

The infographic features a central dark blue circle with the title 'HOW UBTs CAN LISTEN TO PATIENT VOICES'. This central circle is connected by lines to eight surrounding colored circles, each containing a specific method. The methods are: 'Invite patients to tell their stories in person, in writing or by video' (teal circle), 'Make post-discharge phone calls' (red circle), 'Host a patient breakfast with leaders or staff' (orange circle), 'Shadow a patient throughout a care experience' (teal circle), 'Round on patients' (red circle), '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' (teal circle), 'Engage in video storytelling' (orange circle), and 'Invite patients to tell their stories in person, in writing or by video' (teal circle). Each method is accompanied by a small circular icon: a notepad and pen, a telephone, a fork and knife, a hand with a heart, a person, a gear, a film strip, and a film strip. In the center, there is a photograph of three diverse individuals. At the bottom right, a silhouette of a doctor stands next to a speech bubble containing text. The background is a light gray with a faint circular pattern.

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.