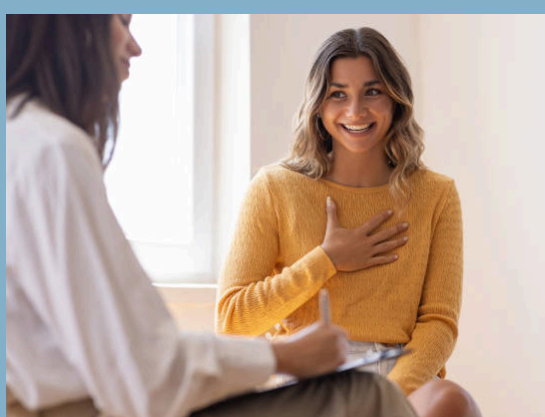


6 Reasons to Gather and Act on Information about Patient Experience



1

ACHIEVE AN IMPORTANT OUTCOME

A positive patient experience is an important outcome of care.



2

REDUCE VARIATIONS TO CARE

Measuring and improving patient experience helps to reduce variations in quality of care among different patient populations.



3

SUPPORT GOOD CLINICAL CARE

A good patient experience is associated with high-quality clinical care.



4

IMPROVE STAFF WELL-BEING

Measuring and improving patient experience can boost the well-being of clinicians and staff.



5

ADDRESS EXTERNAL REQUIREMENTS

Payers, purchasers, and other external organizations are paying attention to how well healthcare organizations deliver patient-centered care.



6

MEET BUSINESS OBJECTIVES

Cultivating a positive patient experience supports the business objectives of healthcare organizations.
