



**Together We Can Move
Compassion & Quality
Forward**

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Ohhh...the Challenges

- Payment
- Regulation
- Workforce
- Customer demands
- Media critique
- Legal risks
- Do more with less
- Continuously growing expectations
- And more.....

**So, why do
it?**



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Why do
we do this
work?

Make a difference

Meaning & purpose

It's a calling

Relationships

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Pause &
Reflect

- Why I do this work?
- **What is your “Why I do this work”?**
- Note & Share

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How do we keep “The Why” alive amidst all the challenges?

We need each other

More connects us than divides us

Mutual Inspiration

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Connecting: Compassion & Quality

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What is Compassion?

Definition: to suffer **together**; motivated to relieve suffering

Biology tells us when we feel compassion:

- Our heart rate slows down
- We secrete the “bonding hormone” oxytocin
- Regions of the brain linked to empathy, caregiving, and feelings of pleasure light up, results in wanting to approach and care for other people

Human Nature at its best.....we get to practice it every day in so many ways

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What is Compassion really?

- *See a new face, teaches patience – Scott White*
- *Smile, forget about what hurts – Anne Marie Umani*
- *Know they matter and have a purpose to their lives – Kim Polfus*
- *Whole heart & soul into job – Paul Nicholas*
- *Only as good as people around me – Kathy Ardekani*
- *Epitome of caring – Tammi Seanor*
- *Bring joy & enlightenment – Kiana Eubanks*
- *Heart of caring & love – Resident*
- *And more.....*

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What makes
healthcare
organizations
compassionate?

Belief that:

Employee
experience
drives patient
experience

Supporting
caregivers is
essential to
preserving their
compassion

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What do
compassionate
healthcare
organizations
understand?

Innate need for
human
connections and
relationships



Recognize concerns,
distress & suffering of
patients and their
families and take action
to relieve



At its core, it
means treating
patients as people,
not just illnesses



Active listening, respect,
empathy, strong
communication and
interpersonal skills, and
knowledge and understanding
of the patient's life context
and preferences

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What are the benefits for a compassionate organization?

Higher patient and employee satisfaction

Lower staff turnover

Shorter lengths of stay and fewer readmissions

Delivery of high-quality healthcare

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What compassionate healthcare organizations do?

Involve

Involve patients and families in care-improvement activities;

Hire and train

Hire and train staff with a focus on their ability to be compassionate;

Culture

Have a culture of experimentation;

Champions

Have compassionate-care champions, often in the middle of the organization, as well as units that model compassion and share their success with others;

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What compassionate healthcare organizations do?

Emphasize continuity of care and teamwork

Use patient experience data to drive improvement

Patients' personal stories and values are as critical to the medical record as their lab values

Caregivers write handwritten condolence notes to mourning families

Patients and families are included in shift-to-shift reporting so they are better informed and can ask questions

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A Lesson from Geese =
Stronger Together

- Fly 70% farther with same energy than if flew alone due to formation
- Synergy & energy as cohesive team
- Rotate leadership
- Honk/communicate with each other
- Help & care for the well being of each other

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A Look into the Future....Glimpse of Today

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Where is our
profession
heading?

One person

Cross Continuum

Networks/Collaborations

Smarter, better care &
experience

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Think Synergy

Whole is greater than
sum of its parts

When qualified
people align on a
common objective

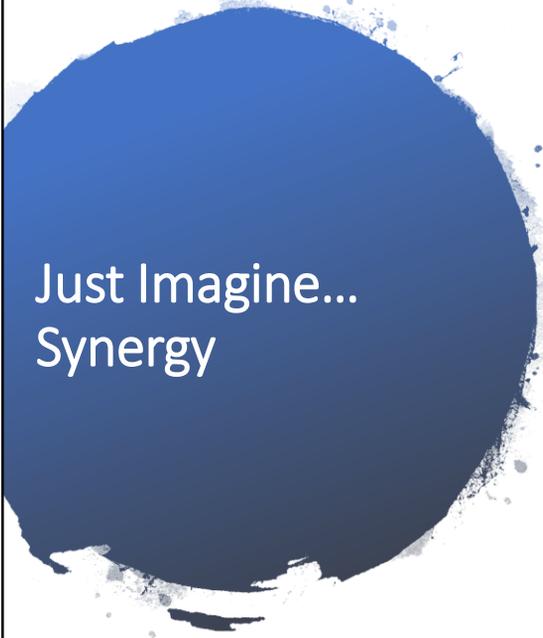
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Lesson from the Blue
Angels: Synergy

- Exceed 400 MPH
- Inches away from each other
- Behind the scenes
- Intense focus:
Must burn through
ever-present
distractions and
sensations

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Just Imagine...
Synergy

Personal Care Homes

Assisted Living

Skilled Nursing & Long
Term Care

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it's not always easy
and sometimes life
can be deceiving
i'll tell you one thing,
it's always better
when we're together.

<https://www.youtube.com/watch?v=seZMOTGCDag>

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Time to Act

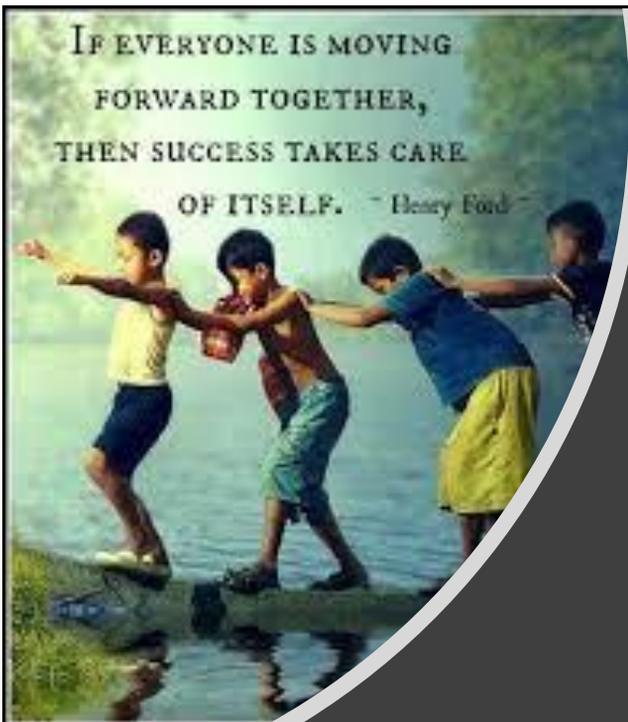
We can't choose many of the challenges we will face in this life, but we can choose how we will address them

Let's Do It Together

Your Challenge: Make Pennsylvania the best state in the country for our profession

What is one thing you will commit to do together to move compassion & quality forward?

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Lets Go & Change the World

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