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Improving the patient experience is an issue that many healthcare organizations face. Increased patient engagement has the potential to give patients a voice in their health and care, achieve better health outcomes, and reduce costs.

This month’s topic was suggested by Joe Deeter, MS, MHA, CPPS, CPHQ, Performance Improvement Systems Manager at Newark-Wayne Community Hospital.

To suggest a topic, please email wellness@rochesterregional.org. To read the full article, click the linked title.

- Haywood K, et al. (2015). Patient and public engagement in health-related quality of life and patient-reported outcomes research: what is important and why should we care? *Quality of Life Research*, 24(5), 1069-76. – click to request full text
- Needham BR. (2012). The truth about patient experience: what we can learn from other industries, and how three Ps can improve health outcomes, strengthen brands, and delight customers. *Journal of Healthcare Management*, 57(4), 255-263.

Bibliography compiled by Mary McVicar Keim, MS