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

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.

Evaluate Entire Care Teams—Not Individual Providers
Surveys should evaluate the overall effectiveness of the whole care team, not individual clinicians.

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.

Leverage Innovative Technology
Innovative healthcare technology is revolutionizing and enhancing the patient experience.

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

5 Recommendations for Improving Patient Experience