

# Patients' experience of using hospital services

An analysis of trends in inpatient surveys  
in NHS acute trusts in England, 2005–13

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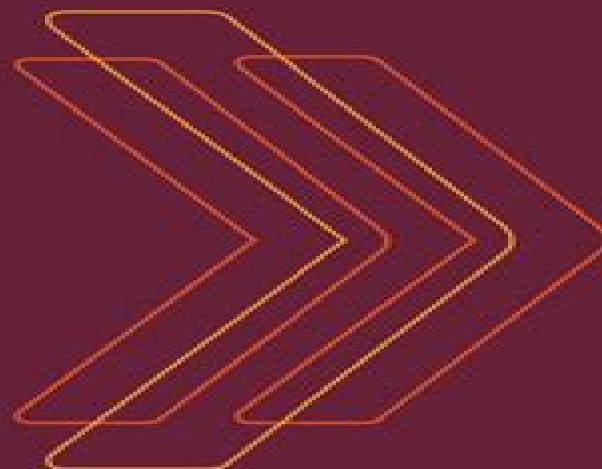
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**November 2015**



# Patients Experience Using Hospital Services

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## **Patients Experience Using Hospital Services:**

Understanding and Using Health Experiences Sue Ziebland, Angela Coulter, Joseph D. Calabrese, Louise Locock, 2013-04-04 Improving patient experience is a global priority for health policy makers and care providers This book critically examines the various ways in which people s experience of health and healthcare can be recorded analysed and therefore improved

Exceptional Healthcare: Transforming Patient Experience Through Service Excellence Piper Ann Stewart, This enlightening book takes you on a captivating journey revealing how healthcare professionals can deliver exceptional care to their patients and enhance their overall experience Through a comprehensive exploration of the importance of personalized and compassionate service it offers insights strategies and practical tools for transforming the quality of patient care With a focus on creating an environment that prioritizes patient happiness and satisfaction the book highlights the significance of establishing open lines of communication and fostering meaningful connections between healthcare providers and their patients By emphasizing the value of empathy active listening and patient centric care the authors provide healthcare professionals with invaluable guidance to redefine their approaches Delving into various case studies and real life scenarios Exceptional Healthcare showcases exemplary institutions and healthcare experts who have successfully implemented service excellence programs Readers will gain a deeper understanding of the strategies employed by these leaders for improving patient experience and fostering a culture of exceptional care Additionally the book emphasizes the significance of continuous learning and improvement within the healthcare sector Through the integration of advanced technologies and data driven insights healthcare professionals can elevate their service quality and efficiency ultimately enhancing patient satisfaction and outcomes Written in an accessible and engaging style this book is a rich resource for healthcare practitioners administrators and anyone in the industry seeking to revolutionize patient care through service excellence Its thoughtful exploration of how exceptional healthcare can transform the patient experience provides concrete steps and practical advice for creating positive change within the healthcare ecosystem Embark on a transformative journey towards providing unparalleled care and achieving excellence in healthcare with this enlightening read

**Issues in Healthcare Management, Economics, and Education: 2013 Edition** ,2013-05-01 Issues in Healthcare Management Economics and Education 2013 Edition is a ScholarlyEditions book that delivers timely authoritative and comprehensive information about Health Care Management The editors have built Issues in Healthcare Management Economics and Education 2013 Edition on the vast information databases of ScholarlyNews You can expect the information about Health Care Management in this book to be deeper than what you can access anywhere else as well as consistently reliable authoritative informed and relevant The content of Issues in Healthcare Management Economics and Education 2013 Edition has been produced by the world s leading scientists engineers analysts research institutions and companies All of the content is from peer reviewed sources and all of it is written assembled and edited by the editors at ScholarlyEditions and available

exclusively from us You now have a source you can cite with authority confidence and credibility More information is available at <http://www.ScholarlyEditions.com> *Transforming Leadership, Improving the Patient Experience* Alan T. Belasen, Ph.D., Barry Eisenberg, Ph.D., Jill Borgos, Ph.D., 2024-02-27 This book focuses on the patient experience as a leadership strategy It explores the relationships between coordinated care expert leadership provider patient communications and the patient experience When clinical and nonclinical staff collaborate effectively healthcare teams can improve patient outcomes prevent medical errors improve efficiency and increase patient satisfaction Surprisingly however healthcare leaders tend to prioritize specific metrics to improve hospital performance and patient satisfaction even though patient experience and provider patient communications are intertwined Determining the most effective strategy for achieving higher levels of service quality and patient satisfaction can prove elusive for providers Consider the evidence a survey in 2012 of more than 17 000 healthcare leaders in North America for example found that leaders perceptions did not always match the data and many hospital leaders overestimated the performance of their hospitals Over 75% of the hospital leaders reported quality of care was something their hospital did well while their patients on average rated them lower on perceived service quality Ten years later in 2022 only a few providers integrated best practices to achieve high patient satisfaction which severely impacted CMS Hospital Star Rating This has significant effects on profit margins since patients consider the star rating differentials in their choices of hospitals and are willing to pay upward of 17% extra for treatments in 5 star hospitals a revenue generating source of income at times when hospitals have seen falling revenues down 4 8% and rising labor up 37% from pre COVID 19 pandemic levels To reduce the gap between perception and reality hospital leaders can consider the link between communication goals e g responsiveness of hospital staff pain management communication about medicines and outcomes e g increased adherence and compliance readmission healthcare delivery costs hospital overall ratings as well as improve the patient experience When intentions and outcomes are aligned they create a powerful medium by which healthcare leaders can evaluate the gaps that exist between patient care measures and best practices and mitigate organizational or technological factors relevant to improving the patient experience When the alignment is optimal care teams develop a better sense of shared purpose become more committed and accountable and work together to improve the patient experience When accomplished patients participate more fully and actively in the exchange and are discharged with an enhanced commitment to carry out care management requirements Key topics in this practical guide include provider patient communications demonstrating the value of patient focused care how physician and nurse executives use synergy as a strategy engaging board members in promoting quality and safety goals and in developing hospital community partnerships building bridges between physicians administrators trustees and hospital staff and developing a leadership pipeline [Inpatient Functional Communication Interview](#) Robyn O'Halloran, Linda Worrall, Deborah Toffolo, Chris Code, 2019-10-08 The Inpatient Functional Communication Interview Screening Assessment and Intervention IFCI SAI is a

set of four resources for speech language pathologists SLPs and other healthcare professionals working in acute and rehabilitation hospitals They can be used separately or together to enhance patient provider communication in hospitals The IFCI SAI has been developed so healthcare professionals can identify and support patients who have difficulty communicating with a focus on patients with communication disability The following resources are included Screening Questionnaire Designed to identify patients who have difficulty communicating about their healthcare and will need support to communicate with healthcare providers in hospital Inpatient Functional Communication Interview IFCI A semi structured interview that the SLP conducts at the patient s bedside During the interview the SLP investigates how well the patient can communicate in everyday healthcare communication activities If the SLP and patient have difficulty communicating the clinician investigates if any communication supports or strategies enable successful communication Impairment Rating Scales These assist the SLP to rate their initial clinical impressions of the patient s speech intelligibility spoken language and cognitive communicative function Each rating scale provides descriptions of speech language and cognitive communicative function on a five point scale ranging from no impairment to complete impairment Environmental Questionnaires EQs The set of EQs assist SLPs and other healthcare professionals to screen the communicative environment for factors influencing patient provider communication in their setting Once the factors that influence patient provider communication have been identified SLPs and other healthcare professionals may be better informed and more able to systematically address these factors to develop communicatively accessible hospital services

Storytelling with Data in Healthcare Kevin Masick, Eric Bouillon, 2020-11-29 With the constant evolution of change in healthcare from both a technology and governmental perspective it is imperative to take a step back and view the big picture Relying on hunches or beliefs is no longer sustainable so avoid jumping to conclusions and making decisions without thoroughly understanding the statistics being analyzed The triple aim of statistics is a conceptual model laying the foundation for improving healthcare outcomes through statistics This foundation is know your numbers develop behavioral interventions and set goals to drive change With the availability of electronic data sources the quantity and quality of data have grown exponentially to the point of information overload Translating all this data into words that tell a meaningful story is overwhelming This book takes the reader on a journey that navigates through this data to tell a story that everyone can understand and use to drive improvement Readers will learn to tell a narrative story based on data to develop creative innovative and effective solutions to improve processes and outcomes utilizing the authors tools Topics include mortality and readmission patient experience patient safety survey governmental initiatives CMS Star Rating and Hospital Compare Storytelling with Data in Healthcare combines methodology and statistics in the same course material making it coherent and easier to put into practice It uses storytelling as a tool for knowledge acquisition and retention and will be valuable for courses in nursing schools medical schools pharmacy schools or any healthcare profession that has a research design or statistics course offered to students The book will be of interest to

researchers academics healthcare professionals and students in the fields of healthcare management and operations as well as statistics and data visualization      *The Virtual Hospital* Paul Grant,2024-09-30 This book describes the current picture of healthcare and how medicine can develop in the 21st century to provide traditional hospital services differently with the use of clinical digital transformation Technological and social developments are enabling doctors patients tech developers entrepreneurs and policy makers to recognise that care delivery can be achieved in novel and interesting ways far from the classic bricks and mortar approach There are multiple triggers for change including the ageing population limitations of existing clinical capacity and the COVID pandemic accelerating the use of remote technologies along with patient demands and expectations being higher than ever With the speed of development of so many new technologies it is hard to keep track of them plus there is a need to scrutinize their claims and true potential for significant improvements in care delivery The increasing global emphasis on the use of virtual wards a way of remotely monitoring patients in their own homes and freeing up hospital beds raises questions about the use of such systems of care and how they may be prone to safety failures and higher costs The rush to use them needs to be balanced with the right level of evaluation and assurance The Virtual Hospital explores the many approaches by which traditional medical practice is changing and the potential for new technologies everything from biohacking to AI to disrupt the existing paradigm The goal is to assess and challenge whether the claims for such developments are robust and beneficial rather than merely praising how shiny and clever the future looks Consequently this book is of enormous value to all involved in the provision of care from physicians nurses and healthcare planners to data scientists and healthcare leaders in all clinical settings      **Proceedings of 32nd Euro Nursing & Medicare Summit**

**2017** ConferenceSeries, October 26 28 2017 Paris France Key Topics Nursing practice Nursing education Nursing Management Nurse Practitioner Updates Disaster Nursing Travel Nurse Health Care and Management Types of Nursing Cancer and Tumor Nursing Cardiovascular Nursing Pediatric Nursing Midwifery Nursing Surgical Nursing Clinical Nursing Dental Nursing Critical care and Emergency Nursing Women Health Nursing Legal Nurse and Practitioner Rehabilitation Nursing Infectious Diseases Mental Health Nursing Practices Gynecology Obstetrics Geriatrics And Gerontology Anesthesiology Intensive care medicine Community Health Nursing      **Conceptual Foundations - E-Book** Elizabeth E. Friberg,Karen J. Saewert,2023-05-17 NEW Two new chapters include Fostering a Spirit of Inquiry The Role of Nurses in Evidence Based Practice and Diversity Equity and Inclusion Impact on Health Care and Nursing Care Strategies NEW Expanded content on interprofessional collaboration is added to this edition NEW Trauma Informed Care chapter covers the evolving science and role of nurses in addressing the care of individuals who have experienced trauma in multiple forms NEW Discussions of Healthy People 2030 and the Future of Nursing 2020 2030 are added to this edition      Service Business Model Innovation in Healthcare and Hospital Management Mario A. Pfannstiel,Christoph Rasche,2016-12-16 This book demonstrates how to successfully manage and lead healthcare institutions by employing the logic of business model

innovation to gain competitive advantages Since clerk like routines in professional organizations tend to overlook patient and service centered healthcare solutions it challenges the view that competition and collaboration in the healthcare sector should not only incorporate single end services therapies or diagnosis related groups Moreover the authors focus on holistic business models which place greater emphasis on customer needs and put customers and patients first The holistic business models approach addresses topics such as business operations competitiveness strategic business objectives opportunities and threats critical success factors and key performance indicators The contributions cover various aspects of service business innovation such as reconfiguring the hospital business model in healthcare delivery essential characteristics of service business model innovation in healthcare guided business modeling and analysis for business professionals patient driven service delivery models in healthcare and continuous and co creative business model creation All of the contributions introduce business models and strategies process innovations and toolkits that can be applied at the managerial level ensuring the book will be of interest to healthcare professionals hospital managers and consultants as well as scholars whose focus is on improving value generating and competitive business architectures in the healthcare sector **Putting Patients**

**First** Susan B. Frampton, Patrick A. Charnel, Planetree, 2008-10-27 The second edition of Putting Patients First showcases what Planetree facilities and the Planetree organization have learned about the commitments conditions practices and policies that are needed to do more than give lip service to being patient centered It should be read by every student nurse physician administrator trustee policy maker and lay person who is committed to creating healing environments holding facilities accountable for their rhetoric and truly reforming health care Issues Patients Face After Visiting a Provider John Henry Abakah, 2021-07-22 Most patients face issues regarding bill payments their care or documents after visiting a provider Payment concerns include disputes about bills and coverage issues Care related issues include high prescription prices medical errors and adverse drug events including false positives and false negative test results In addition foreign objects are sometimes left in patients after surgeries resulting in inflammation infection and abscess Equipment issues include faulty devices and equipment such as defibrillators and stents The Covid 19 pandemic exposed the need for infection control and effective personal protective equipment Document issues include disputes about getting medical records itemized statements and claim documents Security breaches such as hacking and theft often expose patient information to unauthorized use and increase the risk of identity theft and bad credit reports Solutions include providers adopting strategies to effectively capture data and analyzing them in a holistic manner Patients should also resolve disputes with the provider instead of ignoring them Some providers in turn offer financial assistance and payment incentives to patients Finally patients should influence local and national health policies and get involved in their state s legislative process Health Care Civil Rights Anna Kirkland, 2025 See the book summary below under Additional Info the system is telling me I can t add special character here That is not an appropriate response since there are no special characters in the book summary Contemporary Nursing

Barbara Cherry, Susan R. Jacob, PhD, RN, 2016-02-01 Thoroughly prepare for the rapidly evolving world of nursing with Contemporary Nursing Issues Trends Management 7th Edition Expert authors Barbara Cherry and Susan Jacob combine their own expertise from both academics and practice as they cover the relevant issues affecting today's nurses In 28 chapters including a new chapter on palliative care this comprehensive new edition takes readers through the evolution of nursing the role of the nurse today safe and effective decision making collaboration and communication leadership job opportunities and a number of timely issues affecting healthcare and nursing practice today Full color design enhances the narrative with a clear visually appealing explanation of concepts Humorous cartoons open each chapter to illustrate the chapter themes Vignettes at the beginning of each chapter personalize nursing history and practice and help readers understand their place in the profession Questions to Consider While Reading This Chapter follow the vignettes and prepare the reader for the topic to be discussed Key terms learning outcomes chapter overviews and chapter summaries help readers focus their learning experience Unit on Leadership and Management in Nursing includes content to prepare nurses to effectively function in the management roles expected of the professional nurse Unit on Career Management provides strategies on how to make the transition from student to practitioner and tips on how to pass the NCLEX RN Examination Case studies help readers apply theory to clinical practice NEW Chapter on palliative care focuses on how to best provide patients with relief from the symptoms and stress of a serious illness and how to improve the quality of life for both the patient and family NEW Combined chapter on quality improvement and QSEN keeps readers up to date on the latest competencies from the Institute of Medicine NEW Professional Ethical Issue boxes provide a short scenario about an ethical issue related to the chapter content NEW Updated coverage reflects the latest NCLEX test plan NEW Incorporation of Triple Aim in healthcare discusses ways to improve the health of the population enhance the experience and outcomes of the patient and reduce per capita cost of care for the benefit of communities NEW Expanded coverage of working in an interdisciplinary team reflects the changing healthcare landscape and need to work in collaboration with a variety of healthcare specialists     Using Patient Reported Outcomes to Improve Health Care John Appleby, Nancy Devlin, David Parkin, 2015-11-24 A practical introductory guide to the best use of Patient Reported Outcomes PROs to improve the quality of health care and patient health Only title to exclusively introduce explain and show how PROs can be best used to improve healthcare and patient outcomes Includes real life examples and case studies of PROs in practice Assesses the growing evidence base for PROs in practice Editor team from Office of Health Economics OHE The King's Fund and King's College London with contributions from practising clinicians GPs and other healthcare professionals     **From Silence to Voice** Bernice Buresh, Suzanne Gordon, 2013-05-03 To get the resources and respect they need nurses have long had to be advocates for themselves and their profession not just for their patients For a decade From Silence to Voice has provided nurses with the tools they need to explain the breath and complexity of nursing work Bernice Buresh and Suzanne Gordon



have helped nurses around the world speak up and convey to the public that nursing is more than dedication and caring it demands specialized knowledge expertise across a range of medical technologies and decision making about life and death issues Nurses and nursing organizations they write must go out and tell the public what nurses really do so that patients can actually get the benefit of their expert care The comprehensively revised and updated third edition of From Silence to Voice will help nurses construct messages using a range of traditional and new social media that accurately describe the true nature of their work Because nurses are busy the communication techniques in this book are designed to integrate naturally into nurses everyday lives and to complement nurses work with patients and families **Advances in Intelligent**

**Networking and Collaborative Systems** Leonard Barolli, Isaac Woungang, Omar Khadeer Hussain, 2017-08-14 The aim of this book is to provide the latest research findings innovative research results methods and development techniques from both theoretical and practical perspectives related to intelligent social networks and collaborative systems intelligent networking systems mobile collaborative systems secure intelligent cloud systems etc and to reveal synergies among various paradigms in the multi disciplinary field of intelligent collaborative systems It presents the Proceedings of the 9th International Conference on Intelligent Networking and Collaborative Systems INCoS 2017 held on August 24 26 2017 in Toronto Canada With the rapid evolution of the Internet we are currently experiencing a shift from the traditional sharing of information and applications as the main purpose of the Web to an emergent paradigm that puts people at the very centre of networks and exploits the value of people s connections relations and collaborations Social networks are also playing a major role in the dynamics and structure of intelligent Web based networking and collaborative systems Virtual campuses virtual communities and organizations effectively leverage intelligent networking and collaborative systems by tapping into a broad range of formal and informal electronic relations such as business to business peer to peer and many types of online collaborative learning interactions including the emerging e learning systems This has resulted in entangled systems that need to be managed efficiently and autonomously In addition the latest and powerful technologies based on Grid and wireless infrastructure as well as Cloud computing are now greatly enhancing collaborative and networking applications but are also facing new issues and challenges The principal objective of the research and development community is to stimulate research that leads to the creation of responsive environments for networking and in the longer term the development of adaptive secure mobile and intuitive intelligent systems for collaborative work and learning **Obstetrics: Normal and**

**Problem Pregnancies E-Book** Mark B. Landon, Henry L. Galan, Eric R.M. Jauniaux, Deborah A. Driscoll, Vincenzo Berghella, William A. Grobman, Sarah J. Kilpatrick, Alison G. Cahill, 2024-08-31 Selected for 2025 Doody's Core Titles in Obstetrics Maternal Mortality A Global Perspective Multiple Gestations and Substance Use Disorder in Pregnancy Features detailed illustrations from cover to cover including more than 100 ultrasound images that provide an important resource for normal and abnormal fetal anatomy Provides access to videos that enhance learning in areas such as Cesarean delivery and

operative vaginal delivery      Geriatric Medicine Frank Lally, Christine Roffe, 2014 People are living longer and the population over the age of 60 is burgeoning with repercussions for health services and healthcare expenditure in developed countries Crucially disease aetiology diagnosis and treatment in older people differ from the general adult population Older people often have complicated co morbidities and respond to treatment in different ways compared to younger people Evidence of efficacy of different treatments is often lacking because older people are under represented in clinical trials and the specific needs of older people are rarely discussed specifically in more general texts Geriatric medicine an evidence based approach is a clinical reference for health care professionals who manage older patients and summarizes up to date research literature in a style that can be directly applied by busy healthcare professionals and provide a useful resource for reference      **Health Care Financing Review** ,1988

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## **Table of Contents Patients Experience Using Hospital Services**

1. Understanding the eBook Patients Experience Using Hospital Services
  - The Rise of Digital Reading Patients Experience Using Hospital Services
  - Advantages of eBooks Over Traditional Books
2. Identifying Patients Experience Using Hospital Services
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Patients Experience Using Hospital Services
  - User-Friendly Interface
4. Exploring eBook Recommendations from Patients Experience Using Hospital Services

- Personalized Recommendations
- Patients Experience Using Hospital Services User Reviews and Ratings
- Patients Experience Using Hospital Services and Bestseller Lists
- 5. Accessing Patients Experience Using Hospital Services Free and Paid eBooks
  - Patients Experience Using Hospital Services Public Domain eBooks
  - Patients Experience Using Hospital Services eBook Subscription Services
  - Patients Experience Using Hospital Services Budget-Friendly Options
- 6. Navigating Patients Experience Using Hospital Services eBook Formats
  - ePub, PDF, MOBI, and More
  - Patients Experience Using Hospital Services Compatibility with Devices
  - Patients Experience Using Hospital Services Enhanced eBook Features
- 7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Patients Experience Using Hospital Services
  - Highlighting and Note-Taking Patients Experience Using Hospital Services
  - Interactive Elements Patients Experience Using Hospital Services
- 8. Staying Engaged with Patients Experience Using Hospital Services
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Patients Experience Using Hospital Services
- 9. Balancing eBooks and Physical Books Patients Experience Using Hospital Services
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Patients Experience Using Hospital Services
- 10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
- 11. Cultivating a Reading Routine Patients Experience Using Hospital Services
  - Setting Reading Goals Patients Experience Using Hospital Services
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Patients Experience Using Hospital Services

- Fact-Checking eBook Content of Patients Experience Using Hospital Services
- Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
- 14. Embracing eBook Trends
  - Integration of Multimedia Elements
  - Interactive and Gamified eBooks

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