

ADVANCING THE ENTERPRISE HUMAN EXPERIENCE JOURNEY FOR EVERY EMPLOYEE AND PATIENT

ENTERPRISE SYSTEM



ABOUT

Virtua Health

Providing services in southern New Jersey

15,000+ colleagues; 2,900+ clinicians

400+ care locations

5 hospitals and 290+ Primary & Specialty Care Practices

SITUATION

Virtua Health understood that to truly deliver exceptional patient care, they must first care for their own team.

They recognized the importance of engaging the minds and hearts of all colleagues through skill-building and personal development. They sought out a solution that delivered skill development in a unified way across their organization.

GOAL

- Unify and simplify efforts with a focus on the human experience
- Improve patient experience performance for Physician Communication composite, Nurse Communication composite, and Staff Responsiveness composite scores on HCAHPS
- Reinforce and support purposeful leadership
- Nurture inclusive teamwork and caring with accountability
- Focus on colleague engagement and experience

SOLUTION

Practicing Excellence partnered with **Virtua Health** to advance the organization's mission of *Here For Good* by supporting an “everybody, always” culture.

- Created a multi-disciplinary Human Experience Council to capture colleague perspectives and integrate Practicing Excellence to advance the human experience journey
- Facilitated a strategic planning session to align on key priorities and develop action plan
- Established messaging centered around the “why,” focusing on mission rather than metrics
- Incorporated a “leaders first” strategy by launching the Leading The Experience Program
- Launched 9 targeted programs to ensure all colleagues had role-specific resources to improve the patient experience
- Delivered one 5-minute video-based coaching tip per week to all employees enabling everyone to learn a new skill, try it, and share the results every week
- Integrated the program into daily work including weekly team huddles and monthly meetings
- Rewarded, celebrated, and issued digital badges upon completion of the certification program

“Investing in our development – coaching on **connection, communication, and leadership skills** that they didn’t really cover in school, giving all of us access to life skills that are simple to learn and easy to apply — **we believe these are the most caring and worthwhile actions we can take for our teams.**”


Sam Weiner, MD, MMM | Vice President & Chief Medical Officer | Virtua Medical Group

RESULTS



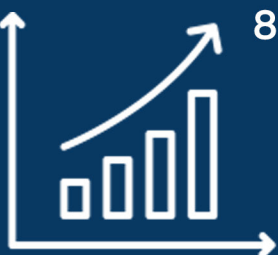
- **100% of leaders** completed the Leading The Experience Program
- **19,137 CME/CE** credit earned
- **900,000+ total tips watched** as an organization

KEY RESULTS



Highest colleague engagement score in 5 years

Net Promoter Score improved by 5.8 percentage points



81% → 86.8%

KEY HCAHPS MEASURES RESULTS



7 raw point improvement

in Physician Communication composite scores



6.8 raw point improvement

in Nurse Communication composite scores



1.8 raw point improvement

in Staff Responsiveness composite scores



Virtua Health reported **improvements in nurse engagement** through its partnership with Practicing Excellence in the article, “Human Development via Microlearning to Improve Nurse Engagement and Patient Experience,” published by *AONL Nurse Leader*.