

5 ELEMENTS OF PATIENT EXPERIENCE

ELEMENT

THEME

WHAT IT LOOKS LIKE TO THE PATIENT



CARING

KNOW me

Do they care about me as a person
Are they sensitive to my needs?
Are they concerned about my questions and worries?
Are they friendly and respectful?



LISTENING

HEAR me

Do they include me in decisions about my care?
Do they take the time to hear my concerns?



EXPLAINING

TEACH me

Did they explain my problem or condition?
Do I understand my medications?
Do I understand my follow up instructions?
Do they use language I understand?



TEAMWORK

COORDINATE for me

Was everyone friendly and courteous?
Did the right hand know what the left hand was doing?
Did the team work together to care for me?



EFFICIENCY

MAKE IT EASY for me

How hard was it for me to get in?
How long did I wait? Did they explain delays?
Did they respond to my call light?
How smooth was my discharge?
Did they follow up with my other doctors?