

A warm, brightly lit hospital room. In the foreground, a man with a beard and a white headband lies in a hospital bed, smiling broadly with his eyes closed. A woman's hands are gently holding his hand. In the background, a male doctor in a white coat holds a clipboard and smiles, and a female nurse stands nearby. The scene conveys a sense of care and support.

Patient Experience 101

Defining Patient Experience

The sum of all **interactions**, shaped by an organization's **culture**, that influence patient **perceptions** across the **continuum** of care.

- The Beryl Institute



Patient Experience

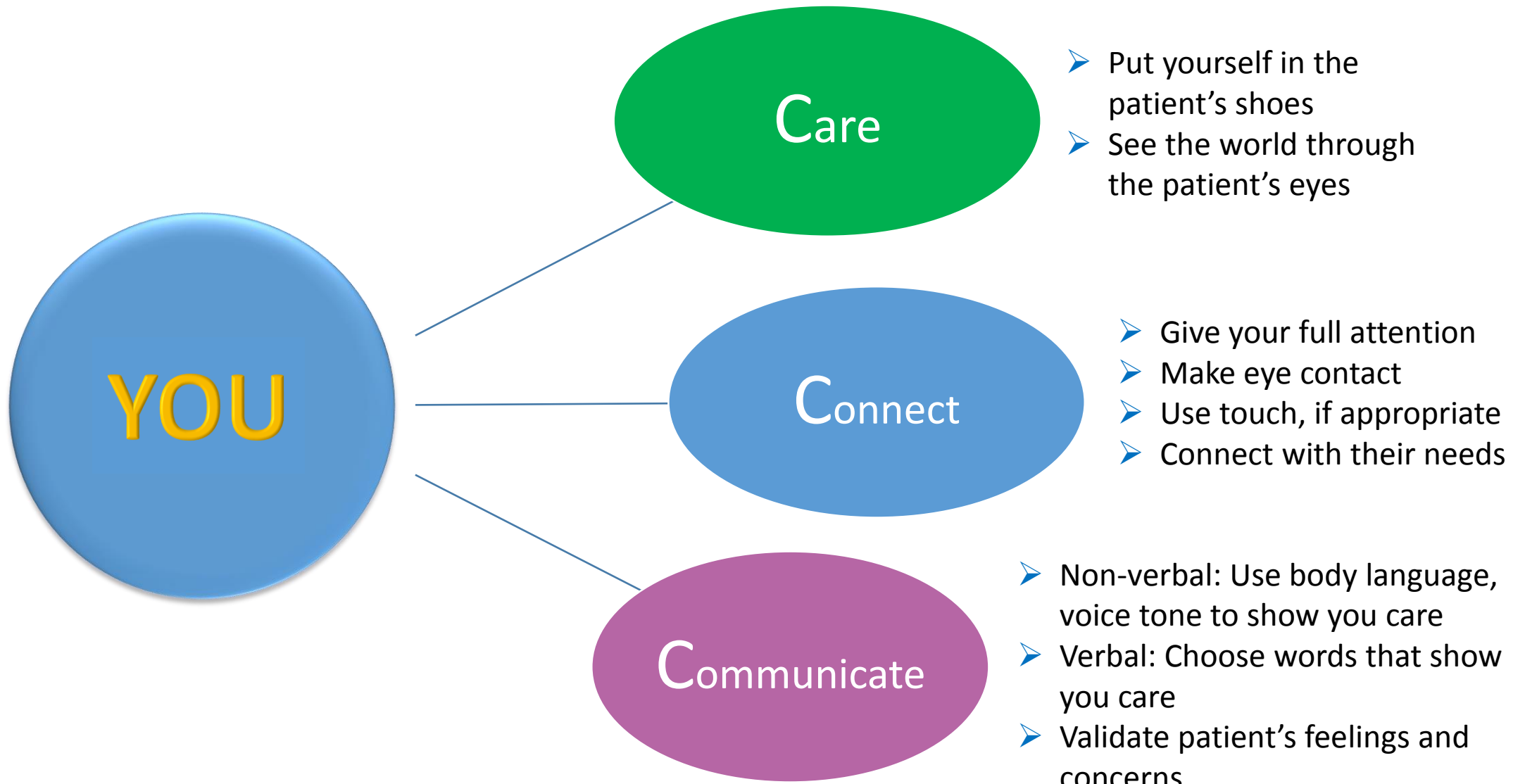
How do patients judge the quality of their experience?

Perceptions of Care and Service:

- ✓ Before
- ✓ During, and
- ✓ After delivery of care



3 Cs of Empathy



Empathy: Do's and Don'ts

Empathy Don'ts:

- Do NOT say, “I understand how you feel.”
- (Because every situation is unique. Because it's about the patient, not about you. Because it's their story, not yours.)
- Don't try to solve their problem; instead listen to their concerns.



“Not that!”



“Say this”

Empathy Do's:

- Say, “I'm sorry you're having to go through this.” (“I'm sorry you got in a car accident and you're missing your prom.”)
- Say, “This must be hard.”
- Ask, “What's the main thing you're concerned about right now?”
- Validate what the patient is feeling: “It sounds like...you are worried about...”



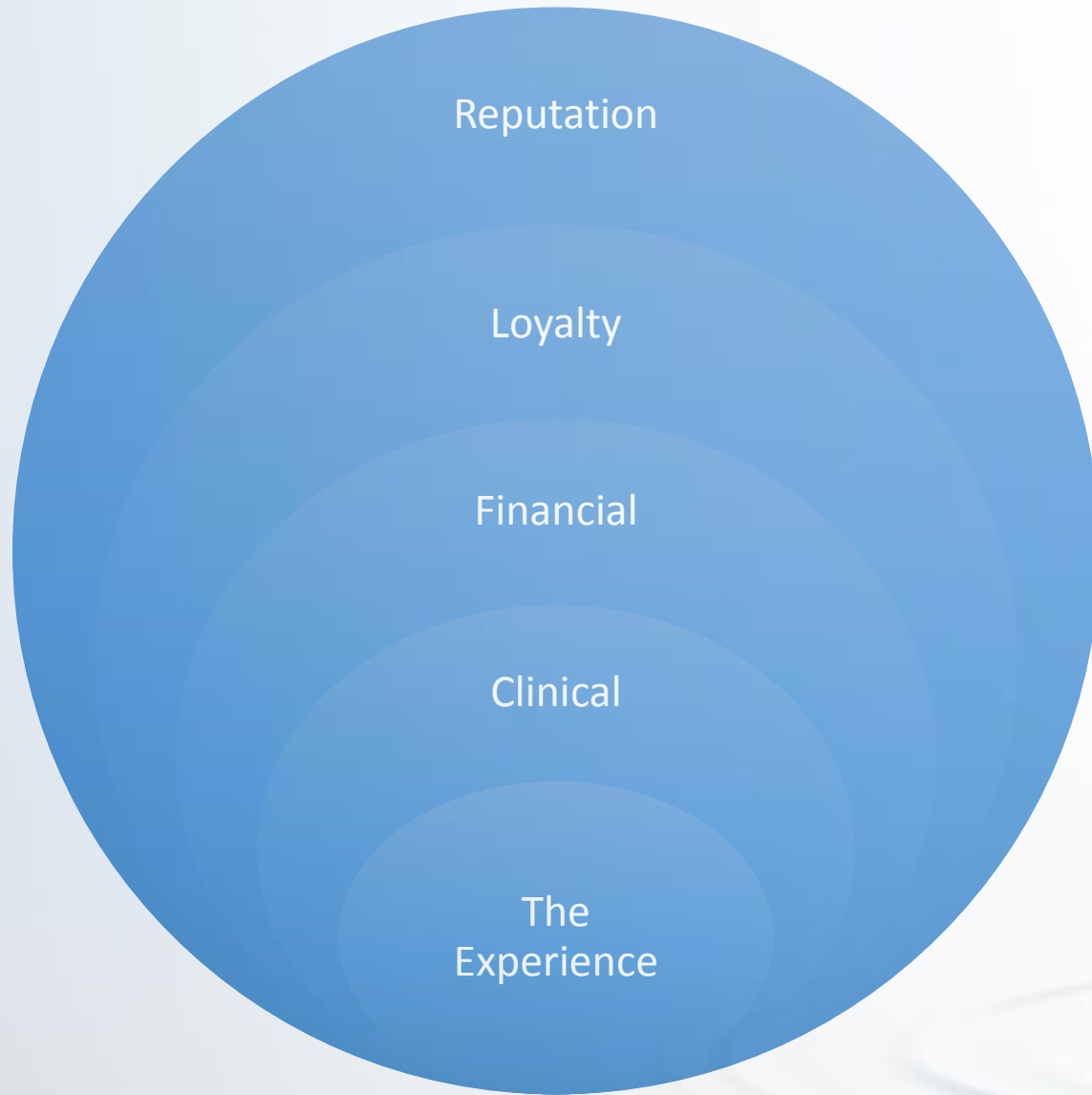
When Things Go Wrong: Service Recovery is the Goal

- It's inevitable that things don't always go "right" despite best efforts
- Accept that mistakes happen, yet we must handle them appropriately on behalf of our patients/families
- "Recovery" is the goal in order to maintain the trust of our patients and their families
- "Recovery" ensures we are doing all we can to meet their needs
- Important Guideline: Act quickly

Service Recovery Components



The Ripple Effect



We all Impact the
Patient Experience!



Why Measure PX?



- Find out how well we're doing
 - Identify our strengths (where we excel)
 - Determine where we can improve
- Understand the experience from the patient's perspective
- It's part of being transparent and accountable

Survey Questions and Results



- **Survey questions:** Are based on government research into what matters most to patients
- **Result:** There's been an alignment between the increased measurement and lower rates of readmission and lower rates of hospital complications
- **Result:** Measuring Patient Experience results in improved health results