

# 5 Recommendations for Improving Patient Experience

1



## Use Patient Satisfaction as a Balance Measure—Not a Driver for Outcomes

Balancing patient satisfaction and outcomes improvement empowers health systems to make quality improvement without losing sight of potential negative impacts.

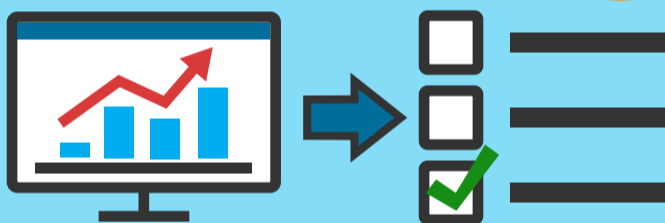
2

## Evaluate Entire Care Teams—Not Individual Providers

Surveys should evaluate the overall effectiveness of the whole care team; not individual clinicians.



3



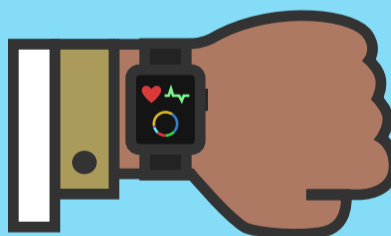
## Use Healthcare Analytics to Understand and Act on Data

Analytic systems and tools create easy access to patient satisfaction data and integrate that data into the daily workflow.

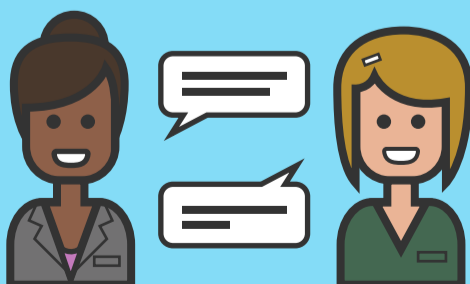
4

## Leverage Innovative Technology

Innovative healthcare technology is revolutionizing and enhancing the patient experience.



5



## Improve Employee Engagement

Without an engaged staff, patient experience will suffer, even if the right systems and tools are in place.