

- Do the arts have value in non traditional environments?

***Yes, Healthcare, amongst many others***

- What are crossover areas, common denominators or common goals between the the non traditional environment and the arts?

***for Healthcare, Patient and Staff Satisfaction/Experience is one***

- Is there an economic consequence to performance outcomes in this area?

***After researching, yes, especially for Patient Satisfaction/Experience***

***Summarized in July/August 2014 issue of HealthLeaders magazine. "It has always been a moral imperative for hospitals and health systems to provide a high-quality patient experience, but now that the Centers for Medicare & Medicaid Services is tying reimbursements to HCAHPS scores, it's becoming a financial priority, as well.***

*Through the Hospital Consumer Assessment of Healthcare Providers and Systems survey, patients rate their inpatient stay in 27 categories, ranging from communication with doctors and nurses to pain management to facility cleanliness and quietness. Based in part on these scores, hospitals can either lose or gain up to 1.5% of their Medicare payments in fiscal year 2015. CMS will up the ante over the next few years, with 2% of reimbursement dollars ultimately being at risk by fiscal year 2017.*

*With a growing amount of revenue at stake\*, hospital leaders are looking for strategies to improve the patient experience and boost their HCAHPS scores."*

*\*For a hospital that operates in the 100s of millions, movement in this score affects income in the millions.*

At Houston Methodist Hospital, a primary goal for the arts is to

**“positively impact patient satisfaction scores”**

below are results from selected Patients Surveys over a 12 month period

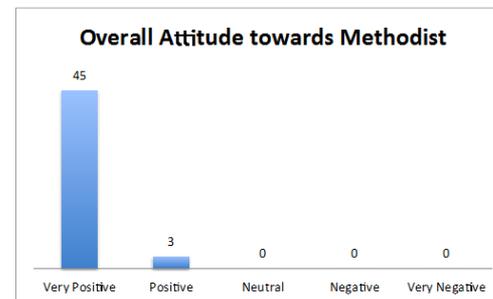
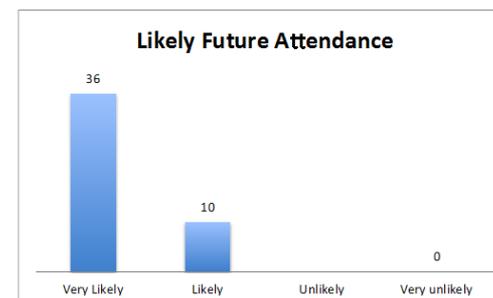
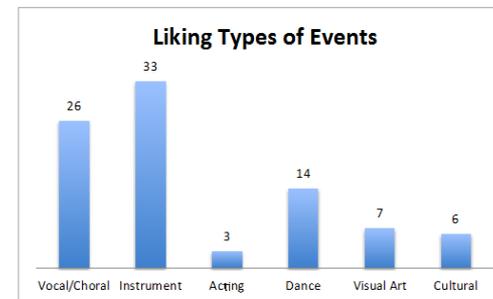
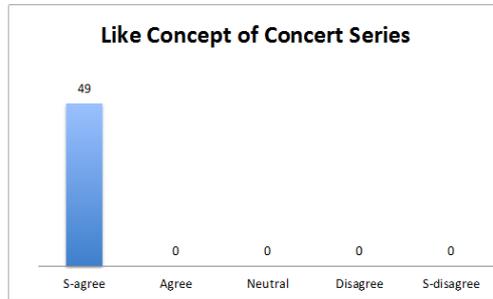
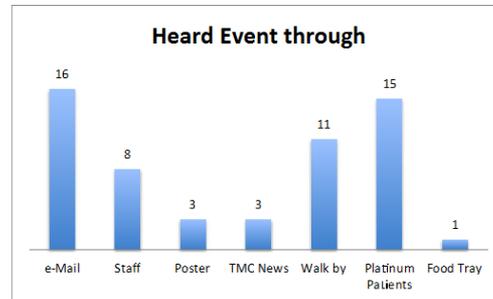
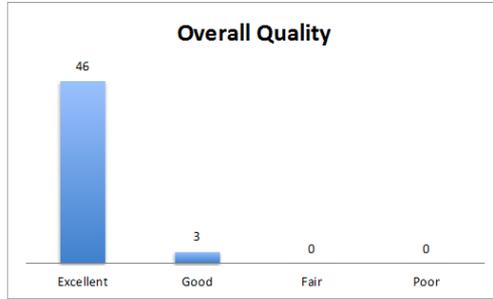
*Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)*

*a U. S. Government standardized survey*

*(there are no questions specifically about the arts, but the arts, at HMH, are being referenced to support key section questions, influencing rating)*

INPATIENT		
SECTION	RATING	COMMENT
Overall Assessment	Positive	Very beautiful hospital, love the piano player that you have at entrance of your hospital. It seem like a 5 star hotel than a hospital.
Discharge	Positive	Everything was beautiful, we sang & prayed. I sang, How Great Thou Art.
Personal Issues	Positive	The p.m. program on TV with the Methodist orchestra were great also liked the chaplain visit.
Overall Assessment	Positive	Beautiful hospital environment - decorations, violinists, GREAT cafeteria food!
	Positive	I had a blast getting my angioplasty. Loved them all & the music.
Personal Issues	Positive	We are music lovers and were thrilled to enjoy the AFA concert before we left. Your director of music programming does an excellent job.
Room	Positive	Beautifully decorated.
AMBULATORY SURGERY		
SECTION	RATING	COMMENT
Facility	Positive	Beautiful & scenic.
Facility	Positive	It was beautifully decorated for Christmas.
Facility	Positive	Beautiful on every level.
Facility	Positive	Stained glass illuminated ceiling picture, beautiful and calming - nice touch. Family waiting area nice.
	Mixed	More direction signs - I enjoyed the Christmas decorations & music. (NOTE MUSIC WAS THE POSITIVE PART)
Overall Assessment	Positive	Thank you for the friendly staff throughout the hospital. You exceeded my expectations! The relaxing environment of the main lobby, registration areas, medical areas, etc., eased my anxiety & stresses. I wish I could enjoy that atmosphere on a daily basis.
Overall Assessment	Positive	Music makes me feel better, I mentioned they should have music on when we got to the procedure room & right away the staff turned it on, made me feel much more comfortable/at ease before we started.
OUTPATIENT		
SECTION	RATING	COMMENT
Facility	Positive	Outstanding facilities. Beautiful to look at, very soothing.
	Positive	I have always had good experiences at Methodist. Everyone goes about their way in a calm way. Love the piano playing in lobby and the business aides even.
Facility	Positive	Beautiful facility & nicely decorated.
Facility	Positive	Awesome! Great art.
	Neutral	Open lobby below with piano
Facility	Positive	A lovely & peaceful environment!

# Tracking (Patient, **Employee - HR** and Visitor) satisfaction (internal and external surveys)



AFA Symphony Orchestra June 30, 2015

Excellent - more, please

My wife had knee replacement surgery yesterday. One of her students is in the AFA orchestra playing today - what a delight!

Can an arrangement be made with transportation services to assist patients to the programs. The floor nurses and staff cannot assist this.

I think staging dance and visual performances would be difficult given the obstacles to sight given by the garden setting.

My husband is a patient and we brought him down to hear it - he currently is having pain because of long hospitalization and the music is a good stimulation for the brain.

Wonderful! Thank you so much for including us! (Platinum patient)

Came today specifically for concert series. Awesome talents showcased in this series. Methodist is right on the train line too! Love it! Todd Frazier does outstanding job!

Would like to see Sugar Land Methodist invite the Fort Bend Symphony to play at their hospital soon! But your program with AFA was wonderful!

**I work at THI. I'm so grateful for performing arts medicine and amazing artists that have performed here! What an opportunity to be at a concert while working at the hospital!**

**I am a nurse. I brought patients to past events. It's a therapeutic distraction to their health challenges.**

**Enjoying live classical music in Crain Garden is one of my favorite parts of being a HMH team member.**

## Music Therapy

(Insurance Reimbursement Challenge)

- **Improve patient satisfaction & HCAHPS Scores**
  - Press Ganey Study <sup>1</sup>
  - Isolated surveys at HMH
- **Facilitate cost-effective practices**
  - Reduce the need for patient sedation <sup>2</sup>
  - Shorten LOS and reduce depression <sup>3</sup>
  - Reduce anxiety and pain perception without
  - pharmacological support <sup>4 5 6 7</sup>

100% of patients STRONGLY AGREE:

- Music therapy enhanced their overall hospital experience
- They want music therapy as part of their treatment in the future
- Music therapy appeared to help progress treatment goals

1 Swedberg Yinger, O & Standley, JM. The Effects of Medical Music Therapy on Patient Satisfaction: As Measured by the Press Ganey Inpatient Survey. Music Ther Perspect. 2011;29(2): 149-156.

2 Deloach Walworth D. Procedural-support music therapy in the healthcare setting: a cost-effectiveness analysis. J Pediatr Nurs. 2005;20(4): 276-84.

3 Zhou KN, Li XM, Yan H, Dang SN, Wang DL. Effects of music therapy on depression and duration of hospital stay of breast cancer patients after radical mastectomy. Chin Med J. 2011;124(15):2321-7.

4 Horne-Thompson A, Grocke D. The effect of music therapy on anxiety in patients who are terminally ill. J Palliat Med. 2008;11(4): 582-90.

5 Schiemann U, Gross M, Reuter R, Kellner H. Improved procedure of colonoscopy under accompanying music therapy. Eur J Med Res. 2002;7(3):131-4.

6 Good M, Anderson GC, Stanton-Hicks M, Grass JA, Makii M. Relaxation and music reduce pain after gynecologic surgery. Pain Mana Nurs. 2002;3(2):61-70.

7 Tan X, Yowler CJ, Super DM, Fratianne RB. The efficacy of music therapy protocols for decreasing pain, anxiety, and muscle tension levels during burn dressing changes: a prospective randomized crossover trial. J Burn Care Res. 2010;31(4):590-7.

## Program Growth

*“I see the field of Arts an Health as an important emerging market for artists”*

2011:

1 Part Time Coordinator,  
3 Staff Pianists, limited performance and visual art programming, no Music Therapy,  
Strong artist care access to hospital physicians

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*(pilot programs, leveraging philanthropy, communicating unique value to hospital (for patients/staff/visitors – tied to economic drivers), increasing operational support from hospital (investment), communicating compounded potential economic value to hospital through support and growth, ongoing measurement)*

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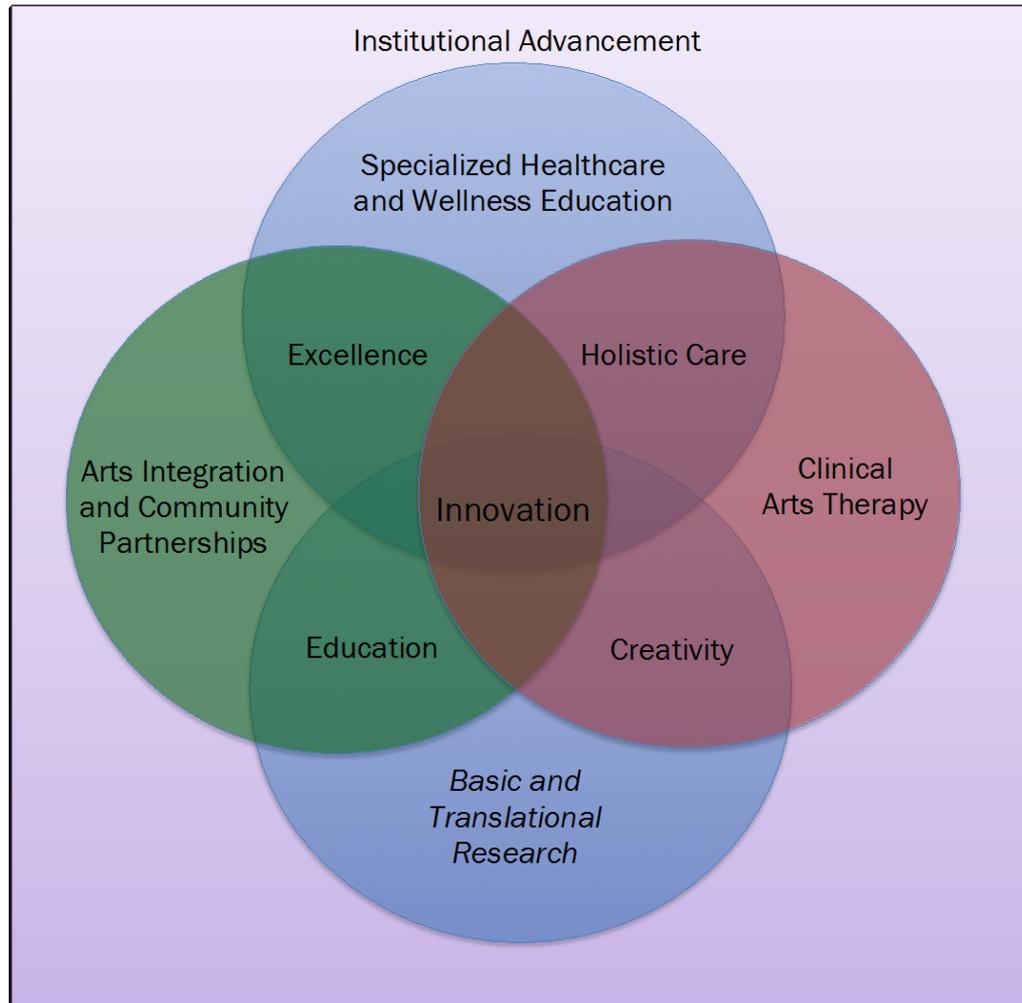
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2016:

1 Full Time Director, 5 Staff Pianists,  
3 Full Time Music Therapists, 1 Visual Art Consulting Firm,  
3 Funded Arts and Medicine Research Studies,  
1 Research Coordinator, 1 Project Manager,  
1 Project Specialist (*UH Music Education Major*),  
100+ paid professional performances a year, 3 new visual art exhibits a year, 2 Creative Writing Classes for Employees a year, Strong artist care access to hospital physicians

The *Vision* of CPAM is to be the international model for hospital system integration of the arts through:

- specialized health care and education for performing artists,
- effective and meaningful integration of the performing and visual arts into the hospital environment,
- clinical therapy that utilizes the arts in support of patient goals, and
- research that harnesses the broadest potential of the arts in therapy, rehabilitation and human performance.



**Thank you!**

*For questions or further discussion please contact:*

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