

# Patient Experience

## Key Influences on Patient Experience

The healthcare patient experience is influenced by several factors that can significantly impact overall satisfaction & outcomes. Here are 5 key influences on patient experience:

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- **Staff Communication & Interpersonal Skills**
  - **Patients' Access to Care**
  - **Empathy & Compassion**
  - **Coordination & Continuity of Care**
  - **Patient-Centered Care & Shared Decision-Making**
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## Why Patient Experience Matters

- Organizations providing “superior” patient experience achieve net margins 50 percent higher than those providing “average” patient experience. \*1
- Patients' experiences with care, particularly communication with providers, correlate with adherence to medical advice and treatment plans. \*2

These influences are interconnected, and addressing them collectively can enhance the overall patient experience. Healthcare organizations that prioritize effective communication, accessibility, empathy, coordination, and patient-centered approaches are more likely to create an environment where patients feel supported, informed, and valued. Continuous efforts to improve contribute to a positive and patient-centric healthcare experience.

## Your Ideas for Improving Patient Experiences

Building your patient experience can be as small as taking out the “magazine graveyard” in your lobby, or as big as training a patient care coordinator.

What's your easiest opportunity to upgrade your patient experience?

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Here's a simple way to look at your patient experience. You can look at these four key points to design the right patient experience for your practice.



You may need support along the way. Your most important resources are time and attention as you develop your patient experiences. Keep in mind that your business practices such as leadership, services offered, and practice strategy can greatly impact patient experiences. I also provide training if you prefer a more personalized approach. Don't hesitate to reach out to [ryan@ryanmainey.com](mailto:ryan@ryanmainey.com)!

## References

\*1: Binary Foundation: Research called "Patient Experience Leads to Revenue", 2020

\*2: Agency for Healthcare Research & Quality: "Consumers Assessment of Healthcare Providers and Systems", 2021

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