



CUSTOMIZABLE POWERPOINT PRESENTATIONS

Sample Document



What Matters Most to Patients



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



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What do you 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