

***IHI Person- and Family-Centered Care:
Transforming the Patient Experience Seminar***

October 15-16, 2013 • Chicago, IL

The following excerpt was written by a patient or family leader/advocate who shared insights from the [IHI Person- and Family-Centered Care: Transforming the Patient Experience seminar](#) in October 2013.

The IHI conference was a very enlightening and inspirational experience for me. As a volunteer on the newly formed Patient and Family Council at Maury Regional Medical Center in Columbia, Tennessee, learning from and sharing with other participants has been invaluable. As a member of the Patient and Family Council, my role is to understand what the patient experience means at Maury Regional and to work collaboratively with the leaders, caregivers, and patients of the Medical Center to focus on what matters.

Patient centered care is not a new concept. As healthcare has become more competitive, most organizations have focused on wowing the patient. However, it had been my experience that the healthcare providers determine what needs to be done to be patient centered. “Where are you in your Journey? Are you Doing To – Doing For – Doing With.” Your patients/family really emphasized this concept. Catherine Lee, VP Service Excellence, McLeod Regional Medical Center stated “We are really good about caring what you (the patient) think of us. We are not good about caring what you think.”

The number of organizations represented at this conference is evident that healthcare today recognizes the advantages (improved quality and safety) of creating partnerships between the caregivers and the patient/family in defining what it means to be a patient centered organization. Senior leadership support is essential and the patient centered care model must be incorporated into the organizations strategic plan to ensure success.

Our journey begins to partner with the patient to define the patient experience. Caregivers must understand that although the basic needs may be similar, each patient experience is different and must be individualized from the minute they walk in the door until discharge.

***- Doris Grant, Volunteer Patient Advocate, Maury Regional Medical Center, Columbia, TN
Tennessee Hospital Association, Hospital Engagement Network (HEN)***