I Can See Clearly Now:
Translating Patient Needs Into Action

University Health System
UniversityHealthSystem.com
San Antonio, Texas

Survey Methodology

- Interviewed patients about their priorities when seeing a doctor
- Surveyed 211 patients – 150 patients (who were waiting to see the doctor) and 61 UHS employees (as patients)
- Interviewed all patients in person, in English or Spanish, over a two-month period between February and April 2011
- Conducted surveys at six ambulatory sites

Top Ten Patient Needs

1. Clear, simple explanations.
2. Clear medication instructions: purpose, dosage, side effects.
3. Explanation of diagnosis.
4. All questions answered.
5. A doctor who listens.
6. To be seen on time.
7. Physicians who are patient.
8. To not feel rushed.
9. To be treated like they matter.
10. Courteous and friendly staff.

NRC Picker™ Key Drivers

During your most recent visit, did this doctor give you easy-to-understand instructions about taking care of these health problems or concerns?

During your most recent visit, did this doctor listen carefully to you?

During your most recent visit, did you get as much information about your condition and treatment as you wanted from this doctor?

Taking Action: Using Scenario-based Training

A series of real-life scenarios offer opportunities for improved communication with patients.