

Patient Experience Improvement Priorities Worksheet



Use this worksheet to brainstorm opportunities for improving patient experience.

Step 1. Review Patient Experience Data

Review data collected from patients and staff, as well as any other data sources that can contribute to a fuller understanding of patient experience. Consider **what is working well**, and **what could be improved?** Jot down ideas in the table below.

Data Source	What is working well?	What could be improved?
Patients (e.g., Patient Satisfaction Survey)		
Staff (e.g., Patient Experience Organizational Assessment, Staff Satisfaction Survey, observations)		
Other (e.g., community stakeholders, web traffic, etc.)		

Step 2. Brainstorm Priority Areas for Improvement

Looking across data sources, consider what are recurring themes around areas of improvement in each of four domains: clinic systems, patient interactions, physical and virtual environment, and staff experience and engagement. Use reflections on the data to fill out the **Priority Areas for Improvement** in the table below.

Patient Experience Domain	Priority Areas for Improvement
Clinic Systems	<i>Example: There is a lot of redundancy in data we collect from patients in our intake forms.</i>
Patient Interactions	<i>Example: Sometimes patients are in the waiting room for a long time before they are noticed by staff.</i>
Physical and Virtual Environment	<i>Example: Sometimes you can hear exam room conversations in the hallway, which is a concern for patient privacy.</i>
Staff Experience and Engagement	<i>Example: Front desk staff have ideas for improving clinic flow but are not sure how or where to share those ideas with each other.</i>