



Patient experience: Why it matters

You work hard to provide the best care possible for your patients. And that includes providing great patient interactions.

By working together, we can help ensure that patients' perceptions surpass their expectations – across the entire continuum of care. The benefits speak for themselves.



A great patient experience benefits your practice



Your patients

- Patients with better care experiences often have **better health outcomes**^{1,2}
- A patient experience that builds trust in the provider correlates with **patient satisfaction, adherence to treatment plans, and health outcomes**³
- Patient experience positively correlates with **improved outcomes in both disease management and prevention**⁴



Your practice

- **Patients are loyal** when they feel their doctor cares about them and delivers a quality experience. They're less likely to leave a provider if their experience is good⁵
- Patient experience initiatives **improve employee satisfaction and reduce staff turnover** because they make office processes and systems more efficient. They also reduce office staff conflict⁶
- A good patient experience correlates with **lower malpractice risk**^{7,8}
- In one study, each rise in patient-reported survey scores (on a 5-point scale) **lessened the provider's chances of being named in a malpractice suit by 21.7 percent**⁹



Your payer relationship

- A good patient experience supports a **positive experience for our members and in-network providers**
- Research shows that patient experience surveys are **reliable predictors of quality measures including better outcomes**¹⁰

We're with you every step of the way

**United
Healthcare**



We're here to support you

Talk to your UnitedHealthcare representative to review your patient experience scorecard.



Sources

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