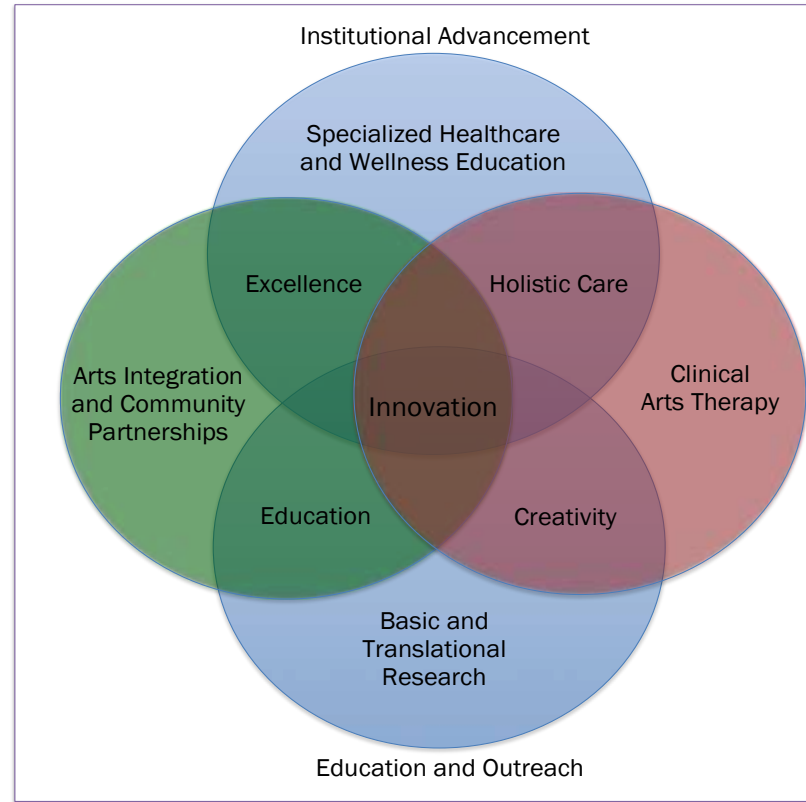


HOUSTON
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Center for Performing Arts Medicine

CPAM Mission: to effectively translate the collaborative potential of arts and medicine to the holistic healthcare environment of Houston Methodist

- Specialized health care and wellness education for performing and visual artists,
- Purposeful integration of the performing and visual arts into the hospital environment,
- Clinical therapy that utilizes the arts in support of patient and hospital goals,
- Research that harnesses the broadest potential of the arts in therapy, rehabilitation and human performance, and
- Education and outreach that connects the arts in health field across disciplines, inspiring creative thinking and discovery.



Artist Health

Specialized Health Care and Education

Value to reputation, connection to community and increased operational income to the hospital

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- Healthcare service is accessible to performing and visual artists through a dedicated phone line (713-394-6088) where CPAM liaisons coordinate expedited access to a roster of over 100 world class physicians and therapists at Houston Methodist Hospital.
- Providing specialized care for over 650 artist patients at Houston Methodist annually including instrumental musicians, singers, dancers and visual artists.
- Offering membership through an Artist Card that expedites patient registration and supports tracking information: current membership 553.
- The Official Health Care Provider for Houston Symphony, Houston Grand Opera and Houston Ballet.



Put Our Talents TO WORK FOR YOU

Houston Grand Opera's production of Butterfly and Broadway's performance by John Bonafant; Houston Symphony's performance by David Bernstein; Houston Ballet Corps de Ballet member Carl Gonsky (photo by David Bernstein)

Methodist Center for Performing Arts Medicine

Center for Performing Arts Medicine (CPAM) at The Methodist Hospital combines the talents of more than 100 medical experts to care for performing artists from around the globe. Based in Houston's renowned Texas Medical Center, CPAM is the nation's most comprehensive center dedicated to the unique injuries and conditions that affect the health of performing artists. From research to education, CPAM provides the most specialized health care of the highest quality. For an appointment, more information or to support CPAM, please call us at 713-394-6088.

MethodistPerformingArts.com

Methodist The Methodist Hospital Houston, TX

HOUSTON BALLET Broadway World - Bayou Area

Houston Grand Opera Anthony Paoli, General Director Patrick Sweeney, Music Director

HOUSTON SYMPHONY David Bernstein

Houston Methodist CPAM as provider of choice for artists

Advocacy by CPAM Clinicians and Staff throughout the community and region including:

- Athletic Trainers promote to fine arts and sports departments at local School Districts, including HSPVA
- Regular Artist Health Clinics at Houston Symphony, Opera, Ballet, summer festivals, and universities by CPAM and Orthopedic Specialists
- Artist Health and wellness presentations and Artist Card Registrations at the South West American Music Therapy Association, National Organization for Arts in Health and American Music Therapy Conferences



Arts Integration

Arts Integration

Value tied to patient and employee experience/engagement scores

- Identifies opportunities for arts engagement within “environments of care”
- Offers a broadly accessible place of solace to relieve anxiety and offer inspiration, socialization and rejuvenation for patients, families, staff and visitors through the arts – supporting their journey of healing and caregiving
- *9 pianists (5 staff/4 volunteers) 7 days a week, 100+ special performances, 30 recorded performances on Channel 19*
- *Visual art exhibitions held throughout the system showcasing employee and professional work*
- *Creative writing and photography workshops held annually as HR benefits for employees*



Center for Performing Arts Medicine (CPAM)

*A Guide to Performing as part of the
Margaret Alkek Williams Crain Garden
Performance Series*



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Margaret Alkek Williams Crain Garden Performance Series

A Permanently Endowed CPAM Program

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Chamber Music: creating a distraction that relieves anxiety



Houston Symphony, Houston Ballet, Houston Grand Opera at Houston Methodist Holiday Performance

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Cultural Programming

(connecting across boundaries, welcoming to patients, guests and staff from around the world)

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Channel 19 CPAM TV

Reaching all patient and waiting rooms

- David Syme
- Mercury Orchestra
- Trio Oriens
- Axiom String Quartet
- Apollo String Quartet
- Valerie Hartzell Classical Guitar
- American Festival Classical Minds
- CPAM 1 (Da Camera)
- CPAM 2
- Houston Symphony
- Matteo
- Mercury Trio
- MIRO P1
- MIRO P2
- TMC Orchestra P1
- TMC Orchestra P2
- MLK
- Dirst Organ Recital
- Mercury Pt 2
- Ars Lyrica



Texas Medical Center Orchestra

Members of the healthcare community who continue their art

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Employee Arts Enrichment Experiences: building community and resiliency

- Arts Enrichment Classes
 - Museum of Fine Arts, Houston
 - Creative Writing
 - Photography
- Houston Methodist Photography Contest
- Houston Methodist Singers
 - HMMH
 - HMWB
 - HMSL
 - HMW

2019 Staff Arts Enrichment Activities

JANUARY

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

MARCH

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
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17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

MAY

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

JULY

SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

SEPTEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

NOVEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

FEBRUARY

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

APRIL

SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

JUNE

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

AUGUST

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

OCTOBER

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

DECEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Creative Writing Classes

March 19- May 14
October- November

Museum of Fine Arts Houston Classes

April 11, May 16, June 20, July 18, & Aug. 15

Photography Classes

Placeholder Dates (May- July) 8 Classes

Photography Competition

July 5- August 19
Opening (estimated October)

Choir Events

Rehearsals: Thursdays year round
MLK: January 21
Astros: May 8
Layperson Chaplain Celebration: May 21
Holiday Concert: December 11

Drumming Pilot Class

September (Placeholder Date)

Doctor's Week (Physician performances/exhibit)

March 25-29

Staff Love Project

February 14

Museum of Fine Arts Houston

- MFAH Partnership for a 5 class series relating to separate themes
 - **Resiliency/Vincent Van Gogh**
 - **Compassion**
 - **Respect**
 - **Boundaries**
 - **Expression**
- Themes informs the artwork studied and provides framework for discussion
- A teaching artist led tour paired with an art making activity



Visual Arts

Theme: ICARE Respect for Nature

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Visual Arts: West Pavilion Redesign employee/professional collaboration

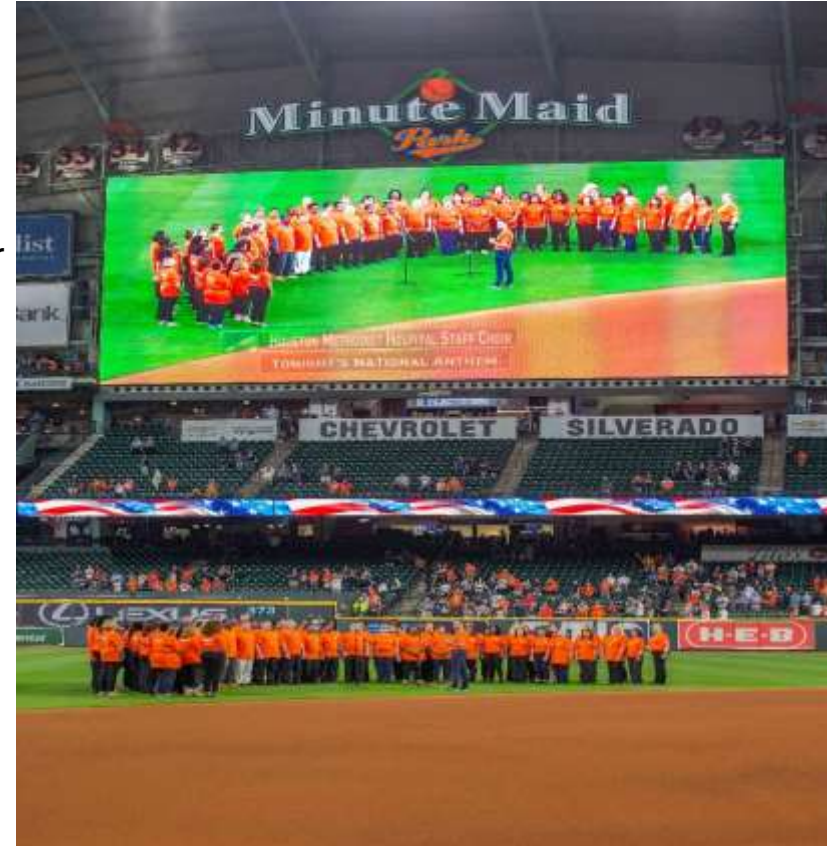


Houston Methodist Singers

- 80+ Choir members throughout 4 system hospitals
- Performances for Astros, Houston Rodeo, Holiday and cultural events, and employee celebrations
- A culturally and professionally diverse participation
- “Enthusiastic” participants, high retention rate, no prior choir experience



Astros Win on Methodist Night 5/8/19



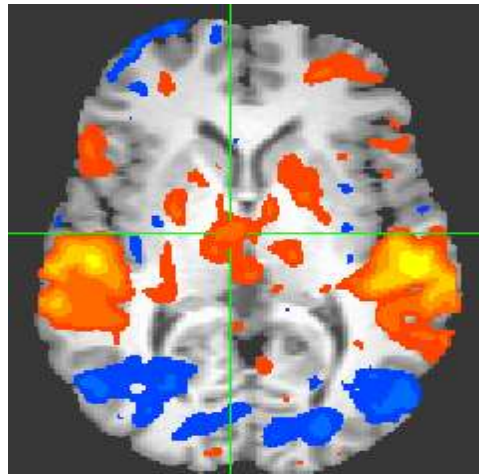
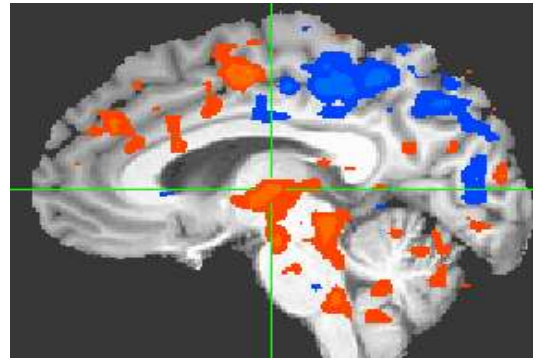
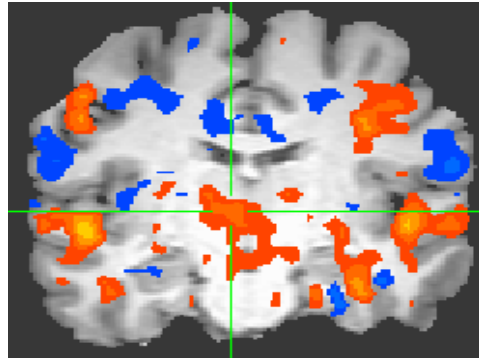
Research

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Fmri music therapy/music medicine study #1

measuring familiar and non-familiar music's impact on blood flow

Houston Chronicle, February 2015



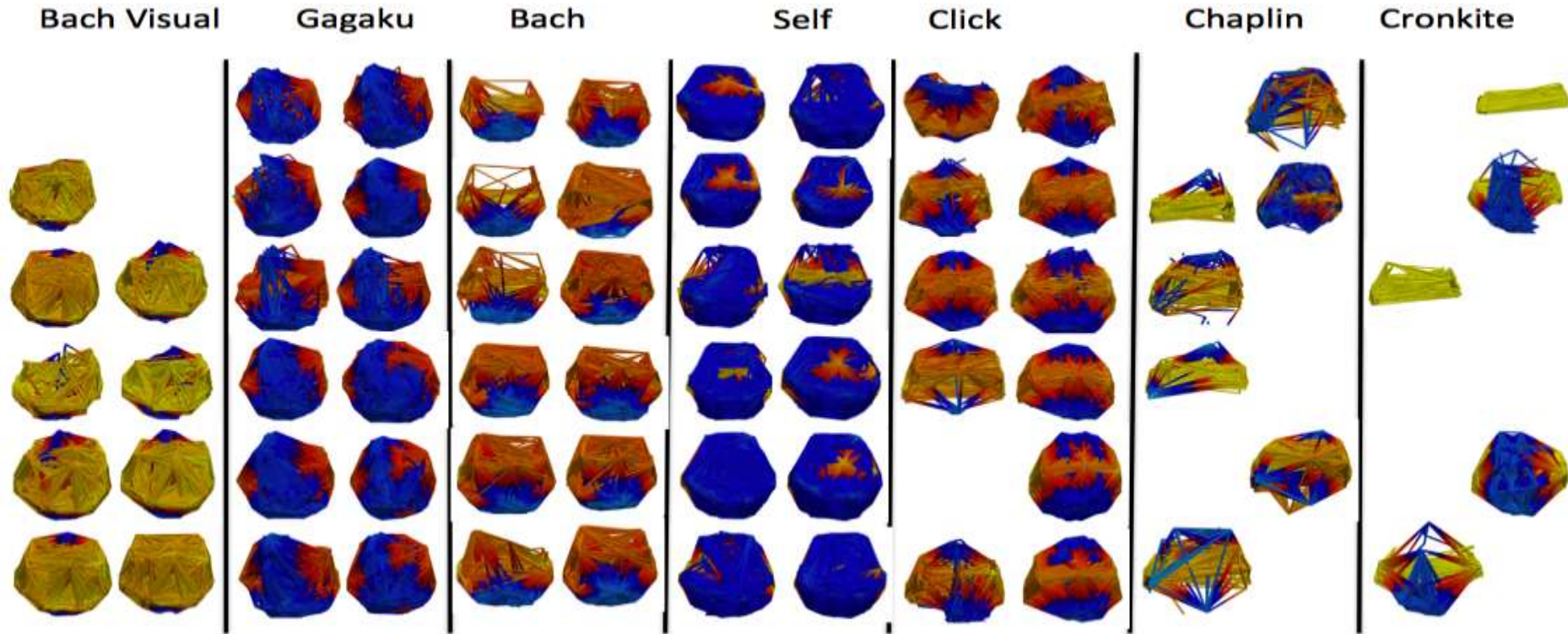
Blue:
Bach (non familiar) activation

Orange and Yellow:
Self Selected (familiar) activation



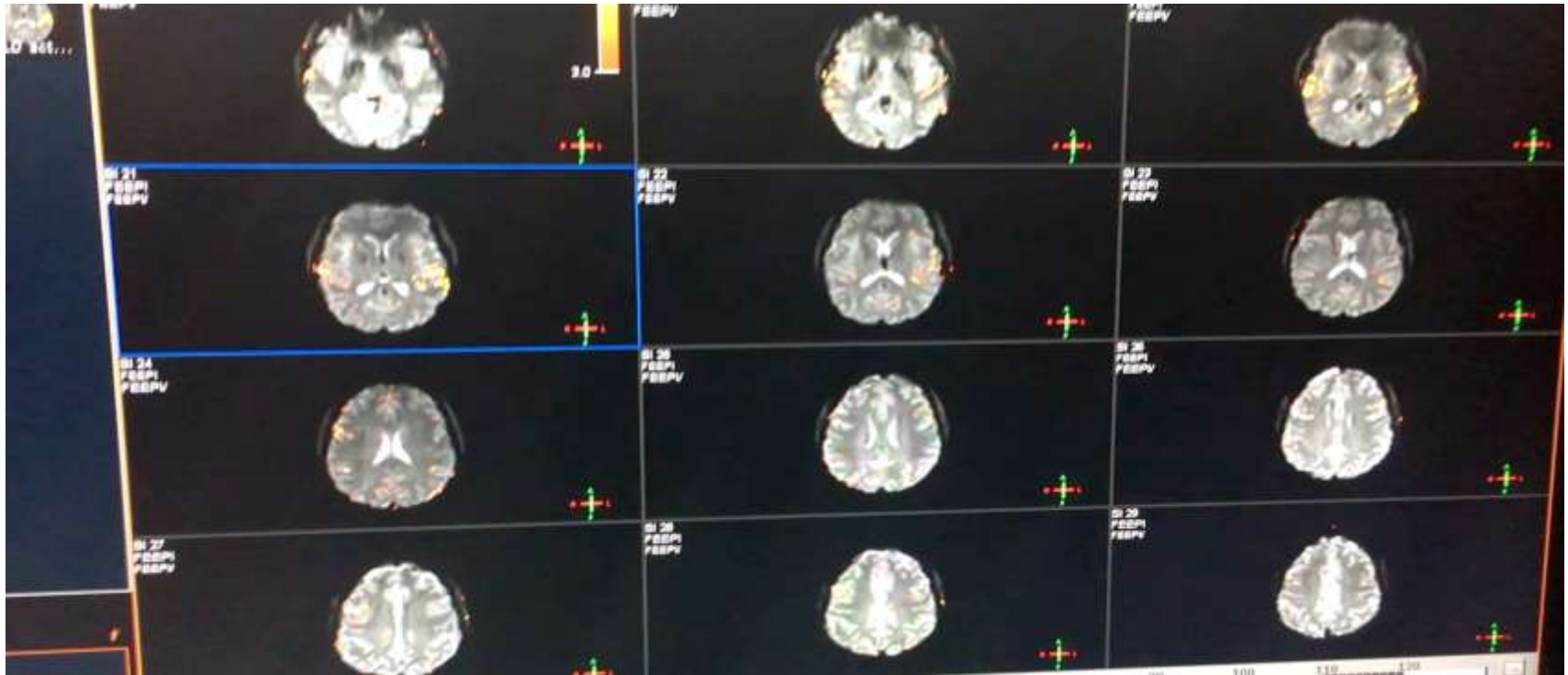
Fmri music therapy/music medicine study #2

measuring familiar and non-familiar music's impact on blood flow



Chair of the Houston Methodist Neurologic Institute Dr. Stanley Appel recommends that
"CPAM use its position to better understand how music uniquely taps into the wiring of the neurologic system to support change. It has very exciting potential."

FMRI Assessment of Blood Flow Activation: Familiar Music



Current Research Projects/Publications

- Stroke Study-
8 of 30 subjects complete
Interim Report
- Bone Marrow Transplant-
Study Enrolling
- Recent Publication-
February 11, 2019 - “Characterization of
Functional Brain Connectivity towards
Optimization of Music Selection for Therapy –
A fMRI Study” International Journal of Neuroscience



IS LISTENING TO MUSIC THE RIGHT MEDICINE?

Music has the ability to stimulate the mind, body and spirit. It can help a person relax, create calm in the face of adversity, provide motivation and even make the spirit soar. For patients, music can also help heal.

Sources: National Institutes of Health, American Music Therapy Association



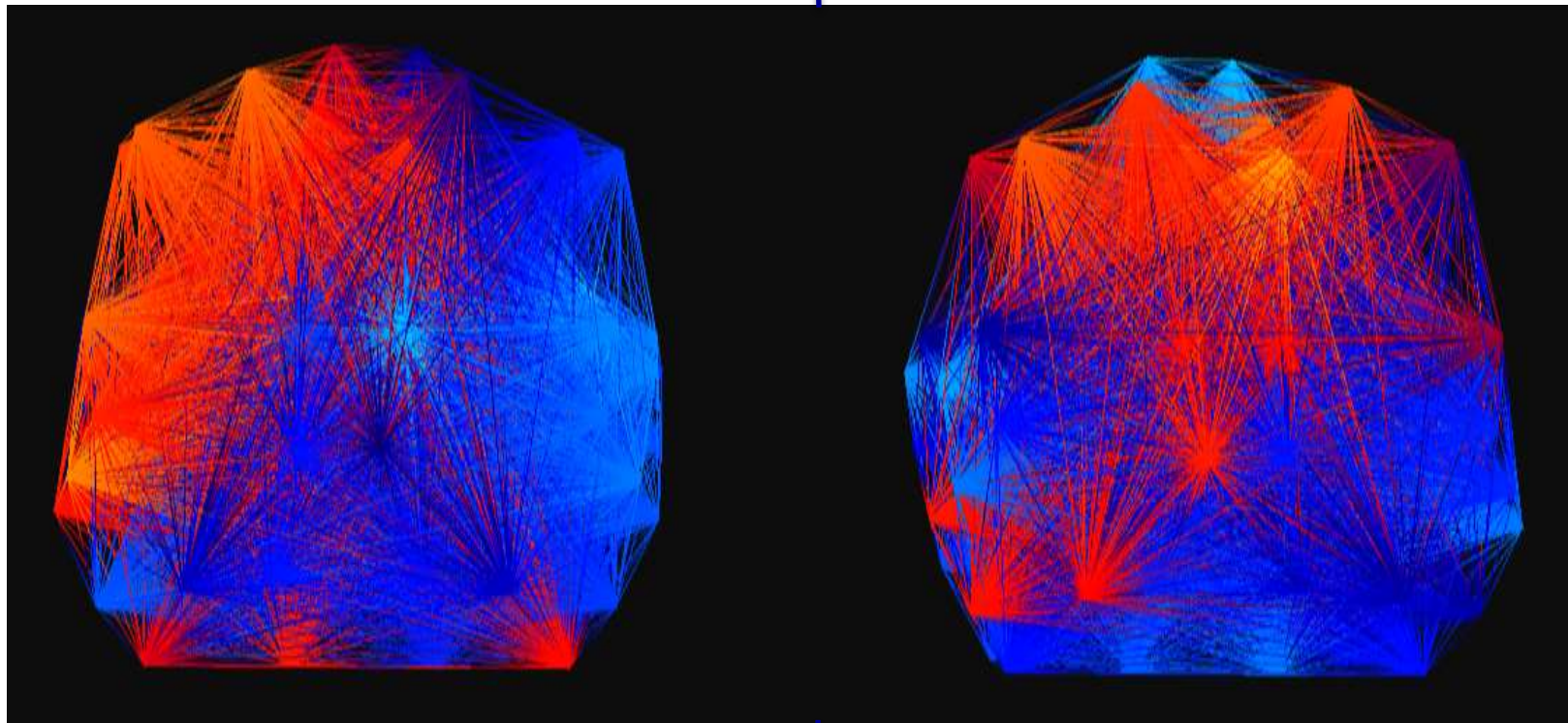
Center for Performing Arts Medicine:

Stroke Trial - Spoken Word vs. Individualized Music Listening

resting state Fmri, comparing changes in connectivity from 0 to 45 days, listening 3x a day

Language: average of 4

Music: average of 3



- Increase of connectivity on left (red)

- Improvement in language areas: Brocca's and Wernicke's

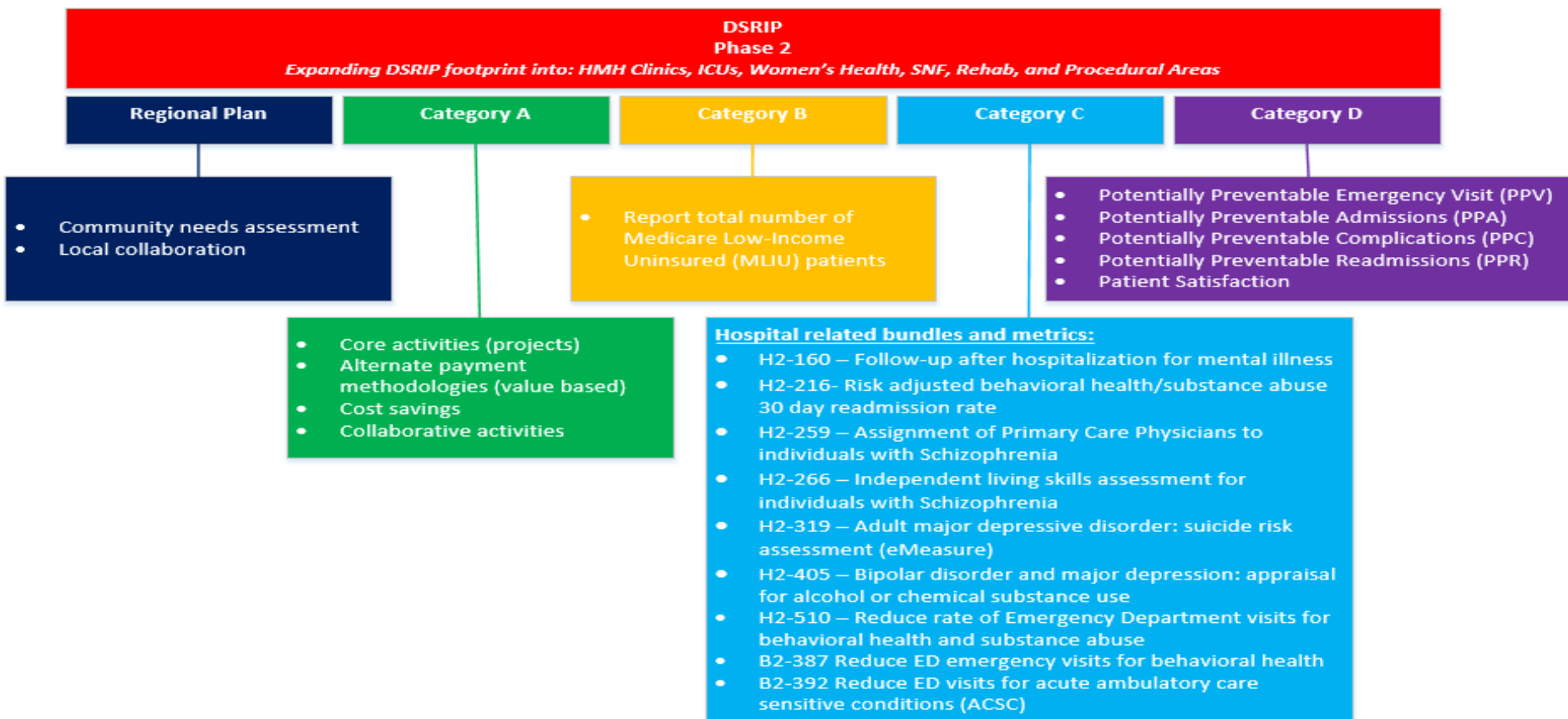
- Strong improvements in frontal regions

- Bilateral increase of connectivity (red)

Music Therapy

DSRIP

Phase Two



DSRIP Team and Focus

- TEAM
 - Medical Director
 - Nurse Practitioner
 - 3 Social Workers
 - Pharmacist
 - Educator
 - Chemical Dependency Counselor
- FOCUS
 - Transition of care
 - Decrease readmissions

CPAM Music Therapy:

one of the most comprehensive department in the US

Value in specific patient satisfaction scores, lowering cost of care (Supply Chain, Length of Stay, Readmissions) and improving clinical outcomes (EPIC)

- Jennifer Townsend: Manager
- Jonathan Silbert HMH: In-Patient Rehabilitation
- Tony Milland HMH: Oncology
- Virginia Gray HMH: On Call HMH
- Melissa Sandoval HMEC: Rehab and Palliative Care
- Ashley Lundquist HMSL: Oncology
- Sara Rossi HMSL: Oncology
- Audrey Zybura HMH: In Patient Psychiatric
- John Head HMH: Out Patient Psychiatric



Music Therapy as a DSRIP Supportive Service

- PRIMARY REFERRALS
 - Inpatient Psychiatry
 - Telemedicine
 - Alcoholic Liver Disease
 - Chronic pain in super utilizers
 - Chronic anxiety in super utilizers
 - Community Reintegration
 - Seek to discover the root of the recurrent utilization of services
- Refer when:
 - D2S2 score of 3.0>
 - PHQ9 ≥ 9 at risk for suicide or depression



*Effects of Medical Music Therapy on Patient Satisfaction

Factors related to patient satisfaction

- Shorter wait times
- Physician friendliness
- Level of information received

Competency match of MT-BC

- Establishing and maintaining interpersonal relationships conducive to therapy
- Practice cultural sensitivity within the therapy setting
- Promote client decision making
- Help clients communicate more effectively
- Altering the intervention based on the client's personality and preference for level of activity

* Yinger & Standley, 2011 study demonstrates a 3.4 point increase in PGIS for patients who received music therapy.

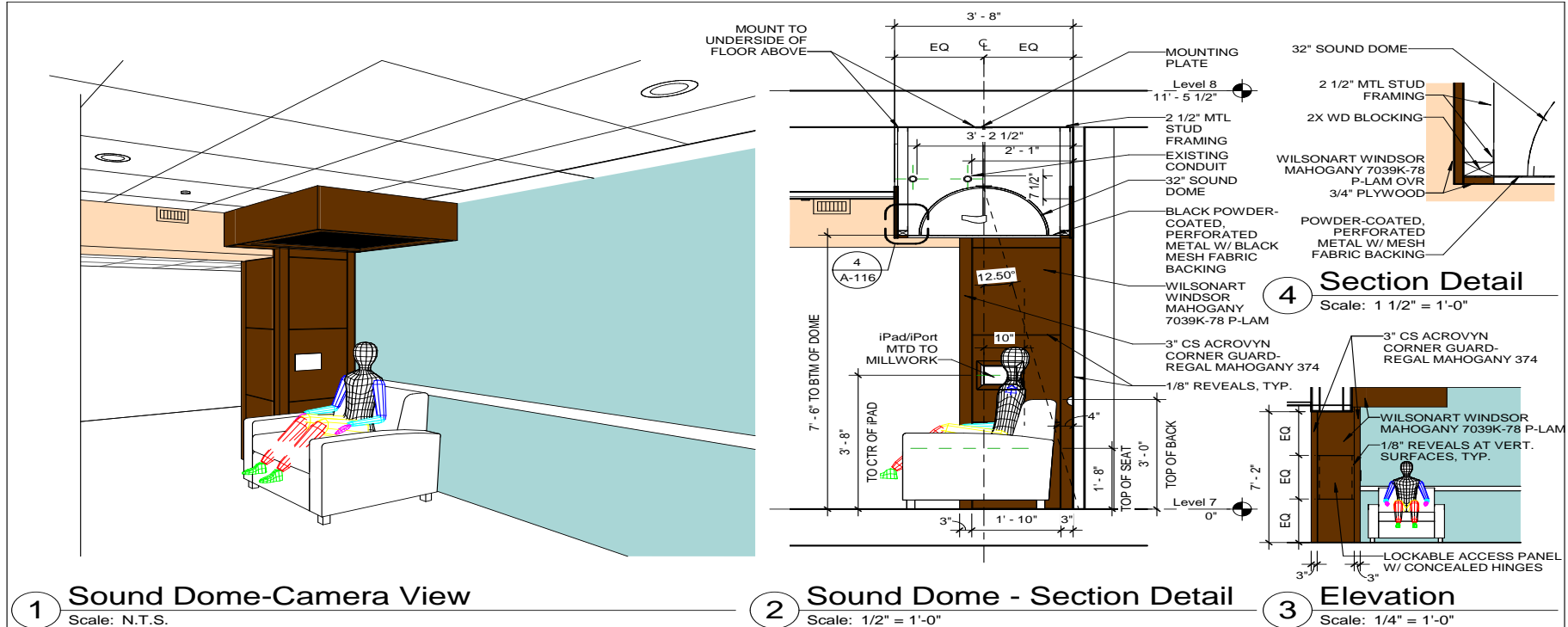
CONCERN:

BERT responses (Behavioral Emergency Response Team)
Mood Modulation

Three primary interventions tied to functional outcomes will be measured:

1. Individual Music Listening Station
2. ISO-principle (entrainment) for de-escalation
3. Group Music Therapy

"Sound Dome" project



1

Sound Dome-Camera View

Scale: N.T.S.

2

Sound Dome - Section Detail

Scale: 1/2" = 1'-0"

3

Elevation

Scale: 1/4" = 1'-0"



Dewberry Architects, Inc.

5051 Westheimer Road
Suite 200
Houston, TX 77056
713.621.8714

TITLE

SOUND DOME - 3D VIEW AND SECTION DETAIL

PROJECT

HOUSTON METHODIST HOSPITAL - BEHAVIORAL HEALTH UNIT -
LEVEL 7 RENOVATIONS

DATE

07/27/17

REVISION

PROJECT NO.

50093332

DRAWING NO.

SKETCH NO.

A-116

Music Therapy – Psychiatric Clinic

“Sound Dome” project – Innovative approach to alter mood



“Sound Dome” Project and Telemedicine follow-ups

Pre and Post Mood Reporting Scales

Before	After
7/10	9/10
2/10	6/10
5/10	8/10
1/10	9/10
7/10	9/10
8.5/10	10+/10
4/10	6.5/10
3.5/10	8.5/10
3/10	6/10
4/10	8.5/10
1.5/10	9.5/10
N/A	N/A
6.5/10	10/10
6/10	10/10
3/10	9.5+/10
1/10	~8/10
N/A	N/A
N/A	N/A
N/A	"Better"
1/10	10/10

Before	After
4/10	10/10
5/10	8/10
4.5/10	8.5/10
4/10	6/10
7/10	10/10
5.7/10	9.7/10
2/10	N/A
7/10	8/10
2.5/10	5.5/10
7/10	10/10
8/10	9/10
4.5/10	9/10
6/10	7/10
8/10	9.5/10
N/A	N/A
5/10	7/10
N/A	N/A
7.5/10	10/10
N/A	N/A
N/A	N/A

Before	After
5.5/10	7.5/10
N/A	N/A
5.5/10	7/10
7.5/10	10/10
4/10	8.5/10
3/10	5.5/10
N/A	N/A
N/A	N/A
2/10	8/10
4.5/10	10/10
5/10	7/10
N/A	N/A
3.5/10	7/10

light blue: 6.5+ point improvement

dark green: 3.5-6.0 point improvement

light green: 1-3 point improvement,

red: 0 or negative improvement



- Why include Music Therapy in Telemedicine Follow up?
 - Transition of care
 - Community reintegration
 - Improve agency through Locus of Control
 - Treatment compliance

Telemedicine Outcomes

Patient	Days post DC	# of listens	Notable Comments
F. K.	4	3-4	increasingly effective with each use average mood improved from 4/10 to 8/10 dance rather than feeling like I am dragging Shared playlist process/outcome with friend ready to apply same technique to other emotions and feelings
J. T.	3	2	Looking forward to follow up Rated mood improved from 3/10 to 10/10 Shared playlist with mom Inspired to make more playlists Interested in community music therapy
A. Z	10	3	Looking forward to follow up average mood improved from 5/10 to 9/10 did not know music could do that much for mood collecting songs for a second playlist to "keep in a good mood" after achieving a desirable mood.

Theme 1- Treatment compliance

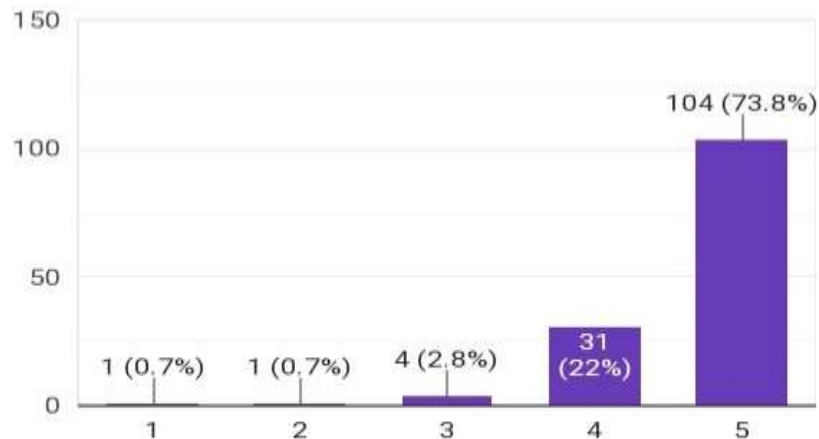
Theme 2- Improve support and communication of needs

Theme 3- generalization of new skill, improved agency

CPAM Music Therapy Survey

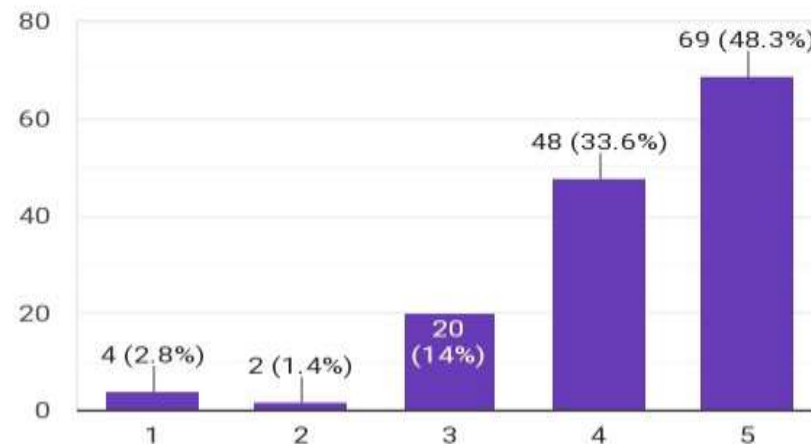
I enjoyed my overall experience of Music Therapy

141 responses



Music Therapy was helpful in achieving my goals

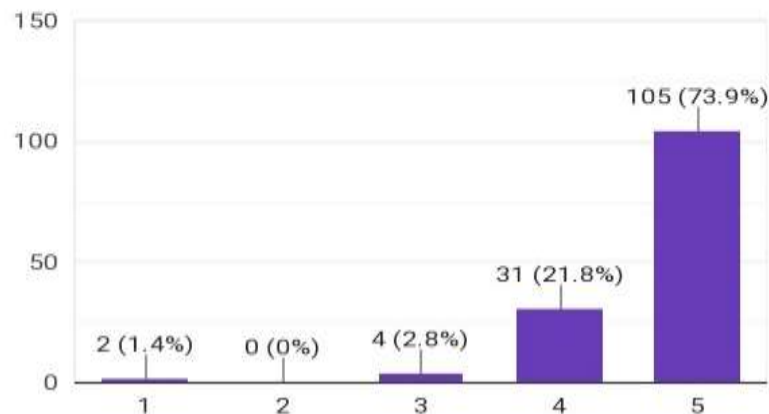
143 responses



CPAM Music Therapy Survey

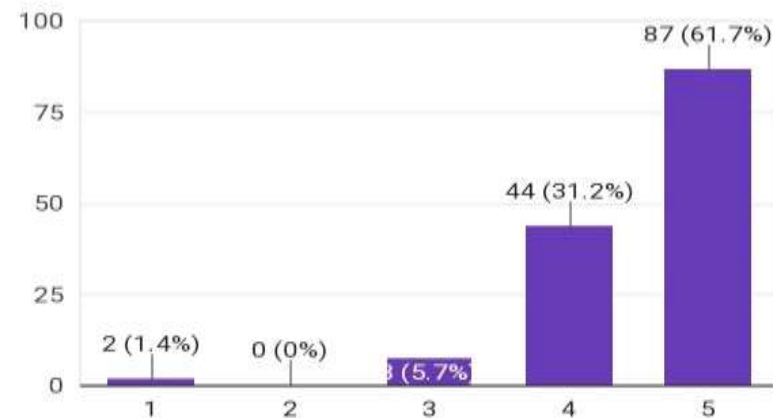
Music Therapy group
provided a positive
opportunity to interact
with others

142 responses



Degree to which you
found group Music
Therapy sessions
beneficial

141 responses



Comments from Surveys

- music therapy is very **peaceful and soothing**
- the music therapy was such a unique experience and i felt so **exhilarated after completing it**. It was really neat because I've always had a passion for music.
- my experience was **very therapeutic**
- Music therapy was fun, soothing
- **Great relief for anxiety** and good for relaxation. I like the idea of building tension in the chords then resolving it.
- Music therapy was **one of the best activities here**
- **skills** could be used for later
- overall this and other therapy services were helpful and the staff was well-educated

Chronic Pain and Anxiety

Case Example

- Patient Demographic:
 - 49 Yr Old Female
 - African American from Chicago
 - Elementary music teacher in inner city
- Medical history:
 - Chief Complaint:
 - “I can’t breath”
 - HP
 - Bilateral lung transplant Aug 2016 for ILD and PAH with multiple medical and surgical complications
 - Social Concerns
 - Primary care taker is sister, who is back and forth from Chicago and has heart disease
 - Financial worries
 - Increased strain on family relationships

Chronic Pain and Anxiety

Case Example (Continued)

- Treatment
 - Referral
 - Given in Feb 2017 for anxiety management
 - Assessment results:
 - MT assessment demonstrated high anxiety
 - Decreased agency in treatment
 - Poor communication with staff and family
 - Gross physical deconditioning
 - Interventions:
 - Guided imagery
 - Diaphragmatic breathing
 - Lyric analysis and lyric replacement
 - Active music making/conducting
 - Outcome:
 - Day 2: 6 hour trach collar trial on second MT session,
 - Day 3: trach collar 12 hours, only using vent at night
 - Day 5: walked 450 ft on unit with RAS
 - Day 7: recognizing anxiety and self initiating coping strategies, improved agency
 - Day 12: moved to inpatient rehabilitation

Chronic Pain and Anxiety

Case Example (Continued)



- Introduce music therapy telemedicine for acute care super utilizers
 - Mood modulation playlists
 - Deep breathing
 - Individualized coping through music interventions
 - Community reintegration
- Obstetric Care for Women with Opioid Use Disorder
 - Maternal-fetal bonding
 - Guided imagery
 - Music therapy assisted child birth
 - Music therapy for NAS

Other Music Therapy Projects/Collaborations

- Texas House passed HB787- Music Therapy Certification for State Recognition of National Credential
- Science Day collaboration with Research Institute
- “Music and Spirituality” clinical curriculum through a collaboration between SMU and HMH begins April 2019
- Heart Transplant Choir / Celebration (Spiritual Care/CPAM)



SMU

World Changers
Shaped Here



Summary:

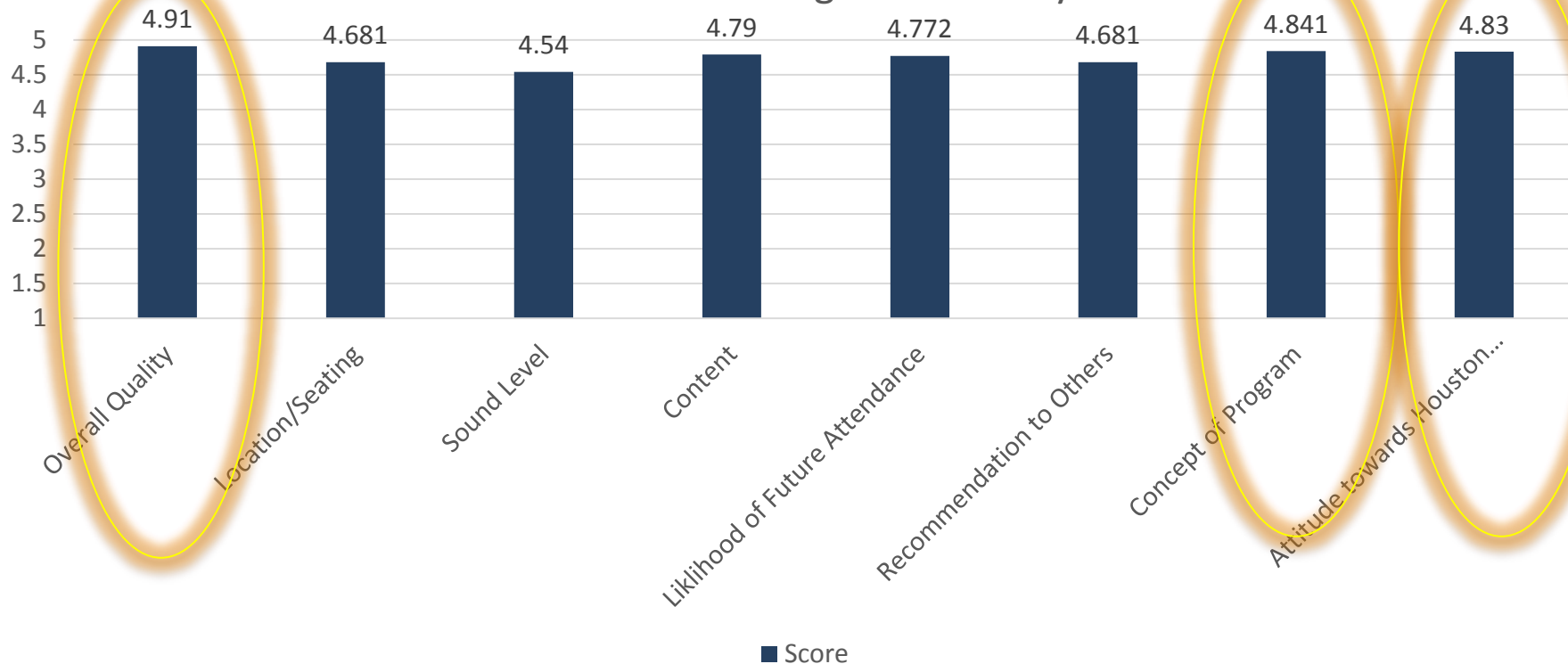
What are we able to measure in support of Arts integration and Music Therapy

- **Hospital Nationally Comparative Patient Satisfaction Scores** (Music Therapy / Arts Integration)
 - **HCAHPS (inpatient):** Hospital Consumer Assessment of Healthcare Providers and Systems survey is the national, standardized, publicly reported survey of patients' perspectives of hospital care. Questions include:
 - communication with nurses and doctors
 - the responsiveness of hospital staff
 - would they recommend the hospital.
 - the hospital environment
 - pain management
 - overall rating of hospital
 - **CAHPS (outpatient):** National Research Organization Consumer Assessment of Healthcare Providers and Systems Outpatient and Ambulatory Surgery Survey is designed to measure the experiences of care for patients who visited a Medicare-certified hospital outpatient department (HOPD) or ambulatory surgery center (ASC) for a surgery or procedure
 - Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program: CMS.gov Centers for Medicare and Medicaid Services
- **Employee “Press Ganey” Opinion Scores** (Arts Integration)
- **Internal CPAM Program Specific Surveys** (Music Therapy / Arts Integration):
 - Ensure that internal surveys serve to replicate hospital wide patient experience and employee engagement questions as a **predictor** of HCAHPS and EOS survey results. **Example- Similarity to HCAHPS questions- “Overall, how would you describe your attitude toward Houston Methodist for providing this program.”**
- **Setting Up Structure for Cost and Outcome Trends Analysis** (Music Therapy)
 - *Derived from clinical data (EPIC collection)*
 - *Derived from expenses (finance department of specific clinics)*
 - *Pharmaceuticals*
 - *Length of stay*
 - *Readmissions*

CPAM Arts Integration Survey as predictor for HCAHPS

Crain Garden Performance

Internal Arts Integration Surveys



Employee Opinion Survey Citations

Press Ganey Key-word Searches: 2017



What do you like best working for Houston Methodist?	
Rating	Comment
Positive	The piano player in the mornings, sense of commitment to leading medicine
Positive	...I like that sometimes someone is in the lobby playing the piano...
Positive	I like... the piano music, the architecture, the ability to work on the public safety security team....
Positive	I am able to continue my craft as a photographer.
Positive	I love that HM provides opportunities to win tickets to games and submit photographs for contests (i.e. "Under Texas Skies")

Value proposition to an HR department:

Cost of one 12 week Arts Enrichment Course (23 employees) = \$1,200

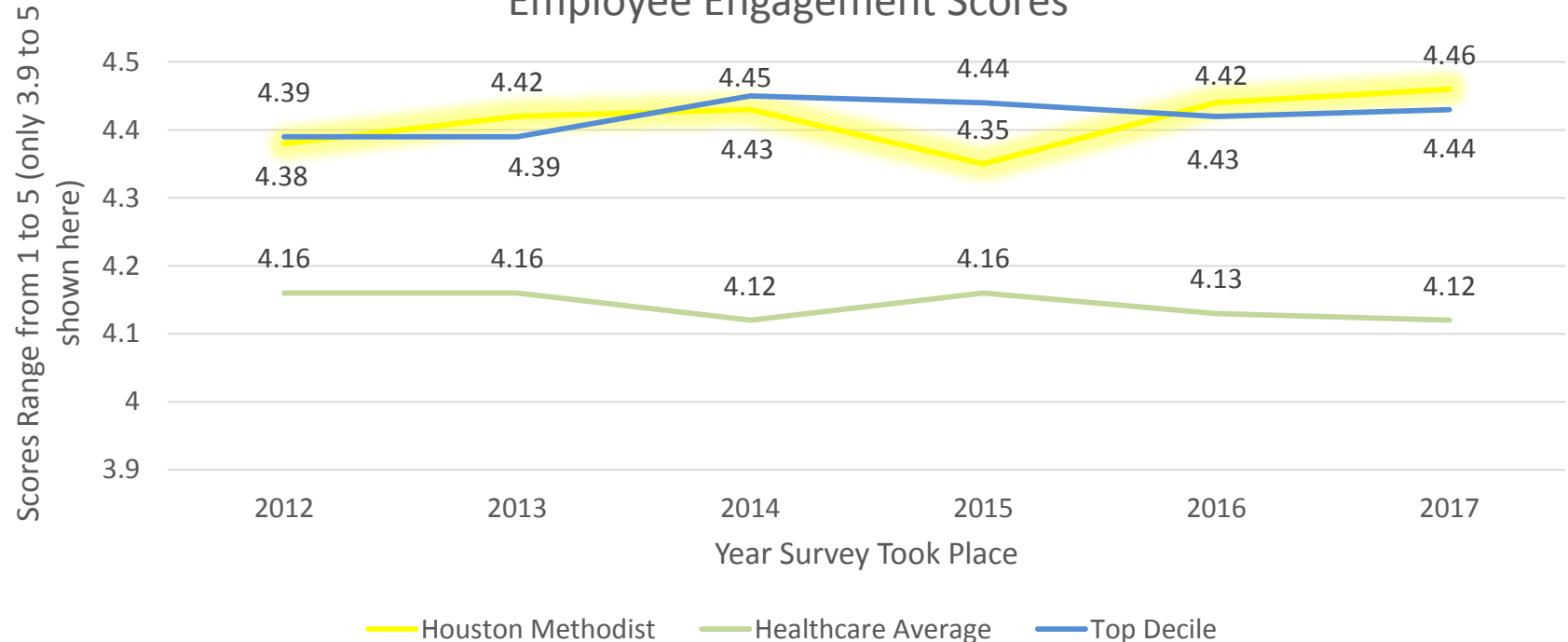
vs.

1 employee loss in less than a year due to burnout = as much as \$60,000 for some institutions

Employee Survey Overview

Historical Trend of Workforce Engagement Score

Houston Methodist Overall Employee Engagement Scores



2015: 43 hits

INPATIENT					
SECTION	RATING	COMMENT	RECEIVED DATE	DISCHARGE DATE	UNIT
Overall Assessment	Positive	Very beautiful hospital, love the piano player that you have at entrance of your hospital. It seems like its star hotel than hospital.	4/2/15	2/21/15	D7W
Discharge	Positive	Everything was beautiful, we sang & prayed. Sing, How Great Thou Art. ☺	8/4/15	7/10/15	F11
Overall Assessment	Positive	I would prefer this particular hospital location only (Medical Plaza). ☺ 2. ☺ his location. ☺	6/4/15	4/14/15	MOBS
Personal Issues	Positive	The p.m. program on TV with the Methodist orchestra were great. Also liked the chaplain visit.	1/25/16	12/23/15	MSNW
Overall Assessment	Positive	The entire culture from admitting through surgery to valet parking is patient-centered & customer-friendly. ☺	3/4/15	1/7/15	F12
Overall Assessment	Positive	Beautiful hospital environment & decorations, violinists, GREAT cafeteria food!	12/18/15	11/18/15	D8W
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.	8/3/15	6/30/15	D7E
Room	Positive	Beautifully decorated.	2/25/15	1/14/15	D7E
Visitors and Family	Mixed	The waiting rooms were PACKED. ☺ Went down stairs to wait, much more relaxing.	12/9/15	11/13/15	D10W
AMBULATORY SURGERY					
SECTION	RATING	COMMENT	RECEIVED DATE	VISIT DATE	UNIT
Facility	Positive	The waiting area is very comfortable and beautiful. ☺ The staff has a smile, always willing to help and answer questions you may have.	12/21/15	11/24/15	Neuro DR
Facility	Positive	Everything is new and state of the art.	9/17/15	8/6/15	OPC DR
Facility	Positive	Beautiful & scenic.	2/1/16	12/10/15	OPC DR
Overall Assessment	Mixed	Excellent experience & excellent clean modern beautiful facility. ☺ Initial check in while not bad is not up to the quality of the facilities and service.	3/26/15	2/26/15	DigesDis
Facility	Positive	It was beautifully decorated for Christmas.	2/24/16	12/30/15	EndoRad
Facility	Positive	Beautiful on every level.	2/19/16	1/15/16	OPC DR
Facility	Positive	All good. ☺ Beautiful facility.	3/16/15	2/3/15	M3NW
Facility	Positive	Stained glass illuminated ceiling picture, beautiful and calming nice touch. ☺ Family waiting area nice.	5/4/15	3/26/15	EndoRad
Overall Assessment	Positive	Thank you for the friendly staff throughout the hospital. ☺ You exceeded my expectations! ☺ The relaxing environment in the main lobby, registration areas, & medical areas, etc., eased my anxiety & stresses. ☺ Wish I could enjoy that atmosphere on a daily basis. ☺	12/18/15	11/13/15	D6OR
Registration	Positive	Beautiful facility.	3/6/15	1/30/15	OPC DR
Facility	Mixed	Relaxing atmosphere, but hard to locate bathrooms, lady at desk had multiple patients, too busy to answer questions.	3/12/15	1/27/15	OPC DR
Facility	Positive	Beautiful facility.	3/28/16	11/5/15	OPC DR
Facility	Positive	Beautiful!	6/12/15	5/5/15	OPC DR
Overall Assessment	Positive	Great experience! ☺ Everyone was wonderful. ☺ Beautiful facilities.	10/9/15	9/17/15	OPC DR
Overall Assessment	Positive	Music makes me feel better. ☺ 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. ☺	3/4/15	1/16/15	DigesDis
OUTPATIENT					
SECTION	RATING	COMMENT	RECEIVED DATE	VISIT DATE	SPECIALTY
Facility	Positive	Outstanding facilities. ☺ Beautiful to look at, very soothing.	11/9/15	10/9/15	Vascular Lab
Facility	Positive	Beautiful!	4/23/15	3/31/15	X-Ray
Facility	Positive	The facility were excellent & very clean, comfortable and beautiful.	2/9/16	12/14/15	Breast Center
Facility	Positive	It's a beautiful facility.	4/16/15	3/23/15	Nuclear Medicine/Scan
Facility	Positive	Beautiful facility. ☺	9/10/15	8/10/15	Breast Center
Facility	Positive	Beautiful!	7/13/15	6/11/15	Breast Center
Facility	Positive	Beautiful location. ☺	2/22/16	1/11/16	Breast Center
Facility	Positive	Beautiful facility & nicely decorated.	10/20/15	8/28/15	Mammography
Facility	Positive	Awesome! ☺ Great art.	1/8/15	11/26/14	CT Scan
Facility	Positive	Beautiful facility. ☺ Large place but got around OK with a little help.	2/16/16	1/14/16	MRI
Facility	Positive	Beautiful!	10/12/15	9/22/15	Physical Therapy
Facility	Positive	Allovely & peaceful environment!	5/20/15	4/16/15	Breast Center
Facility	Positive	Beautiful area.	11/18/15	10/29/15	
Facility	Positive	I was amazed at how the facility felt so comfortable and looked so beautiful. ☺ Almost had the atmosphere of a luxurious hotel. ☺	9/9/15	7/27/15	Chemotherapy
Facility	Positive	Beautiful facility.	3/17/15	2/23/15	
Facility	Positive	Beautiful facility. ☺	3/13/15	2/6/15	X-Ray
Facility	Positive	Beautiful facility! ☺ Very helpful! ☺	2/11/16	12/29/15	X-Ray
Facility	Mixed	The facility was quite beautiful. ☺ My only negative is the facility was too cold.	11/30/15	11/4/15	CT Scan
Registration	Mixed	Too loud in lobby, quite inappropriate for a hospital to have a jazz band. ☺ Some patients cannot tolerate the loud noise, the soft piano is okay.	2/9/15	12/29/14	MRI

2016: 51 hits

INPATIENT			RECEIVED DATE	DISCHARGE DATE	UNIT	SEX
SECTION	RATING	COMMENT				
Admission	Positive	There's nothing that I can think about at this moment but the hospital is awesome and I would recommend it to anyone in my family/friends it's a beautiful hospital	11/5/16	10/28/16	MOBS	Male
Overall Assessment	Positive	Facility was beautiful, nurses and staff went above & beyond, and my Dr. walks in water!	12/12/16	10/19/16	D6W	Female
Discharge	Mixed	We were connected with a home health service for PT @ home, they never contacted or was told, but I had to continually call them & their mgr before we finally got help, PT didn't start for 2 wks following release.	7/27/16	7/5/16	D8E	Male
Visitors and Family	Neutral	...but a single room was found...	11/7/16	7/6/16	35W	Male
Overall Assessment	Positive	It was a beautiful stay for me.	9/19/16	8/21/16	D7E	Female
AMBULATORY/SURGERY			RECEIVED DATE	VISIT DATE	UNIT	SEX
SECTION	RATING	COMMENT				
Overall Assessment	Positive	Staff very warm & friendly. Please let me know the name of the CD/DVD playing in the prep room. Very good photos & music.	4/27/16	3/18/16	OPC18	Female
Facility	Positive	Very peaceful environment!	10/17/16	9/21/16	EndoRad	Male
Overall Assessment	Positive	Excellent care in a calming environment with sensitive employees & staff. Comfortable waiting areas for family and pleasant music in the lobby & enter atrium.	9/14/16	8/4/16	M3NW	Male
Comments	Neutral	Beautiful facility. I did NOT have the surgery. What about the refund.	9/20/16	8/10/16	OPC10R	Male
Facility	Positive	My family commented on the bright, aesthetically pleasing waiting area compared to Greary Dunn.	4/4/16	3/8/16	OPC18	Female
Facility	Positive	Very clean & comfortable lighting & sky light giving a relaxing atmosphere.	12/12/16	11/15/16	D10W	Male
Comments	Positive	The entire Methodist Hospital is outstanding. From valet parking to Dr. Bradley Weiner and his assistant Stephanie. A beautiful, well organized hospital. Will only use Methodist and their doctors from now on. Thank you very much. Dilibia P. S. Dr. Weiner has saved my life. Truly grateful he is my doctor. (Please reveal message should not answer.)	5/5/16	4/8/16	OPC10R	Female
Facility	Positive	The facilities were new, spotless & clean. Rooms & equipment were excellent and made for a relaxing and pleasant stay.	12/9/16	11/3/16	OPC18	Male
Facility	Positive	Wow! The facility is so nice! Clean, beautiful, appointed, comfortable.	9/29/16	8/15/16	OPC18	Female
Facility	Positive	Very relaxed.	10/14/16	9/16/16	OPC18	Male
Overall Assessment	Positive	Surgery is not something to look forward to but I must say that my experience at Methodist was enjoyable. State of the art facilities and the friendliest staff!	8/4/16	6/29/16	OPC10R	Male
Facility	Positive	Beautiful surgery center.	9/28/16	8/29/16	OPC18	Female
OUTPATIENT			RECEIVED DATE	VISIT DATE	SPECIALTY	SEX
SECTION	RATING	COMMENT				
Overall Assessment	Positive	OPC is beautiful & staff is friendly & very attentive.	4/27/16	4/5/16	Infusion Clinic	Female
Facility	Positive	I was very impressed by your hospital. It is very clean, comfortable, beautiful, and the rides need to be better you're going.	1/3/17	11/1/16	Radiation Oncology/Therapy	Female
Facility	Positive	I felt like I was in a hospital but not in a patient center. Beautiful facility!	11/19/16	10/26/16	Ultrasound	Female
Facility	Positive	Top notch very pleasant business office. Clean, efficient, modern facility with work & design very pleasing & comfortable seating.	9/7/16	7/22/16	Infusion Clinic	Female
Facility	Positive	I absolutely love the waiting area. It is so peaceful and it relieves the stress and anxiety of going to the doctor.	10/14/16	8/31/16	CT Scan	Male
Facility	Positive	Always nice and soothing music in the office.	11/16/16	10/28/16	Breast Center	Female
Facility	Positive	Beautiful facility! Pleasant atmosphere.	6/21/16	2/22/16	CT Scan	Male
Facility	Positive	Beautiful facility! Very comfortable. Very clean and easy to find what I needed.	8/12/16	5/24/16	Lab	Female
Facility	Positive	Beautiful facility! Very comfortable. Very clean and easy to find what I needed.	6/25/16	6/20/16		
Facility	Positive	It was beautiful! I was not... about the person who had to be there for me. GREAT and for kids too even if I did not have one there.	8/12/16	6/7/16	Lab	Female
Facility	Positive	Beautiful lobby and loved the piano playing, even early in the apt.	4/8/16	3/7/16	Radiation Oncology/Therapy	Female
Facility	Positive	I liked the spa music playing in the touch.	6/3/16	3/24/16	Breast Center	Female
Facility	Positive	Pristine, clean, well supplied bathrooms, changing/dressing rooms, sufficient lockers, abundant clean robes. Spacious, well lit, comfortable seating.	4/26/16	2/2/16		
Facility	Positive	Kirby beautiful, relaxing, and always calming.	7/12/16	5/18/16	Mammography	Female
Facility	Positive	The new OPC is beautiful.	6/21/16	5/16/16	Vascular Lab	Female
Comments	Positive	Beautiful facility!	4/4/16	12/11/15	Bronchoscopy	Female
Facility	Positive	Waiting room is loosely chairs are comfy, desks & phone charges are plus. Medication room is beautiful & peaceful.	7/19/16	4/4/16	Other	Female
Overall Assessment	Positive	Fantastic staff & beautiful hospital.	9/19/16	7/18/16	Chemotherapy	Male
Registration	Positive	Very relaxing place!	5/9/16	3/17/16	Breast Center	Female
Facility	Positive	The facility creates a relaxed atmosphere.	8/1/16	8/1/16	Infusion Clinic	Female
Facility	Positive	Loved the art in the waiting room.	9/6/16	8/9/16	Nuclear Medicine/Scan	Female
Facility	Positive	Beautiful facility.	9/9/16	8/1/16	Lab	Female
Facility	Positive	Atmosphere is always nice & clean. Very relaxing w/ soft music in the background.	8/17/16	5/27/16	Echo/Cardiogram	Female
Facility	Positive	Beautiful! I'd been here once before.	10/6/16	9/10/16	MRI	Male
Facility	Positive	The background music is very soothing.	9/9/16	7/5/16	Breast Center	Female
Facility	Positive	Loved when the patient walked up & started playing piano.	11/23/16	10/27/16	Sleep Disorders	Female
Overall Assessment	Positive	I love Methodist Hospital! You do everything right! 5,000 hand sanitizers, 1000 desk piano, comfortable buses each going down to woman's applicant in lobby.	9/16/16	8/11/16	Pacemaker Service	Male
Registration	Positive	The waiting room is very relaxing.	6/6/16	4/28/16	Breast Center	Female
Overall Assessment	Positive	Good experience that I was worried about. Please let me know if any new treatments are available for heart damage from infarction. Thank you.	10/24/16	9/28/16	Cardiac MRI	Male
Facility	Positive	Beautiful newly decorated waiting area. Very comfortable.	5/11/16	5/11/16	Infusion Clinic	Female
Facility	Positive	Beautiful, comfortable and clean.	8/11/16	5/25/16	Nuclear Cardiology	Female
Facility	Positive	The newly decorated area is beautiful. The robes are more comfortable.	11/30/16	11/10/16	Mammography	Female
Facility	Mixed	Elevator lobby ceiling is beautiful but some of the star lights were out.	2/2/17	12/2/16	Mammography	Female
Overall Assessment	Positive	I love Methodist and the radiology department.	1/4/17	11/30/16	MRI	Female

Overall Positive Citations Increase from 2015 to 2016: +24%

2015 = 43

Positive: 38

Mixed: 5

2016 = 51

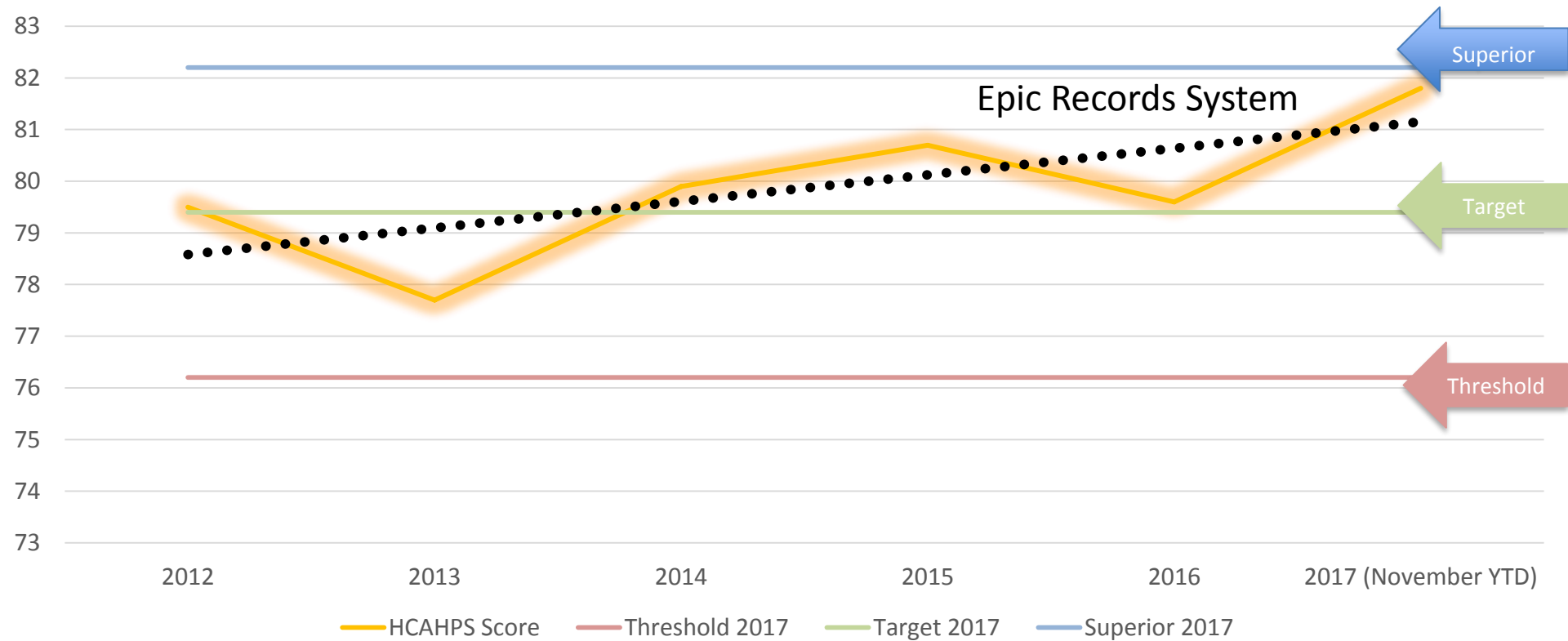
Positive: 47

Mixed: 2

Neutral: 2

HCAHPS Specific Question Trend (overall assessment) (2012-2017)

Overall, how would you rate the hospital?





*U.S. News & World
Report* named Houston
Methodist Hospital No.
1 in the metro area and
No. 1 hospital in Texas

Houston Methodist Best Business for the Arts in America 2017

by Americans for the Arts Business Council for the Arts



The BCA 10: Best Businesses Partnering with the Arts in America recognizes businesses of all sizes for their exceptional involvement with the arts. These businesses set the standard of excellence in using the arts to enrich the workplace, enhance education, and transform communities.



ART CAN support health and well-being.

Across the state, the arts increasingly play a positive role in the health and quality of life of Texans.

According to the white paper, “Arts, Health, and Well-Being in America,” developed by the National Organization for Arts in Health and underwritten by the Center for Performing Arts Medicine at Houston Methodist, in healthcare and therapeutic settings, the arts can:

- improve the environment of care for patients and caregivers,
- reduce anxiety, pain, hospital length of stay, and readmissions,
- enhance effectiveness in health communication,
- increase patient satisfaction scores, including the federally mandated Hospital Consumer Assessment of Healthcare Providers and Systems,
- and improve well-being.

In addition, the arts are being used to help caregivers address the emotional challenges of their professions, foster resiliency, and provide safe outlets for releasing stress.

The arts improve social emotional learning for children and adults. In a study conducted by the John F. Kennedy Center’s Changing Education Through the Arts Program, entitled “A View Into a Decade of Arts Integration,” teachers providing regular access to the arts reported a “more positive and cohesive” learning environment, citing increased peer collaboration and improved social skills in the classroom.

TEXAS CULTURAL TRUST
2019 State of the Arts Report



“Integrating the arts into the hospital environment can be a powerful support to healing and caregiving.”

Todd Frazier
Director, Houston Methodist Hospital’s Center for Performing Arts Medicine (CPAM)

CPAM is a leader in the use of the arts and Creative Art Therapies throughout their facility. They are used in community areas and patient rehabilitation, mood modulation, and anxiety reduction, impacting overall patient outcomes.

Houston Methodist Center for Performing Arts Medicine

Sponsors 2017 White Paper on the State of Arts in Health in America - *Renee Fleming as Ambassador*

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NATIONAL ORGANIZATION for
ARTS IN HEALTH

ARTS, HEALTH, AND WELL-BEING IN AMERICA

A white paper commissioned by the
National Organization for Arts in Health,
through the support of Houston Methodist
Center for Performing Arts Medicine.

September 2017

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Beyond its ability to enthrall and entertain, music offers many health benefits – from childhood development to its therapeutic applications for individuals with Alzheimer’s disease, autism, PTSD, Parkinson’s disease, and chronic pain. Music’s impact on the brain can be so powerful, and I’m inspired by the numerous organizations, researchers, and practitioners working in the field. Congratulations NOAH for bringing this community together – what a beautiful thing for all of us!

*Renée Fleming, Internationally Renowned Soprano,
Educator, and NOAH Ambassador*

”



The Center for Performing Arts Medicine at Houston Methodist Hospital

provides unique healthcare services for performing artists as well as arts offerings throughout the facility. Over 150 performances are given annually in the hospital for patients, caregivers, family, and community members in Houston, Texas. Photo Credit: Houston Methodist Center for Performing Arts Medicine

Continuum of Care from the Patient Perspective:
the arts as a powerful bridge for the patient and caregiver journey

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