

Top 5 Ways to Improve Patient Experience



Becker's Hospital Review recently published tips on how hospitals in the U.S. could improve their Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey results. A standardised survey consisting of multiple choice questions, the advice can be applied in hospitals all over the world to help improve care quality.

Here's a summary of some of the Becker's Hospital Review tips.

- **Team Communication:** Feature an HCAHPS (or similar) discussion in regular team meetings. This encourages collaboration amongst staff members and reminds them that their actions, no matter how seemingly small, have an impact. Regular discussion can go a long way to inviting honest feedback, which can then be acted upon effectively.
- **First Impressions:** Whether a patient arrives through the front doors or not, at some point they will see the hospital grounds. Tidy landscaping and attractive grounds can make a hospital more welcoming and inspire patient confidence.
- **Involve Patients:** Be as transparent as possible with a patient about their condition and treatment options. Patients are also valuable sources of feedback on where a hospital is succeeding and where there is room for improvement – so talk to them about their experience.
- **Focus on cleanliness:** Cleanliness should be a priority in any hospital in order to prevent hospital-acquired infections as these only lead to increased patient care costs and a bad reputation. Management may know that the highest cleanliness standards are being maintained, but taking this further and seeing it from a patient's point of view will enhance the practice. If a facility is bright it gives the impression of being sterilised and clean. Actions like washing hands and putting on new gloves in front of a patient rather than before entering their room can also be reassuring.
- **Peace and Quiet:** Teaching staff how to oil the wheels of carts, gurneys and wheelchairs and getting a repair person in for their maintenance can lead to less environmental noise in a facility. Squeaky wheels and clanging equipment can be a source of aggravation for a patient trying to rest and can add to stress levels – none of which is good for healing. At night, limiting TV volumes and phone use can all add to a positive hospital experience for a patient.

Source: [Becker's Hospital Review](#)

Image Credit: Wikimedia Commons

Published on : Tue, 5 May 2015