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# Managing The Patient Experience

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Patients are expecting **more** from their healthcare providers.

The fast-emerging critical element of the increasingly competitive healthcare puzzle has become “patient experience management.” Along with clinical excellence and financial stability, healthcare systems are being ranked and evaluated by objective assessors and the public alike. Each and every way that a patient (and their family) touches your organization becomes part of the “patient experience.”

We at ILS are uniquely qualified to help you have a positive impact on every aspect of your patients’ experiences, bringing a combination of proven best practices in experience management, combined with years of healthcare-specific application.

System-wide strategies & one-on-one results.

All too frequently “managing the patient experience” is part of senior leadership meeting agendas, where inevitably the consensus is, “we’re all responsible for managing the patient experience.” While that may be true, only by having a dedicated individual or team in place - specifically tasked with managing patient experiences - can hospitals effectively cut through departmental turf issues and truly improve quality and efficiency all on behalf of patients. The solution: global strategies with local application.

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Your leadership team will understand...

The responsibilities and obstacles that come with managing patient experiences and will help you answer fundamental questions like:

- Where does true patient loyalty come from?
- What is the best organizational approach to managing patient experiences?
- How do you “translate” global strategies to accommodate differences among departments (inpatient vs. outpatient, clinical vs. non-clinical)
- How can we “hardwire” patient experience management so that it becomes part of a continuous-improvement engine?

At ILS, the goal is always twofold:

To share proven best practices  
& transfer methodology

so that you quickly build in-house expertise. By “teaching you how to fish,” your improvement efforts are sustained, even without ILS by your side.



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