

# Experience Innovation Network Advisory Services

## Case Study Synopsis: Architecting the Office of Patient Experience

In 2012, University of Chicago Medicine identified the need to build a continuous improvement infrastructure that leverages patient, family, staff and physician voice to drive experience improvement and innovation.



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The organization decided to design an Office of Patient Experience. The 700-bed academic medical center partnered with the EIN to design an Office of Patient Experience, dedicated to creating new model of care and operational infrastructure that aligns clinical, physical, emotional and cultural components necessary to support improved patient and staff experience.

### Solution

#### Build Continuous Improvement Infrastructure

- Assess existing infrastructure to map gaps and understand experience landscape.
- Capture voice of patients and families to build differentiated standards of care.
- Align operational efficiency, quality and safety, and organizational development initiatives with patient experience.
- Drive loyalty and differentiation.

### Results

#### Office of Patient Experience

- Develop enterprise experience strategy.
- Organize resources to capture patient, family, staff and physician voice.
- Provide data and analytics to help pinpoint areas for further investigation and improvement.
- Identify, prioritize and execute on experience improvement opportunities.
- Design new innovations to optimize the experience.

