96 percent of patient complaints are related to every touchpoint during a patient's stay. Research shows the healthcare system relies on every touchpoint, and a positive patient experience in a hospital or medical setting can lead to increased patient satisfaction, improved patient outcomes, and reduced readmissions.

**AT A GLANCE**

**THE PATIENT JOURNEY**

**IMPROVE PATIENT SATISFACTION AT EVERY TOUCH**

- **DAILY CLEAN**
  - Clean patient rooms, restrooms, and meal preparation areas.
  - Ensure a positive patient experience every step of the way.

- **SURVEY**
  - Conduct surveys to understand patient needs and preferences.
  - Use patient feedback to continuously improve services.

- **BREAKFAST**
  - Serve hot, quality meals promptly.
  - Delight patients with a diverse, appetizing menu.

- **CAFÉ DINING**
  - Provide a comfortable, inviting atmosphere.
  - Offer a variety of tasty, nutritious meal options.

- **DINNER**
  - Serve hot, quality meals promptly.
  - Delight patients with a diverse, appetizing menu.

- **ENVIRONMENTAL SERVICES**
  - Clean and maintain patient rooms, restrooms, and other areas.
  - Ensure a positive patient experience every step of the way.

- **FAMILY VISIT**
  - Provide a comfortable, inviting atmosphere.
  - Offer a variety of tasty, nutritious meal options.

- **NURSE ENGAGEMENT**
  - Train nurses to engage with patients in a friendly and supportive manner.
  - Provide additional support to nurses and staff.

- **MAINTENANCE**
  - Maintain facilities and equipment.
  - Ensure a positive patient experience every step of the way.

- **PROCEDURES TO TESTING AND TREATMENT**
  - Provide a comfortable, inviting atmosphere.
  - Offer a variety of tasty, nutritious meal options.

- **TRANSPORT**
  - Train transport team to deliver patients to their destinations safely, quickly.
  - Empower EVS teams to work diligently in less stressful situations.

- **MAINTENANCE**
  - Maintain facilities and equipment.
  - Ensure a positive patient experience every step of the way.

- **REQUEST**
  - Provide clear, easy-to-follow processes.
  - Ensure task completion with minimal inconvenience to the patient.

- **DINING**
  - Provide a comfortable, inviting atmosphere.
  - Offer a variety of tasty, nutritious meal options.

- **DISCHARGE**
  - Ensure patients have all belongings, medications, and discharge plans.
  - Deliver a personalized thank you card.

- **ADMISSION**
  - Provide a comfortable, inviting atmosphere.
  - Offer a variety of tasty, nutritious meal options.

- **SURVEY**
  - Conduct surveys to understand patient needs and preferences.
  - Use patient feedback to continuously improve services.

- **ENABLING PATIENT ENGAGEMENT**
  - Provide tools and resources for patients.
  - Ensure a positive patient experience every step of the way.

- **REFERRALS, GENERATING VOLUMES, AND ADDITIONAL REVENUE**
  - Provide tools and resources for patients.
  - Ensure a positive patient experience every step of the way.

- **CRITICAL PATH**
  - Provide a comfortable, inviting atmosphere.
  - Offer a variety of tasty, nutritious meal options.

- **SMART UV EQUIPMENT**
  - Protect your patients against harmful germs.
  - Ensure a positive patient experience every step of the way.

**Sources**

- Advisory Board: “Patients’ top complaint? It isn’t doctors or nurses, study finds”
- Advisory Board: “Optimizing the Cardiovascular Patient Experience”

**17 Ways to Enhance the Patient Journey**

- **1.** Empower your EVS team to work diligently in less stressful situations.
- **2.** Train your transport team to deliver patients to their destinations safely, quickly.
- **3.** Provide a comfortable, inviting atmosphere.
- **4.** Ensure a positive patient experience every step of the way.
- **5.** Protect your patients against harmful germs.
- **6.** Provide tools and resources for patients.
- **7.** Ensure patients have all belongings, medications, and discharge plans.
- **8.** Provide a comfortable, inviting atmosphere.
- **9.** Offer a variety of tasty, nutritious meal options.
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- **11.** Offer a variety of tasty, nutritious meal options.
- **12.** Provide a comfortable, inviting atmosphere.
- **13.** Offer a variety of tasty, nutritious meal options.
- **14.** Provide a comfortable, inviting atmosphere.
- **15.** Offer a variety of tasty, nutritious meal options.
- **16.** Provide a comfortable, inviting atmosphere.
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