Transforming the Patient Care Experience

7th Annual Patient Experience Summit Cleveland Clinic

May 15-18, 2016





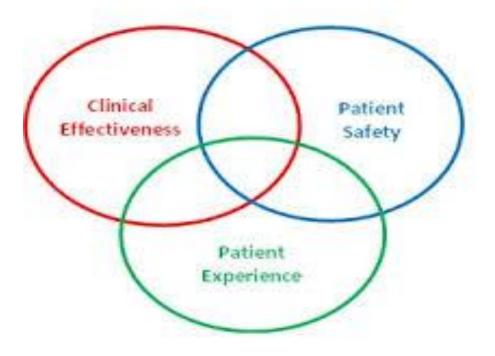
The sum of all interactions, shaped by an organization's Culture, that influence patient perceptions across the Continuum of care.

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Patients Included is a Trademark of the REshape & Innovation Center

The Key to Quality



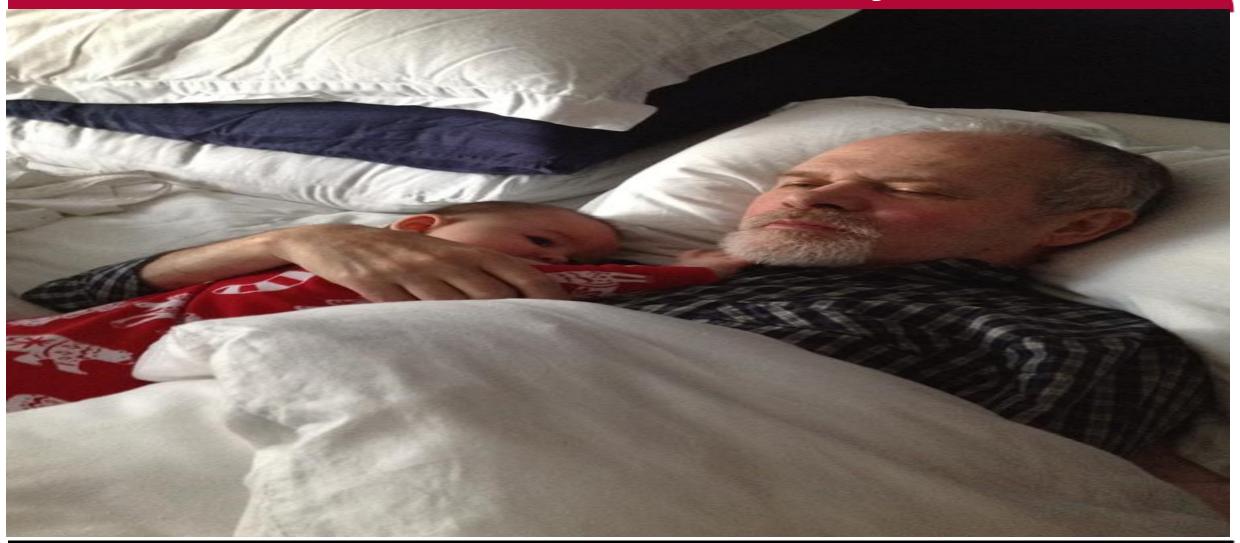






























Always Practices

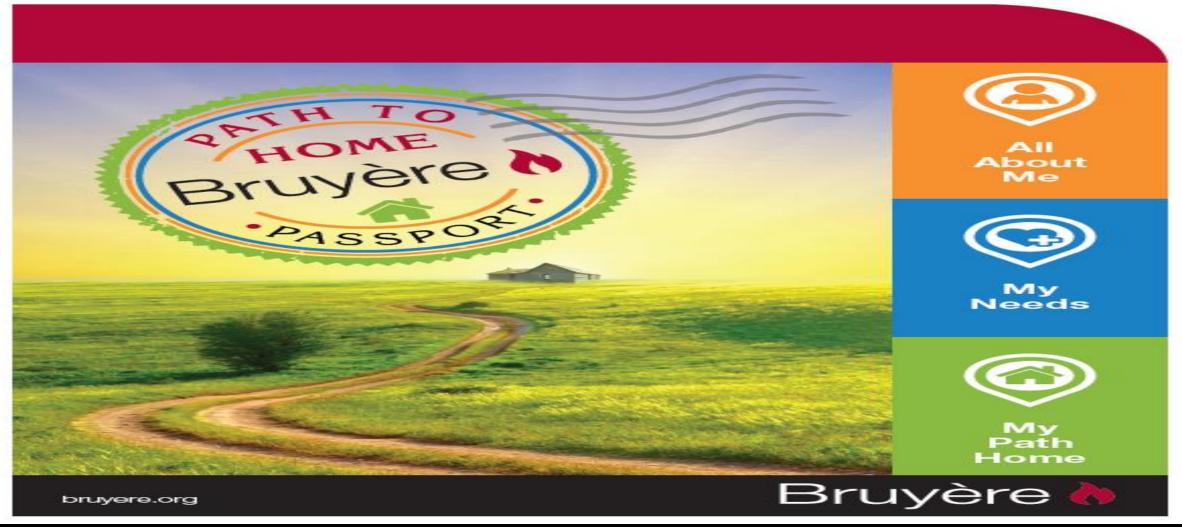
Always Practices
are aspects of the
patient experience that
are so important to
patients and families that
health care providers must
perform them consistently for
every patient, every time.

Check us out on You Tube Search: Bruyère Always Practices

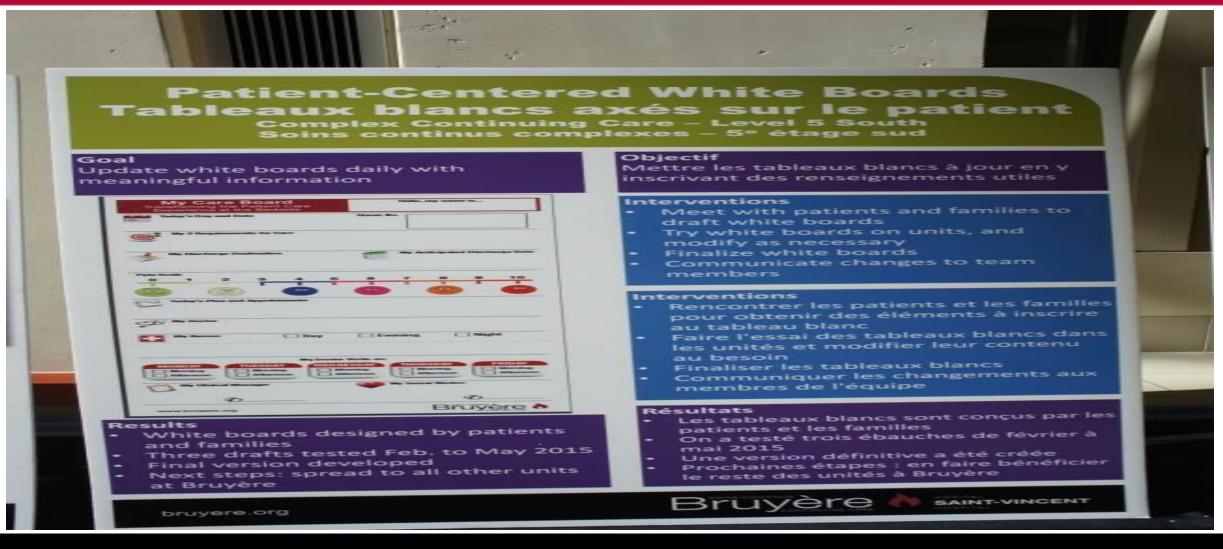
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What Patients and Families Want

- Listen.
- Don't be defensive.
- Don't speak in acronyms.
- Learn how to roll up patient stories into ongoing issues.
- Show respect to people who likely feel powerless and don't know how to help but want to.



To Patients and Families

- Have confidence in your knowledge and experience.
- You're not healthcare professionals, but you have experienced the health care system in a way that they haven't and therefore have knowledge and experience that is complementary to theirs".





