

Strategies to Improve Patients' Perception of Care

5 TIPS TO IMPROVE PATIENTS' RATING OF HEALTHCARE

Patients are more likely to rate their healthcare highly when they feel heard, respected and involved in their care. Here are five simple ways to enhance patient experience:

1. Listen First

Give patients time to share their concerns.

Example: Ask, "What concerns would you like to discuss today?"



2. Use Clear Language

Avoid medical jargon and explain next steps clearly.

Example: "We'll call you with your test results within two days."



3. Involve Patients in Decisions

Partner with patients when discussing treatment options.

Example: "Let's review the options and decide what works best for you."

4. Show Empathy

Acknowledge concerns and demonstrate compassion.

Example: "I understand this has been frustrating. Let's work through it together."



5. Follow Through

Ensure patients receive timely results, referrals and follow-up care.

Example: Call patients promptly with test results or after a hospital stay.

Patients who feel listened to, respected and supported are more likely to report positive experiences and give higher ratings to their healthcare providers. Small improvements in communication and follow-up can make a lasting impact.

Looking for additional tools, best practices and resources to improve patient experience? Visit the Patient Experience Hub for educational materials, provider resources, member experience strategies and practical tips to help enhance customer service, improve access to care and strengthen patient-provider relationships.

Visit the Patient Experience Hub

to access the latest resources and support your patient experience improvement efforts.