Welcome
2014
5th Anniversary
• 2100
  - Registered Attendees
• 49 States
• 39 Countries
• 228 International Attendees
• 212 Speakers
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Association of Academic Health Systems
American Medical Group Association
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American Hospital Association
Finding the heart of hospitality
Patient satisfaction and the healthcare experience

Analytical insights from patient narratives
The next step for better patient experience

The REDE model of healthcare communication
Optimizing relationship as a therapeutic agent

Enhancing the empathic connection
Using action methods to understand conflicts in end of life care

Association for Innovative Healthcare
THE ASSOCIATION FOR PATIENT EXPERIENCE

Positively Impacting the Delivery of Patient-Centered Healthcare

Our goal: To ensure quality of care is delivered while keeping the patient’s physical, educational, emotional and spiritual needs at the forefront.

READ MORE

JOURNAL OF PATIENT EXPERIENCE

JOURNAL
The official journal of the Association for Patient Experience will be available soon.

ABOUT JPE

WEBINAR

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Join us June 18 to learn how hospitals have mobilized their volunteers to enhance the patient and visitor experience.

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APPE sends out a monthly e-newsletter with articles, updates from the field, details of upcoming events, and links to resources.

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www.patient-experience.org
An in-depth case study of Cleveland Clinic’s revolutionary transformation around the customer—a powerful model for any leader seeking to drive positive organizational change.
Engaging Doctors in the Health Care Revolution

by Thomas H. Lee and Toby Cosgrove

May, 2014
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