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Patient and Family Experience Commitments

Insights from the 2019 Post Acute Care Collaborative Special Session

At January's special session, we asked attendees to identify the top five commitments they wanted to make to improve the patient and family experience. A summary of those changes, broken out into four broad categories, is provided below.

I will make sure each patient and family member:



Has the opportunity to provide input on their care plan

Sample commitments from attendees:

- Patients will have, to the highest practicable degree, choice in their care and lifestyle experience
- Patients and families will have the opportunity to provide input into their care and the way in which they receive care



Is kept well informed of patient progress and opportunities

Sample commitments from attendees:

- Patients and families will feel adequately educated and understand the information provided to them
- Patients and family members will have the opportunity to ask questions and receive answers they understand



Feels safe and well cared for by all staff members

Sample commitments from attendees:

- Patients will feel safe and secure
- Patients and families will know we are doing everything we can to achieve the best results
- Patients and family members will understand who to contact if there are questions or concerns along the way



Feels valued by and connected to staff members

Sample commitments from attendees:

- Patients and families will have a level of connection and confidence in each team member and to the team as a whole
- Patients and families will feel respected with regard to their preferences, beliefs and behaviors