TO: Phyllis Albritton, Chair
CIVHC Data Sharing for Performance Measurement Work Group

FROM: Barbara Yondorf, Chair
CIVHC Consumer Engagement Work Group

DATE: April 28, 2009

RE: **Information of interest to patients**

The Consumer Engagement Work Group is pleased to forward to you a list of characteristics that, from the patient's point of view, make for the ideal patient experience. This list is based on a review of studies of what patients want and input from the Consumer Engagement Work Group. The work group is interested in having the Data Sharing for Performance Measurement Work Group collect and distribute information that gets at these factors. Our work group notes that often patient surveys are not the best way to get this information, especially with low-income and certain minority populations. Focus groups may be more revealing.

If you have any questions, please don't hesitate to contact our work group.

What Patients Want

- To be listened to, to be heard
- To be treated with respect, including but not limited to:
    - No hassles getting an appointment
    - No long wait times to see the doctor
    - No rushed interactions with the doctor
- Helped with basic health information
- To understand their health care options
- To get straight answers
- To understand why prevention, primary care, regular doctor visits and screenings are important
- Fast access to reliable health advice and results of lab tests and other diagnostic procedures
- Effective treatment delivered by trusted professionals
- Participation in decisions and respect for preferences
- Clear, comprehensible information and support for self-care
- Attention to physical and environmental needs
- Emotional support, empathy, and respect
- Involvement of, and support for, family and care givers
- Continuity of care and smooth transitions
- Have their doctors talk to one another
- Culturally competent care