

*I*ve learned  
that people will forget what you said,  
people will forget what you did,  
but people will never forget  
how you made them feel.

# Orientation

*Maya Angelou*

Welcome to  
Upstate University Hospital...  
***You Are the Patient Experience!***

# 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
- Our patients want a humanized experience.
- We measure patient experience formally using the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey.
  - This is the first national, standardized, publicly reported survey of patients' perspectives of hospital care.
  - Scores are tied to hospital reimbursement.
  - Excellent patient experience, including better coordination & clearer communication, drives clinical outcomes.

Knowing changes everything.™

# Provider Specific Questions

- During this hospital stay, how often did doctors treat you with courtesy and respect?
  - This question asks patients to assess the frequency with which they perceived the physician as courteous and respectful.
- During this hospital stay, how often did doctors listen carefully to you?
  - This question asks patients to estimate the frequency they felt physicians effectively listened.
- During this hospital stay, how often did doctors explain things in a way you could understand?
  - This question asks the patients to estimate the frequency with which physicians provided an easy-to-understand explanation.
- Answers are: Never, Sometimes, Usually, ***Always***

# How do we get to *Always*

- ❑ ***Sit down*** when you are able while talking to a patient &/or their family, knock before entering a room.
- ❑ ***Speak positively*** about the organization, your colleagues. Thank patients for choosing Upstate.
- ❑ Use ***body language*** that demonstrates careful listening, avoid interrupting.
- ❑ Use ***plain language & printed materials*** to complement instructions.
- ❑ Continuously develop ***active listening & empathetic communication*** skills through practice & training.
- ❑ Please feel free to reach out to me should you want additional information @ [szczesna@upstate.edu](mailto:szczesna@upstate.edu)

***Thank you for all you do for the people we serve & again, Welcome.***