

How to Drive Authentic Patient Experiences



Presenters



Edward Marx
Former CIO
Cleveland Clinic



Cris Ross
CIO
Mayo Clinic



Chris Hemphill
VP, Applied AI
Actium Health

Key Themes

1

Educating patients to take ownership of their hospital experience

2

Digital transformation and simplifying the patient journey

3

The role health care leaders play in patient care



My Lessons ED

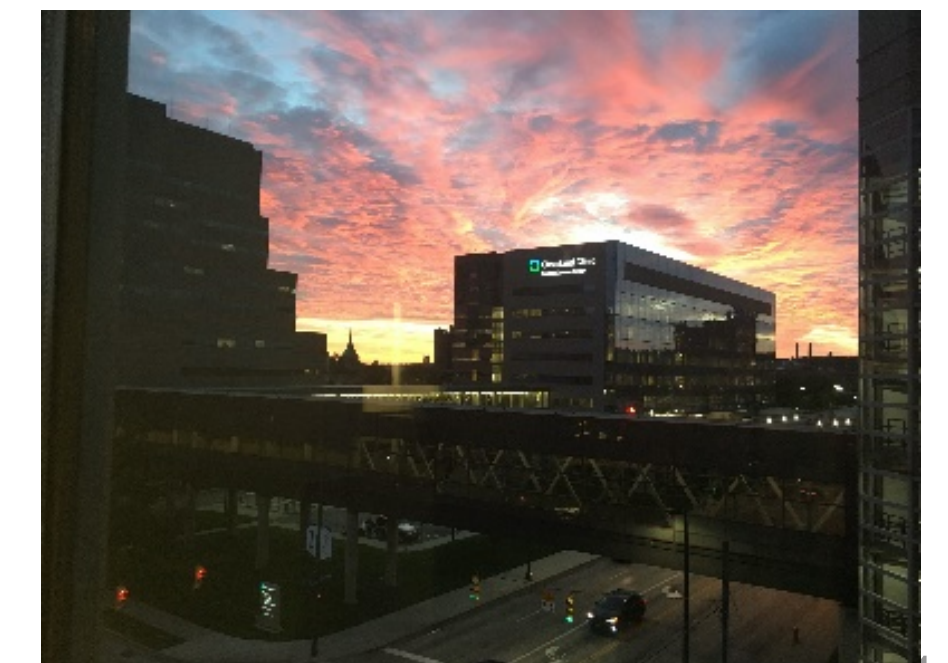
Patient
Journey

Attitude

Appreciation

Transparency

Family First



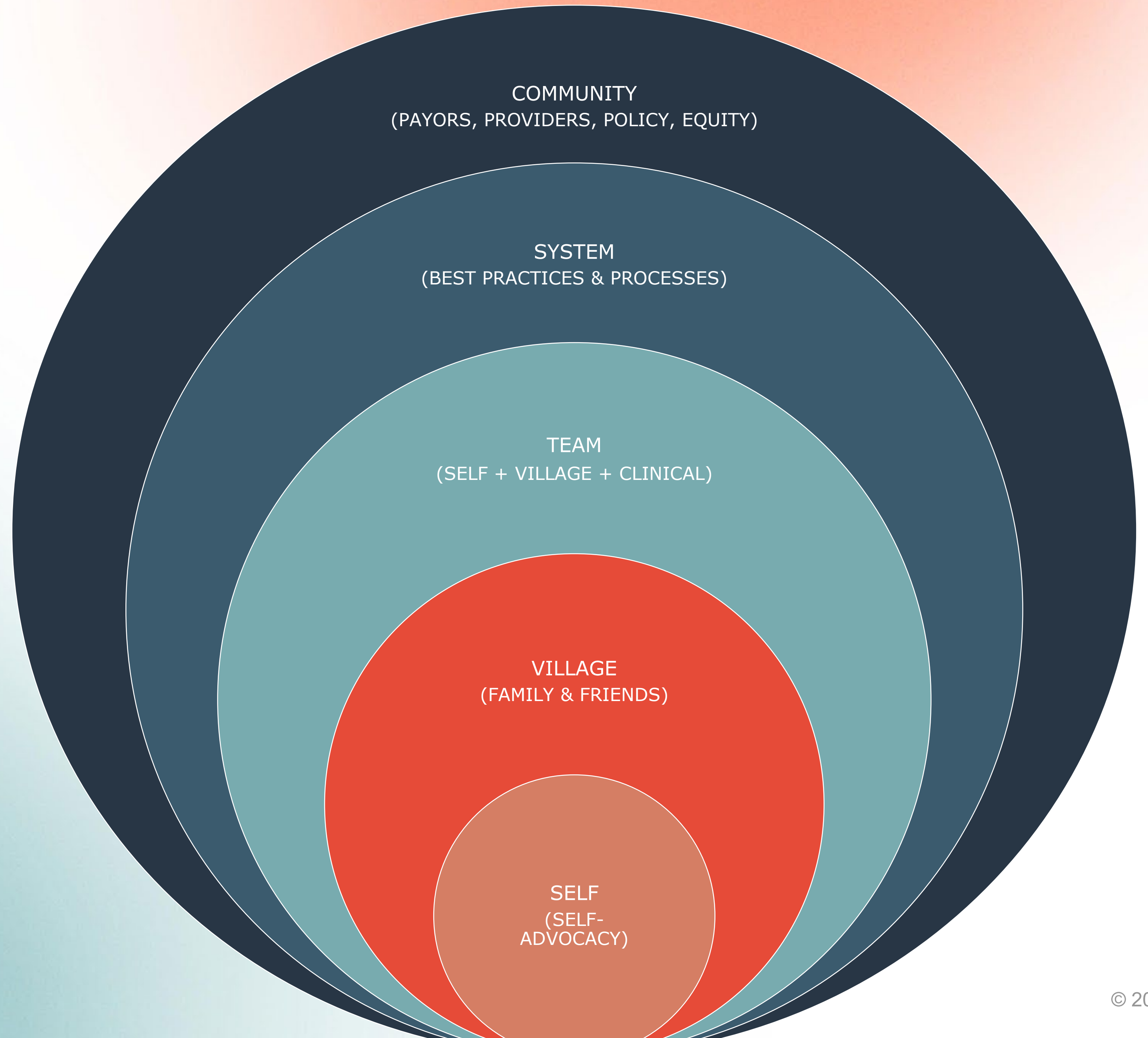
My Lessons CRIS



Find the gift
Live

fully
Gratitude as a
verb

A Patient Experience Model



Key Takeaways



Learn cross-industry best practices

Experience is best caught not taught



Include patients, partners in design

Find ways to get closer to patients

Meet patient in their channel of choice



You can have good or bad experience in same hospital

Experience not limited by title or budget or program



Engage your illness and clinical team with equal intensity

Resiliency **trumps** attitude



Enterprise **services** over departmental products

Experience is not a program but ethical obligation

“patient experience is rarely the reason for positive or negative clinical outcome, but is the influencer of either”

Q&A



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