

The Anatomy of a Great Patient Experience

Hospital patients suffer unnecessary pain and anxiety when their surroundings are poorly-managed. And low patient satisfaction can cost your hospital, big-time. 2% of Medicare and Medicaid reimbursements are now tied to patient satisfaction.¹ Beyond top-notch clinical care, how can your hospital provide its patients with a comfortable, healing experience?



1 Reliable Equipment

Properly maintained equipment instills patient confidence and takes stress off clinicians. The right vendor can save your facility up to 20% on medical equipment maintenance management.²

2 Clean Environment

Over 1.7 million patients per year contract HAIs, costing hospitals \$10 billion.³ A sterile environment reduces the risk of infection, protects patients, reassures their families, and improves employee morale.

3 Comfortable, Well-lit Facility

Patients expect their rooms to be well-lit and at a comfortable temperature. A proactive approach to HVAC and lighting upgrades saves money and enhances the patient experience.

4 Nourishing Menu

A food service program that provides great taste, good nutrition, and courteous service is key to patient healing and satisfaction. Patients who eat nutritiously during their stay are less likely to be readmitted.⁴

5 Clean Sheets

A hygienic, comfortable bed is key to the patient's healing and creating a positive perception of the facility's overall cleanliness. Proper linen sanitation tactics are also key to curbing the spread of HAIs.⁵

6 Patient Sitter/Companions

The national average hourly wage of a nurse is now above \$35 an hour.⁶ Patient companions can help provide critical attention they need while freeing up your costly nursing staff to focus on clinical needs.

7 Engaged Staff

When nurses are free to focus on clinical tasks, they report higher engagement and job satisfaction, creating better patient experiences. Hospitals with engaged workers report an 8% higher net revenue.⁷

Find the cure to patient dissatisfaction at [ABM.com/Healthcare](https://www.abm.com/Healthcare) or call 866.624.1520.

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