Enhancing the Learner Experience of Patient Experience:

Engaging Trainees and Early Career Providers

Patrick Kneeland MD
@patrickkneeland
“This is a hospital, not a hotel!”
Explore the “adjacent possible”

Humanize the healthcare value equation

Make everything count twice

Amplify the patient voice
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amplify the patient voice
Value?
Value?
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Google Glass handed out to medical students at UC Irvine

The California school thinks the device will help students with anatomy, clinical skills, and hospital rotations.

by Dara Kerr @darakerr / May 14, 2014 6:09 PM PDT
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Value in Healthcare?
Healthcare Value

- Quality Improvement (evidence based care)
- Patient Safety (safety culture and never events)
- Patient Experience (HCAHPS, user experience)
- Cost (waste)
IHI/Don Berwick: Access, Science, Relationships

Michael Porter (NEJM): Health Status Achieved/Retained
Process of Recovery
Sustaining Health

Kano: Must-be’s
Performance Attributes
Attractive Quality
Explore the adjacent possible

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amplify the patient voice
Matthew Griffith, MD
Chief Resident
Quality and Patient Safety
Denver VA Medical Center

Don’t Panic:
You already think like a Quality Improvement Expert
Where is the patient in all of this?