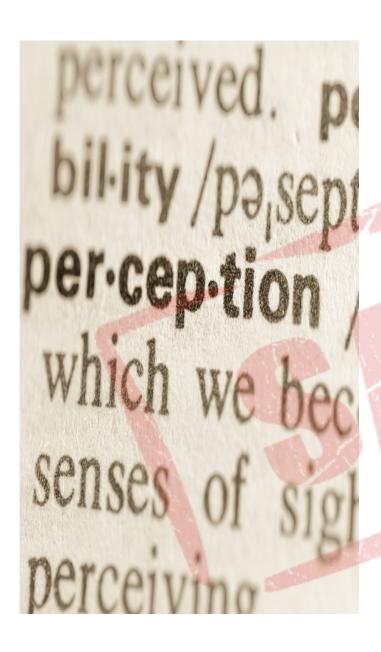


## CUSTOMIZABLE POWERPOINT PRESENTATIONS

Sample Document





## Session What you'll learn...

- View the healthcare experience from the patient/ family's perspective
- Recognize what's most important to our patients and their families when they receive medical care and service
- Identify actions you can take to deliver those things that matter most to patients (and thereby impact their perception of the experience)

## What Patients Need From Us



What do <u>you</u> think patients and their families need from us when they come here for care and service?

## **High Priority for Patients and their Families**



Treat with courtesy and respect

Understand feelings of vulnerability

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