

Identify a friend, family member or acquaintance and conduct a short interview about an experience with a healthcare system they have had as a patient, caregiver or family. Document 2-3-page summary of the patient experience interview. The summary should address the positive and or negative experience(s) the patient/caregiver/family member had in the healthcare system. Identify if the experience can be categorized into one (or more) of the Institute of Medicine (IOM) 6 quality domains.

The paper should not exceed 3 pages, provides enough detail for the reader to understand the specific incident or situation that made the experience a positive or negative experience, and includes an analysis of how the experience relates to the IOM quality domains.

Rubric:

Topic	Percentage of grade
Clearly describes the patient/caregiver/family member healthcare story – include specific quotations, description of the where, when, how of the story in interviewee's terms	15%
Identifies/clarifies <u>if</u> the patient/caregiver/family member identified the situation as positive or negative	10%
Identifies/clarifies <u>why</u> the patient/caregiver/family member identified the situation as positive or negative	20%
Provides analysis of the patient story – to include what impact the experience had on the patient/family/caregiver (emotional, physical, financial, etc.)	20%
Provides analysis of the patient story – based on the IOM 6 Domains – define which, if any, of the quality domains are related to the patient experience	25%
Summarize your thoughts, feelings and what you learned by completing this interview assignment	10%
	100%

IOM Six Quality Domains

Safe: Avoiding harm to patients from the care that is intended to help them.

Effective: Providing services based on scientific knowledge to all who could benefit and refraining from providing services to those not likely to benefit (avoiding underuse and misuse, respectively).

Patient-centered: Providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.

Timely: Reducing waits and sometimes harmful delays for both those who receive and those who give care.

Efficient: Avoiding waste, including waste of equipment, supplies, ideas, and energy.

Equitable: Providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location, and socioeconomic status.