



# **Patient Council in Hospital of Lithuanian University of Health Sciences Kauno klinikos**

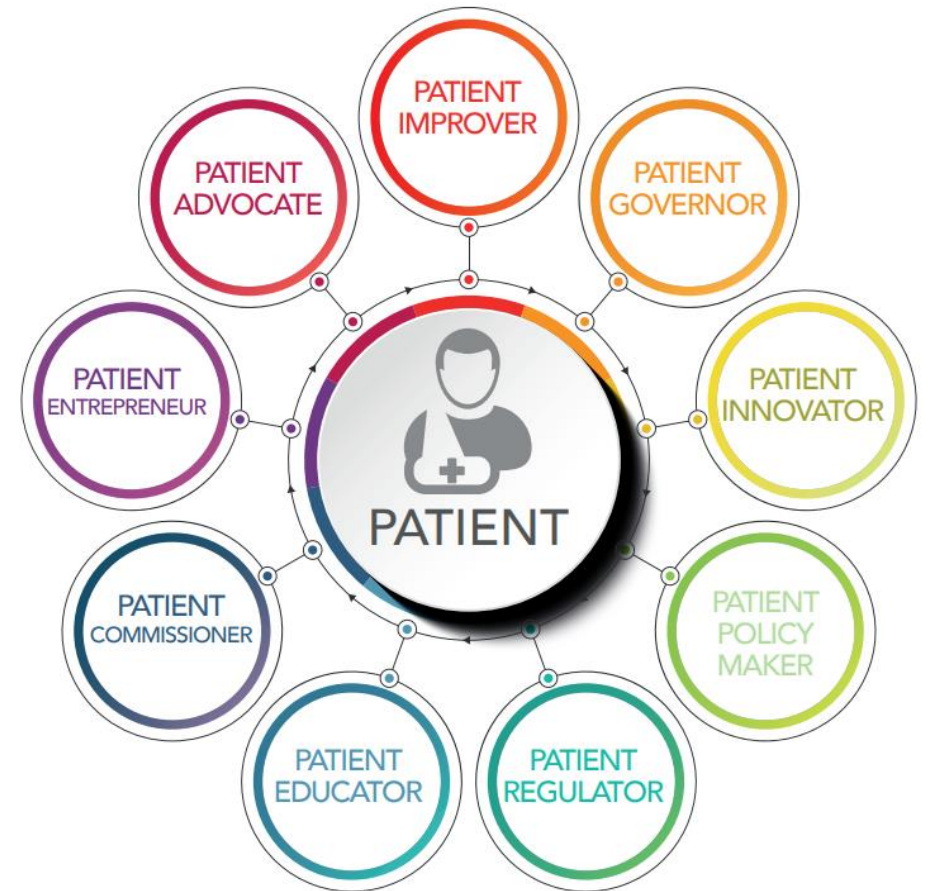
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# The value of patient experience

- **Health outcomes** are recognised as those events occurring as a result of an intervention and may **be measured clinically**, self-reported or observed.
- The patients who are engaged and can contribute to their care plans tend to **have better health outcomes**
- **The ways in which patient engagement contributes** to improved health care outcomes for both patients and care providers (hospital) **include:**
  - 1) **patient satisfaction**
  - 2) **patient involvement**



# Today's patients have higher expectations of health care providers



**Kauno klinikos – the first health care institution in the country with established and actively involved Patient Council**



- Employees who are aligned on specific behaviors that drive exceptional experience for customers
- Proactive, omni-channel access for customers who are making informed decisions about accessing health care services
- Investment in high-touch customer interactions
- Leadership alignment and accountability for customer experience as a strategic imperative
- Transforming the experience by leveraging customer insights and digital technology



**Thank you for your attention!**

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