

HOW UBTs CAN LISTEN TO PATIENT VOICES

Invite patients to tell their stories in person, in writing or by video

Make post-discharge phone calls

Host a patient breakfast with leaders or staff

Engage in video storytelling

Shadow a patient throughout a care experience

Round on patients

Invite a patient who is a member of your facility's or region's advisory committee to take part in one of your performance improvement projects

Here are some ways to get started incorporating the patient point of view into your UBT's performance improvement work.

Adapted from "Patient and Family Centered Care: Toolkit for Engaging Members in Improvement" on the KP intranet.