

**Glossary**

**Patient Centered Value System:** A transformative approach to healthcare delivery that comprises three essential tools: Shadowing, the **Patient** and Family **Centered** Care Methodology, and Time-Driven Activity-Based Costing

**Shadowing:** The real time observation of people or things as they move through any experience.

**Perception Mapping:** An exercise designed to capture what stakeholders believe the process is, in order to measure against the real experience that will be captured through shadowing. Perception maps can be used in the creation of the ideal story.

**Do Well, Do Better Assessment:** A perception mapping exercise to identify what works well in the current state and what can be improved. This exercise is done from the staff perspective and from the the patient/family perspective.

**Ideal Story:** A reflection of the shared vision of the perfect care experience from the patient and family’s point of view

* A view of the care experience with no restrictions or barriers, truly “blue sky” thinking
* A roadmap to achieve the value trifecta of improved experiences, outcomes and lower costs
* A working group project and goal guide as they begin to enact change within the organization

**Administrative Champion:** These are managers, directors, administrators, and executives who demonstrate the organization’s commitment and serve as high-level resources and catalysts for removing barriers.

**Clinical Champion:** Consider physicians, clinicians, nurses, and technicians involved with the care experience who will inspire colleagues to make and sustain needed changes.

* + Involve Champions from non-clinical areas such as human resources, housekeeping, food services, etc.

**Coordinator:** The primary organizer, record-keeper, communicator, and connector for the Working Group.

**Guiding Council:** Administrative and clinical champions who are well-respected and enthusiastic catalysts for change to help lead the effort. Consider physicians, administrators, managers or staff who are inspiring and passionate about transforming care delivery.

**Working Group:** A functional, multidisciplinary group based on the touchpoints and caregivers identified through patient and family shadowing. Include caregivers from multiple levels of the organization that represent all of the touchpoints that have been identified.

**Payer:** in health care, refers to entities other than the patient that finance or reimburse the cost of health services. In most cases, this term refers to insurance carriers, other third-party payers, or health plan sponsors (employers or unions).

**Provider:** Provider is individual doctor or facility or Hospital that offers medical services

**Co-Morbidities:** the presence of one or more additional diseases or disorders **co**-occurring with (that is, concomitant or concurrent with) a primary disease or disorder