Investigating the importance of physicians in the overall experience of patients, this paper incorporates numerous views in exploring physician perspectives on patient experience. These provocative insights underscore the importance of physicians in all facets of patient interaction.

While most physicians are content to show up and ‘go through the motions,’ the secret to success in the realm of patient-centered care is taking that extra step and making a real effort. While it may seem counterproductive to focus on physicians and other employees to improve the experience of patients, the heart of their experience lies with the attitude of their physicians. Engaging physicians on the issue is the root of all progress and problems on the topic, and thus is a crucial starting point. The truth is that quality care and service are necessarily intertwined; the two go hand-in-hand and should be addressed as such.

First, in this paper Dr. Latha Shankar shares her knowledge based on hands-on experience in the urgent care setting. She offers insight on the importance of various topics within the scope of patient experience including communication, active listening, lasting impressions, and the importance of quality care. Additionally, the paper includes six interviews with respected physician leaders from across the United States that offer thoughtful opinions on the various issues surrounding physician engagement in patient experience. “The perspectives shared provide us a real look at the challenges physicians face and the opportunities they have in contributing to overall patient experience,” said Jason Wolf, executive director of The Beryl Institute. “They are relevant and critical considerations for all those committed to this important cause.” Improving the patient experience must begin at the point of contact; the point of contact is the interaction of physicians with patients.

To download the complete paper and access other patient resources, visit www.theberylinstitute.org.

About The Beryl Institute
The Beryl Institute serves as a professional home for stakeholders who recognize that the patient experience is an essential element in the execution and evaluation of healthcare performance. The Institute defines the patient experience as “the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.”