



Experience Insights

The Patient Experience Team
University of Utah Health

What is Patient Experience?

Patient experience is the sum of all interactions you have as a patient or caregiver.

Here are some examples of how we learn about your experiences:

- Focus groups
- Advisory councils
- Surveys

We use your feedback to improve care at U of U Health's five hospitals and 12 community health centers that serve the people of Utah, Idaho, Wyoming, Montana, western Colorado, and much of Nevada.

Mission:

The mission of Experience Insights is to **listen to our patients and their caregivers and learn from their experiences** to improve care delivery at University of Utah Health.

What we do:

Experience Insights is a laboratory for listening to and partnering with patients. It is led by the Patient Experience team at University of Utah Health who:

Collects broad and diverse patient and caregiver voices using a variety of methods.

Translates patient insights into actionable system improvements.

Aspires to a seamless experience at University of Utah Health for every patient, no matter where they receive care.

Promotes a relationship-based culture to achieve a more equitable, inclusive, and welcoming environment for every person who gives and receives care.

Contact:

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How we listen and learn:

Complaints and grievances help us identify urgent need for improvement.

Focus groups capture direct feedback to improve health care. The University offers many focus groups on specialized and broad health care topics.

Leader rounding is when clinical and medical leaders visit areas they oversee, talk to patients and their caregivers and share what they learn.

Patient and family advisory councils meet to improve the way health care is delivered. This includes the Patient Design Studio (in-person) and Advise Utah (virtual) groups, as well as specialty advisory councils.

Surveys are sent after every patient visit to learn about your experience. Every survey is read, every comment analyzed, and any opportunity for improvement is shared with providers.