



Patient Experience Report

Who We Are

Welcome to the Patient Experience Team's Virtual Open House! We are your dedicated partners at Mercy Medical Center, we're thrilled to extend a warm invitation to explore the heart of compassionate healthcare with us. Whether you're here to share a compliment, express a concern, or simply share your thoughts, know that every interaction is valued and cherished by our team. We strive to ensure that every individual not only receives the best possible care but also feel heard, supported, and appreciated throughout their time with us.

To our patients: Your journey with us is our utmost priority, and we are here to ensure that every step of the way is marked by compassion, understanding, and support. No matter the situation you're navigating, know that our Patient Experience Team is by your side, ready to listen, advocate, and empower you to feel heard, valued, and respected. Your well-being is at the center of everything we do, and we are committed to providing you with the highest quality of care in a healing environment where you can find comfort and hope.

To our Mercy staff: You are the heart and soul of our hospital community, tirelessly dedicating yourselves to the well-being of our patients and their families each day. The Patient Experience Team is here to support and uplift you in our mission to deliver exceptional care. Whether you're seeking resources, training opportunities, or a listening ear, know that our team is here to assist you. Together, let's continue to uphold the values of compassion, empathy, and excellence that define Mercy, making a positive impact on those we serve.



**Kindel Dillon, Director,
Patient Experience & Innovation Center Operations**



Erin Spooner, Manager, Caregivers Center & Patient Experience





Joan Colston, Patient Advocate





What We Do

Patient Rights & Responsibilities

At the forefront of our Patient Experience Team's responsibilities is the protection and promotion of patient rights and responsibilities. We are committed to maintaining policies, procedures, and ongoing programs that safeguard the rights of every patient under our care.

Patient Satisfaction Surveys

In our commitment to continuous improvement, we actively engage in patient surveys conducted in collaboration with Press Ganey. We understand that patient feedback is invaluable, serving as a compass for our journey toward enhanced quality care. Based on this feedback, we collaborate with healthcare leaders to identify opportunities for improvement and implement sustainable best practices.

The feedback we receive guide our efforts to create a healthcare experience that not only meets, but exceeds, your expectations. Together, through open communication and a shared commitment to improvement, we strive to make each patient's experience at Mercy Medical Center a testament to our dedication *to care for the sick and enhance the health of the communities we serve, guided by the spirit of the Sisters of Mercy.*

Compliments & Concerns

One of the core commitments of the Patient Experience Team is to acknowledge and respond to the voices of our patients with thoughtfulness and care. When we receive compliments, they serve as affirmations of the positive impact our teams have on the lives of those we serve. Each expression of appreciation is not only cherished, but also informs our understanding of what resonates most with our patients, guiding our efforts to enhance their experiences.

When concerns are shared, we approach them with the same level of attentiveness and compassion. Each insight that's provided allows us to identify areas where we can refine our practices and better meet the needs of our patients. We strive to foster an environment where patients feel heard, valued, and supported through their healthcare journey.

Patient Experience Comment Boards

Our Patient Experience Comment Boards serve as uplifting focal points within patient and staff-centered areas of our departments and clinics, displaying the monthly scores and positive feedback received from surveys each month. These boards spotlight the dedication and compassion of our staff and serve as a reminder of the impactful work being done every day at Mercy.



Mercy Touch Award

The Mercy Touch Award stands as a beacon of recognition for all caregivers who embody the essence of compassionate care in every action they undertake. Rooted in Mercy's model of care, which emphasizes Quality, Service, and Compassion, this award serves as a testament to the dedication and commitment of our caregivers who go above and beyond.

At the heart of the *Mercy Touch Awards* is the personalized touch brought to each caregiver, ensuring that their everyone's efforts are celebrated in a meaningful way. Our dedicated *Mercy Touch Award Team* meticulously reviews each nomination, crafting recognitions that are tailored to celebrate the unique impact of their actions.

Pin-It-Forward



Pin-It-Forward is a peer-to-peer recognition to celebrate those who promote The Mercy Touch through integrity, compassion, accountability, respect, and excellence. If you see a Mercy employee with this pin, congratulate them and thank them for their exceptional service!

Mercy's Patient & Family Advisory Council

The Patient and Family Advisory Council is dedicated to the improvement of safe, high-quality care at Mercy. The Advisory Council is comprised of committed advocates of Mercy. Patients and their families are often the most knowledgeable members of the care team and can offer unique perspectives and valuable feedback regarding the standard of care they receive.

Patient Visitor's

Our Patient Visitors support Mercy's philosophy of person-centered care by providing staff support and rounding on patients and their families with the intent to listen, encourage, and help address non-urgent needs. Mercy Patient Visitors are specially trained to help enhance the patient experience, which we know as The Mercy Touch®



Education

The Patient Experience Team takes an active role in educating staff to ensure the delivery of exemplary patient care. Through programs like PCSO (Patient Care Services Orientation) and Discovering Mercy, we educate staff on the various aspects of compassionate care. Our training emphasizes the importance of connecting with compassion, fostering empathy, and building trust with patients to enhance their overall experience. Additionally, our team provides ongoing support and resources to staff, including information on interpretive services and leveraging patient satisfaction surveys to drive quality improvement efforts.

Interpretive Services

Effective communication is a fundamental right for all patients navigating their healthcare journey. Our team is dedicated to facilitating access to interpretive services that bridge language barriers and ensure clear, effective communication.

Through partnerships with leading providers such as Propio and Hands Up, we offer a comprehensive range of interpretive solutions, including video, phone, and in-person interpretation. These services are essential for patients who speak languages other than English or who require additional support to communicate effectively with their healthcare providers.

Lost & Found

Our team serves as a point of contact for patients and their families who may have misplaced personal belongings during their hospital stay. It's important we all take proactive steps to prevent loss by providing patients with valuable information on how to safeguard their belongings.

Service Recovery

Our hospital's service recovery program is designed to swiftly address any concerns or issues that may arise during a patient's journey, ensuring that their experience is promptly and effectively resolved. This program operates on the principle that every interaction with a patient is an opportunity to build trust and foster loyalty.

By acknowledging issues, apologizing when necessary, and taking proactive steps to resolve them, we aim to not only rectify immediate situations but strengthen patient relationships and restore confidence in our healthcare system. Through our service recovery efforts, we strive to ensure every patient leaves our care feeling heard, valued, and respected, ultimately contributing to a positive and fulfilling healthcare experience.