



HOLDING YOUR HAND THROUGH HEALTH CARE

AIACPA Annual Education Seminar 2015



Navigating a Hospital

Mr. Bimal Patel

Senior Vice President, Operational Integration
Hartford HealthCare

Visit: www.aiacpa.org

Setting the Stage



- Recognition
- Right v/s Privilege
- Responsibility v/s Gratitude
- Real life examples
- Goals:
 - How healthcare is changing?
 - How does system work?
 - What kind of resources available?
 - Which information needed ahead of time?

New Healthcare: How does it impact you?



- Mergers and Acquisitions
- Bigger, larger and wider: more integrated
- Value creation: better quality and lower cost
- Administrative v/s Clinical Transformation
- Role of Primary Care, Health Coaches and you
- Retail Healthcare
- Disruptive Innovation: lab, mobile technology, gadgets, targeted treatments

Know what matters to healthcare?



- Striving for Triple Aim: access, satisfaction, value-quality& cost
- Your better health
- P4P: Our performance
- Staff and Provider satisfaction
- Safety
- Community perception
- Philanthropic needs
- Development of new services
- Improvements in system

Healthcare Self Reflection



Same Day Surgery



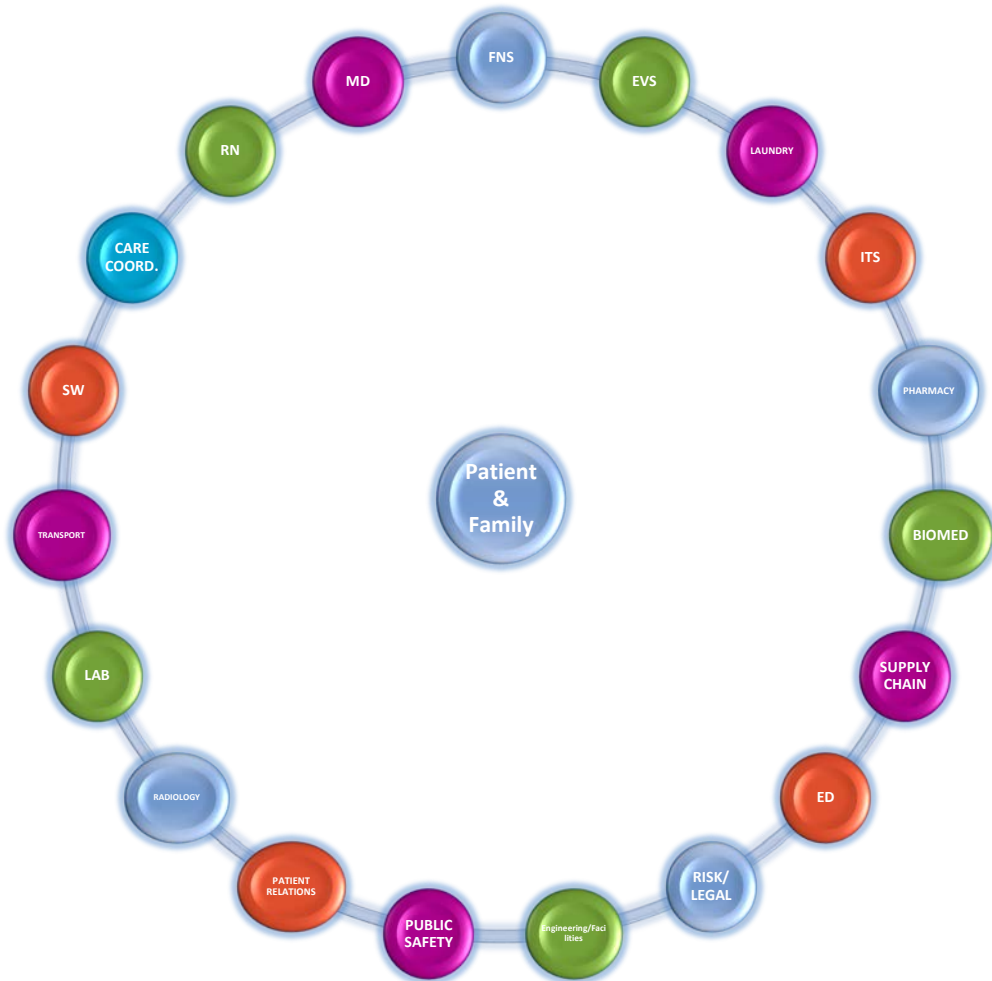
You are NOT alone

Key Concepts:

- Pre-hospital education
- Team Connections
- Where to go when leaving the hospital

Key People:

- Clinical Teams
- Ombudsmen
- PACU
- Discharge Plan Post Hospital
- Patient
- Experience Officer



HOLDING YOUR HAND THROUGH HEALTH CARE

Sunday, March 29, 2015

6

Joint Replacement



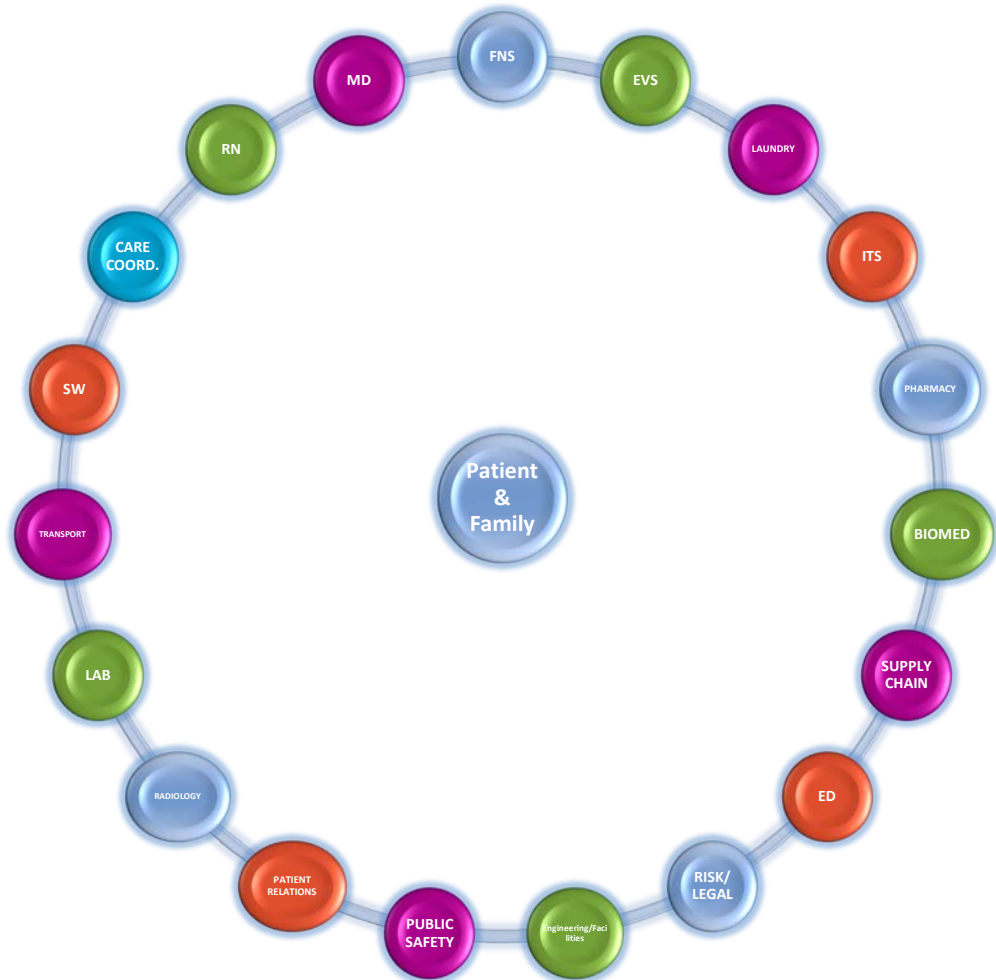
You are NOT alone

Key Concepts:

- Pre-hospital education
- Patient Instructions
- Team Connections
- What to do when you leave

Key People:

- Doctor/office staff
- Pre-operative team
- OR team
- Ombudsmen
- PACU
- Patient
- Experience Officer



HOLDING YOUR HAND THROUGH HEALTH CARE

Sunday, March 29, 2015

7

PINNACLEHEALTH

Cancer Care



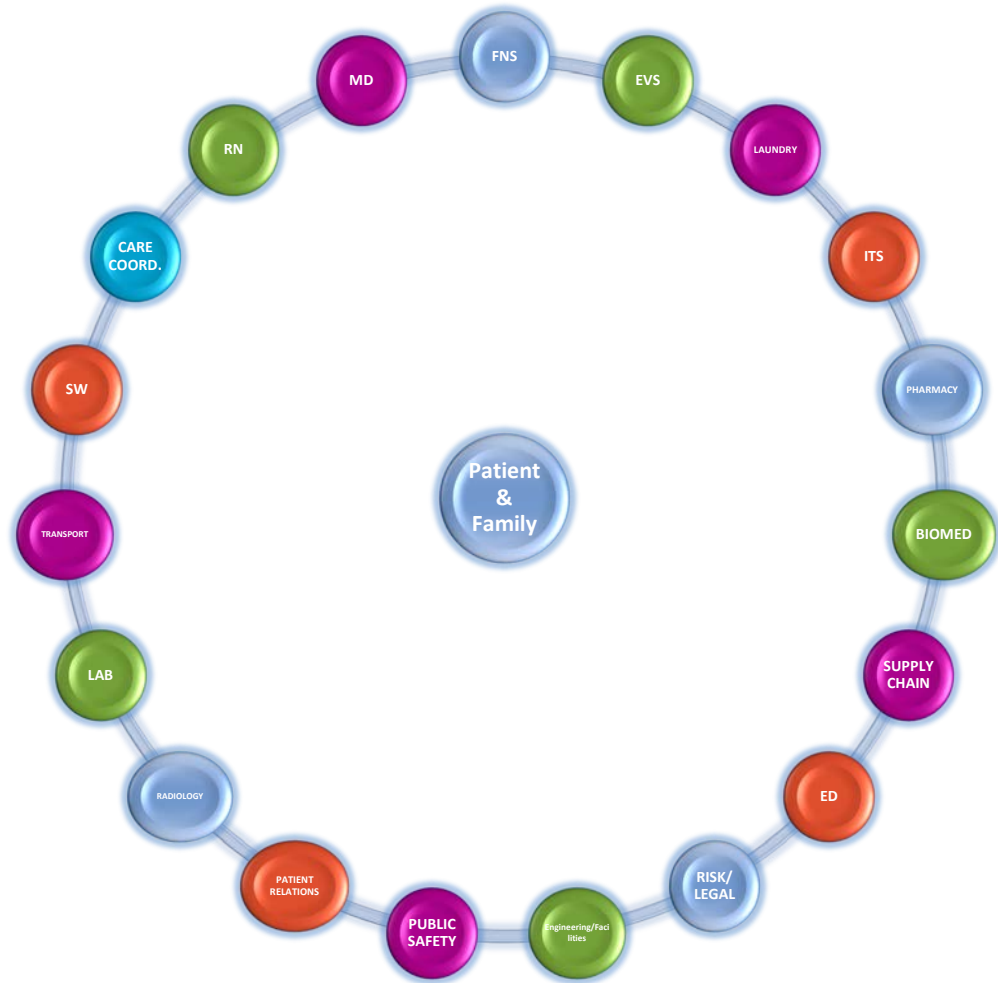
You are NOT alone

Key Concepts:

- Pre-treatment education
- Understanding treatment options
- Team Connections
- Life planning and wishes

Key People:

- Doctors (PCP, Oncology)
- Clinical Teams
- Radiology
- Navigators/ Ombudsmen
- Quality of life staff
- Patient
- Experience Officer



HOLDING YOUR HAND THROUGH HEALTH CARE

Sunday, March 29, 2015

8

PINNACLEHEALTH

Patients to do and don't



- Use Patient care journal provided by organization
- Complete medications list
- Personal hygiene
- **Do not** use perfume, deodorant, powders, creams, make-up or nail polish.
- Bring in a case for your eyeglasses, hearing aids, and dentures
- **Do not** wear or bring contact lenses
- Wear comfortable clothing
- Wear comfortable non-skid or rubber soled shoes
- You may bring some personal items, but please leave valuables, money, and jewelry at home.
- To avoid possible loss, please have your family or significant other take your personal belongings with them while you are in surgery

Importance of Patient Guide and Healthcare Journal

- Living document
- Importance of Electronic Healthcare Records
- Goals:
 - Provide required information
 - Improve communication between staff & customers
 - Discussion point for care
- Includes:
 - Key contact #'s
 - List of medical providers
 - Infection Control information
 - Patients Rights and expectations
 - Available Services
 - Notes Pages
 - Business Card Holder
 - Expectation setting on communication, uniforms and collaboration

Hartford
Hospital
A Hartford HealthCare Partner

Living Our Values:

Integrity We Do the Right Thing

Caring We Do the Kind Thing

Excellence We Do the Best Thing

Safety We Do the Safe Thing



Health Care Guide and Journal

for patients, family and friends

Please contact the Unit Manager (information at right)
if you have any questions or concerns.



Partnership- Patients Rights



- Safe, comfortable and dignified environment.
- Privacy and confidentiality.
- Create an advanced directive.
- Know names and role of care team
- Treatment by compassionate, skilled, qualified health professionals.
- Informed about and participate in your care and treatment plans.
- Be free from seclusion and chemical or physical restraints of any kind that are not medically necessary, using the least-restrictive effective approach.
- Be free from all forms of abuse or harassment.
- Request or refuse treatment as appropriate
- Safety and Second Opinion matters
- Proper assessment and management of your pain or discomfort.
- Request an interpreter.
- Review and obtain copies of your medical records.
- Receive treatment in an environment that is sensitive to your beliefs, values and culture.
- Be informed about the care you will need after discharge.
- Receive information about, and an explanation of, your hospital bill.
- Express a complaint or grievance by contacting the Patient Relations Department

Partnership-Patient Responsibilities



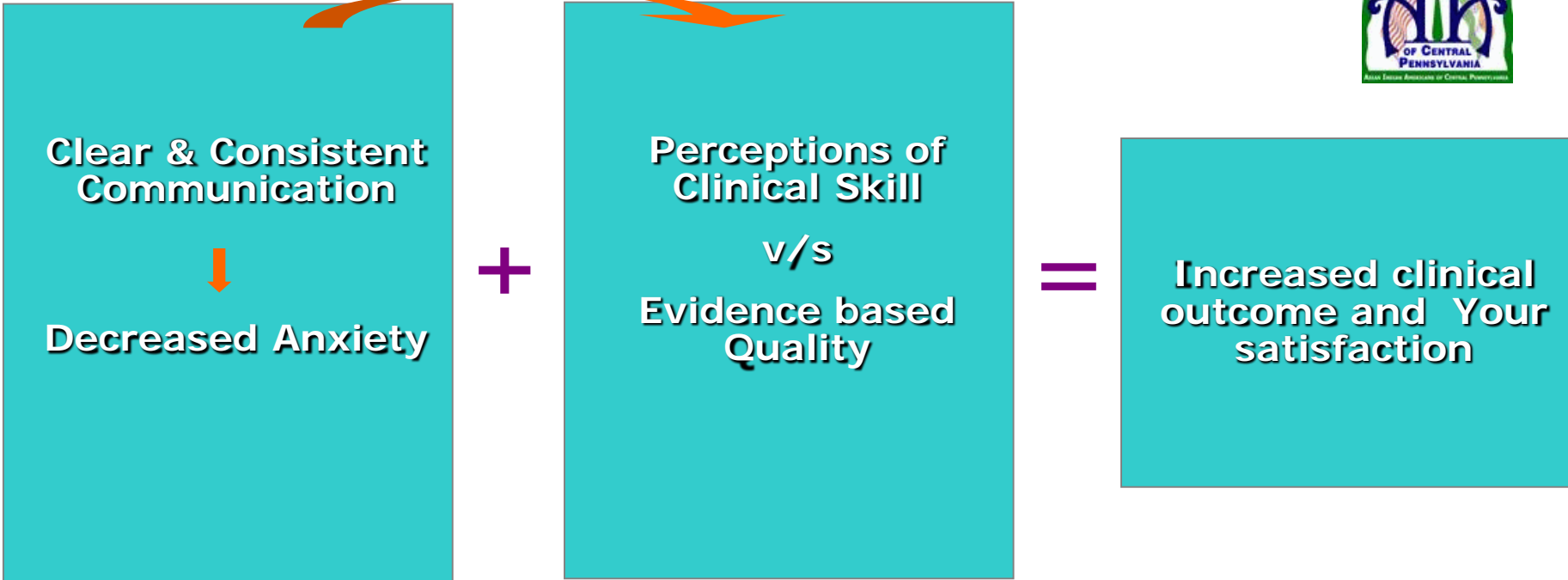
- Give us complete information about your medical history, including any medications you may be taking.
- Tell us what you need. If you do not understand your care plan, ask questions.
- Be part of your care. It is important for you to tell us how you want to partner in your care.
- If you are not satisfied with your care, please tell us how we can improve.
- Follow our guidance in helping you get well.
- Be considerate of the rights of other patients, families and hospital personnel.

Must Know



- Small and big comfort matters to patients
- Hospital team has responsibility to communicate with you
- You have to participate in care
- You are the spokesperson of your health and well being
- Be nice and have patience
- Build trust with your care team
- Trust but verify
- **Pay attention to communication of your care team including physician(s)**
- **Managers, directors of the unit are your next line of raising concerns**
- **VP of Nursing or Administrator including CEO can be accessed**
- **Department of Public Health, Regulatory Bodies**
- **Joint Commission, other Accreditation Agencies**

Communication with your Care Team



What can I do?

- Understand “separate reality”
- Check ID Badge
- Ask name & role
- Eye Contact
- Set the stage for “team approach”
- Use the journal

What can I do?

- Give compliments
- Smile to reduce rush
- Answer and ask questions
- Ensure that Residents , med students and advanced practitioners are on the same page

Real Impact:

- Community perception
- Costs for patient and institution
- Public Reporting
- Healthcare Value

Frequently Asked Questions



- Hospital mergers and Physicians employment such as hospitalists mean to my care?
- What to expect in Emergency room? Decision delays and what is next for me?
- Can I get care if I do not have insurance?
- What is the difference between for profit and not for profit hospital?
- I can't speak in English, what are my options?

Healthcare Self Reflection

