

THE PATIENT JOURNEY AT A GLANCE

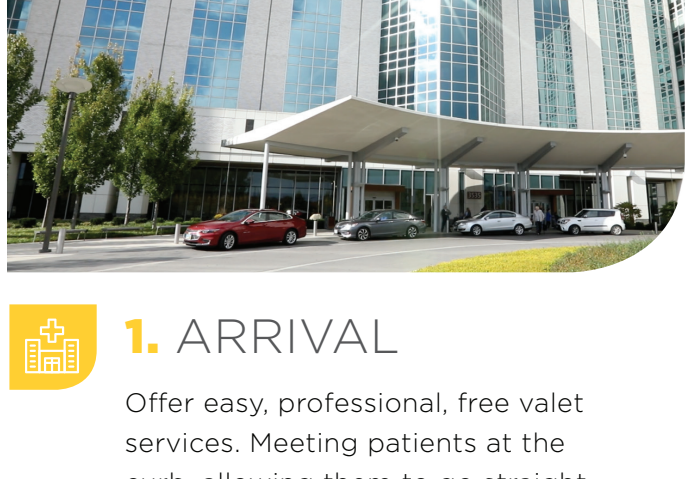
IMPROVE PATIENT SATISFACTION AT EVERY TOUCH

A positive patient experience in a hospital or healthcare system relies on every touchpoint, every time during a patient's stay. Research shows 96 percent of patient complaints are related to their overall experience rather than medical care, resulting in ample room for improvement.¹



80% of healthcare leaders report that patient experience is as important to driving referrals, generating volumes, and enhancing revenues as is clinical quality.²

17 Ways to Enhance the Patient Journey



1. ARRIVAL

Offer easy, professional, free valet services. Meeting patients at the curb, allowing them to go straight to admissions.



2. ADMISSION

Upon arrival, ensure patients meet their Patient Experience Manager. Give them contact names and phone numbers so they can call if they need anything.



3. LUNCH

Tastes don't change when consumers are in a hospital bed—they want the same fresh, flavorful and varied offerings as they would get any time they dine away from home. Menus that offer authentic global cuisines and the ability to customize options will empower patients to choose the on-trend and comforting flavors they want.



64% of patients look forward to meal time; they are empowered to choose what they want to eat.³ Ensure your menus allow for a sense of normalcy during an otherwise stressful situation.



4. NURSE ENGAGEMENT

Relieve your nurses of as many non-clinical tasks as possible. Remove basic service requests like meal ordering allowing them to spend time focusing on patient care.



5. TRANSPORT TO TESTING AND PROCEDURES

Train your transport team to not only deliver patients to their destinations safely, but to engage with them. Provide friendly and supportive conversation during a normally stressful time.



6. MAINTENANCE REQUEST

Have an easy, clear process in place for requesting maintenance—then make sure tasks are completed with minimal inconvenience to the patient.



7. DAILY CLEAN

Empower your EVS team to work diligently while putting patients' minds at ease. Provide tent cards to show rooms were cleaned and disinfected. Highlight innovative technology in use, such as Tru-D, which is designed to kill germs and bacteria.



99% Tests have shown Tru-D SmartUVC can result in 99.9% elimination of harmful germs.⁵



8. DINNER

Change patients' notion of "hospital food," and offer fresh, creative meals created at the perfect temperature. Food carts equipped with a cooling compartment on one side and a heating compartment on the other keep food tasting delicious. Serve meals in restaurant-quality tableware.



9. CAFÉ DINING

Impress hospital visitors (and your staff!) who dine in the café with authentic global cuisines, plant-forward options, and an expansive menu that appeals to all palates. Implement technology, like ordering kiosks, to offer speed and customization, as well as to drive additional revenue.



10. FAMILY VISIT

Ensure every aspect of a visitor's experience is perfect, from spotless restrooms to fresh cookies at the market.



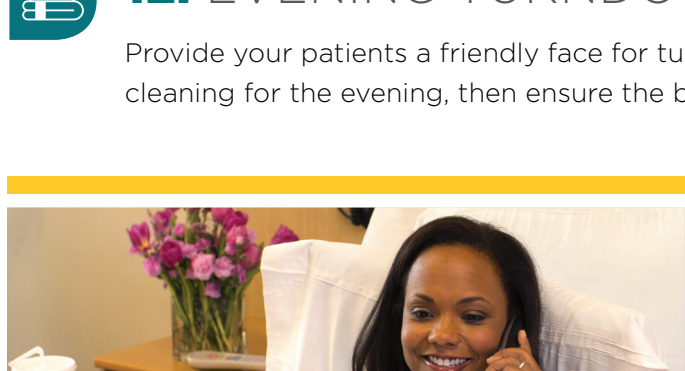
11. ENVIRONMENTAL SERVICES

Create comfortable environments for your patients by focusing on efficiency and quality. Enlist the help of innovative technologies that extend the life and appearance of facilities.



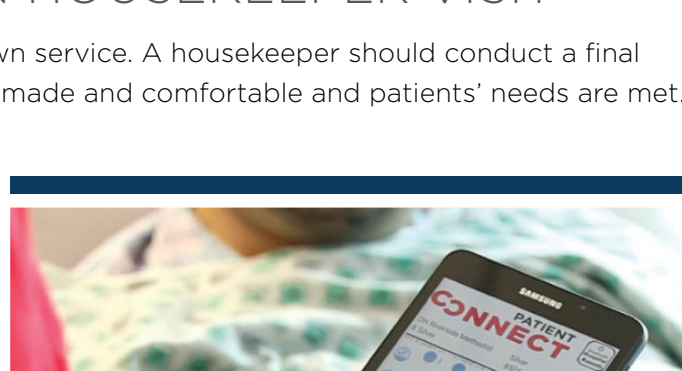
12. EVENING TURNDOWN HOUSEKEEPER VISIT

Provide your patients a friendly face for turndown service. A housekeeper should conduct a final cleaning for the evening, then ensure the bed is made and comfortable and patients' needs are met.



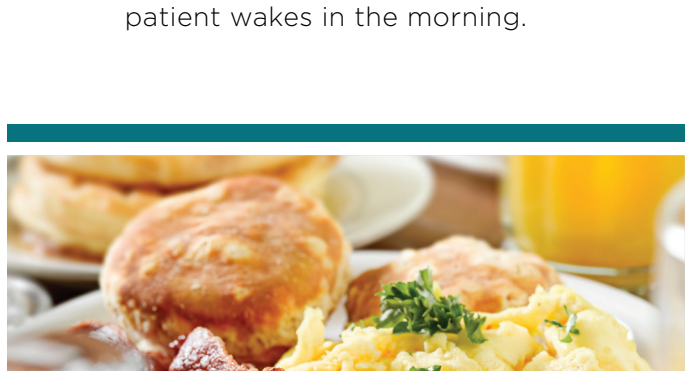
13. EVENING MENU DELIVERY

Offer a late night snack and place tomorrow's breakfast order so their meal will be delivered on time when the patient wakes in the morning.



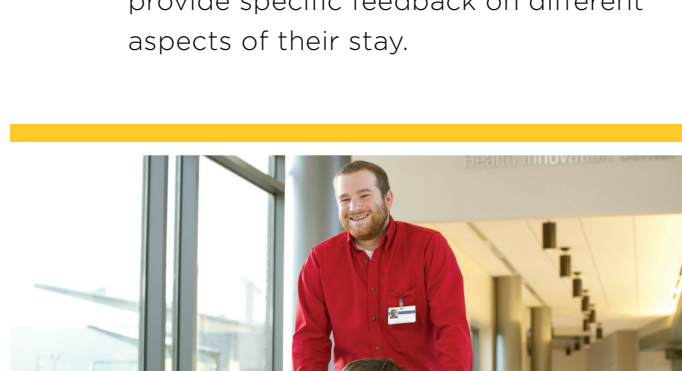
14. ROUNDING

At the end of the evening, ask your patients about their experience while staying in the hospital. Using handheld tablets makes it easy for patients to provide specific feedback on different aspects of their stay.



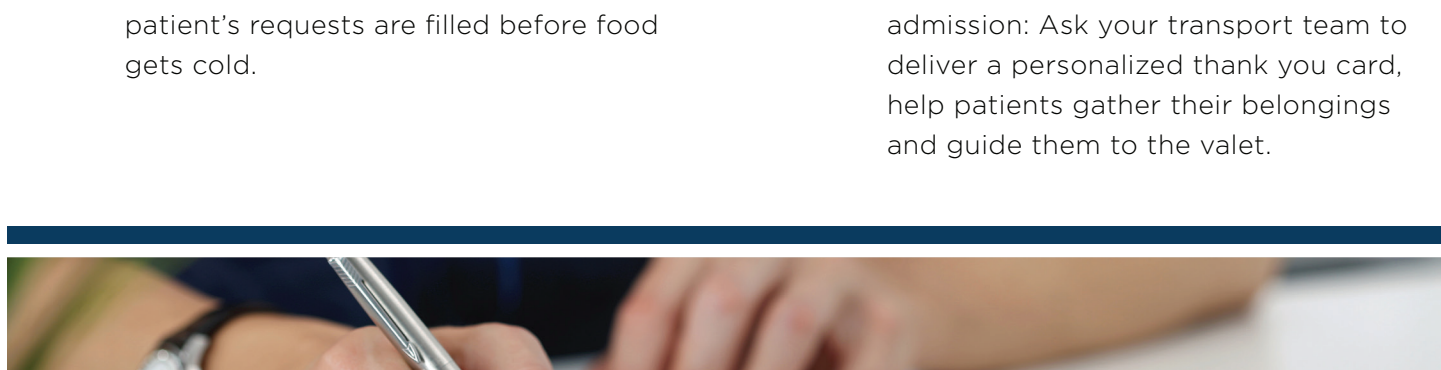
15. BREAKFAST

Deliver food hot and make sure each patient's requests are filled before food gets cold.



16. DISCHARGE

Make discharge as pleasant as admission: Ask your transport team to deliver a personalized thank you card, help patients gather their belongings and guide them to the valet.



17. SURVEY

Review the touchpoints above to ensure your patients share a positive experience—from friendly staff and a clean environment to high quality food and personalized touches.



One bad experience can cause negative feedback at survey time. Partnering with an experienced provider that shares your organization's goals and delivers the best support to your patients, caregivers, equipment and facilities is the only way to ensure a positive patient journey every step of the way.

Discover if Aramark is the right provider for you in our comprehensive guide, [Why Aramark?](#)

Sources

1. Advisory Board: "Patients' top complaint? It isn't doctors or nurses, study finds"
2. Advisory Board: "Optimizing the Cardiovascular Patient Experience"
3. Aramark HC Dining Insights
4. Aramark HC Dining Insights
5. Why UV Equipment isn't the Panacea for Infection Control