# Patient Experience Leaders Forum Agenda

## Day 1 – Defining the Patient Experience and Framework within an Organization

**Welcome**
- Introductions
- Cleveland Clinic overview
- Why patient experience?

**Defining Value**
- Payment Models
- Measurable Outcomes
- Transparency

**Building an Office of Patient Experience**
- Defining patient experience for your organization
- Develop the strategy
- Organizing a Framework
- Support for leaders and caregivers
- Standardization across the system
- Establishing patient expectations

## Day 2 – Developing the Culture to Support Patient Experience Delivery

**Cultural Transformation**
- Designing a strategy for cultural change
- The Cleveland Clinic Experience

**Service Excellence**
- Service Excellence Model
- Communicate with H.E.A.R.T.®
- Expected service behaviors

**Leadership Panel**
- A leader’s role in patient experience
- Applying serving leader principles
- Prioritizing the focus and messaging to caregivers
- Standardized metrics and scorecards
- Driving unit-level accountability
- Onboarding executives and physicians

**Physician Engagement**
- The R.E.D.E.® Model for relationship-centered communication

**Strategy Planning and Visioning**
- Culture change workshop
- Setting a strategy and vision for your organization

## Day 3 – Partnerships, Tactics and Sustainment

**The Nursing Partnership**
- The role of nursing leadership
- Engaging nurses to support the patient experience
- Bedside tactics

**Leveraging Patient Feedback**
- Developing a reporting strategy and key metrics
- Analyzing the impact of underlying factors
- Integrating findings to drive meaningful improvement

**Support from Partners**
- Forging partnerships to manage patient experience
  - Patient Support Services
  - Ombudsman
  - Access to Care
  - Healing Services
- Volunteers
- Billing
- Spiritual Care
- Bioethics

**Customized topics based on attendee interest**
- Aligning a strategy at your organization
- Engaging and sustaining patient experience programs
- Adjournment