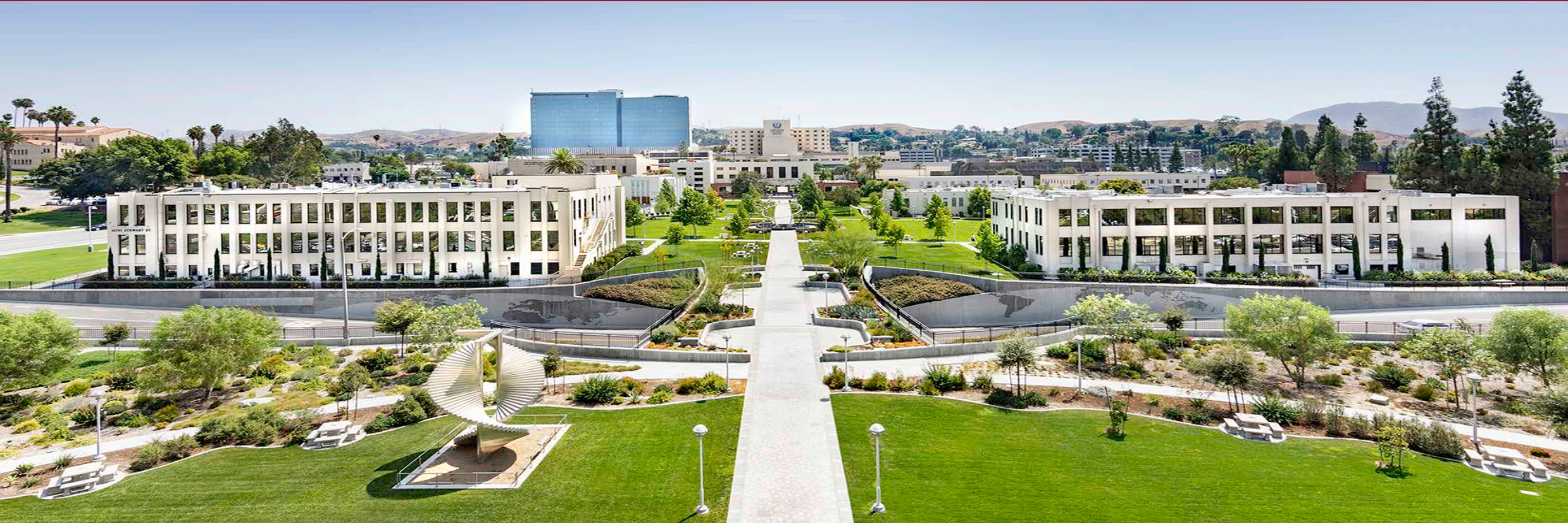


# Global Health Initiative

## Conversations on Leadership

### Patient Experience Strategy Execution



LOMA LINDA UNIVERSITY  
HEALTH

**Many Strengths.  
One Mission.**



# Vision 2020

## Strategic Plan 2015-2020

### OUR MISSION

To continue the teaching and healing ministry of Jesus Christ



LOMA LINDA UNIVERSITY  
MEDICAL CENTER

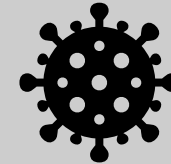
## Mission of the Patient Experience Service Best Practice (SBP) Program

To Inspire a Cultural Transformation through the standardization of Service Best Practices for the LLUH system, in order to provide the safest, highest quality care for all **patients**, best place to work for all **employees** and best place to practice for all **providers**.



# LLUH Hospitals

## Patient Experience Journey



Develop Strategy	Education Focus	Patient Focus	Pandemic Response	High Reliability & Care for the care-giver
✓ 75 <sup>th</sup> Percentile goal established for HCAPS	✓ Rolled out education to staff on GRETE and other SBP tools	✓ Established Patient Advisory Council	✓ Virtual care systems	✓ Achieved goal of 75 <sup>th</sup> percentile
✓ Hired a dedicated leader for Patient Experience	✓ Began quarterly SBP Leadership Summits	✓ Rolled out automated discharge phone calls	✓ Adjusted visitation policies and protocols	✓ Culture of Safety
	✓ Built service behaviors into evaluations	✓ Moved Patient Relations department under PE		✓ BETA Heart Initiatives





# LLUH 2016-2022

