

# Gallup's Patient Experience Index

As healthcare continues its evolution as a competitive, consumer-driven industry, organizations of different sizes and missions know their success lies in answering the same question: "How can I better understand my employees and my patients?" But understanding each of these groups is one thing; recognizing the relationship between employees and patients and improving this relationship is quite another.

For decades, leading healthcare organizations have partnered with Gallup to measure their employees' engagement with their organizations. They have relied on Gallup's scientific approach to accurately measure employees' emotional attachment to their work to help their organizations effectively manage their employees. And they have helped Gallup identify other aspects of employee engagement not specifically referenced in the Q<sup>12</sup> survey that has vital implications for their organization's quality of the environment, medical care, and financial performance.

For some time now, some of our clients added additional question items to their Q<sup>12</sup> surveys in an attempt to measure employees' thoughts and actions related to the patient experience. Other clients did not include such questions, but still voiced their opinions to Gallup about the importance of clearly measuring and understanding how employees affect patient experience initiatives. They wanted to know if engaged employees have a greater impact on the patient experience.

Gallup's qualitative research with our most successful healthcare clients indicated that managers and leaders at these organizations communicated with their employees in all departments, at least, weekly about the importance of the patient experience. To accurately and precisely measure and manage these experiences, Gallup researchers and senior scientists developed four question items targeted at consistently and accurately measuring employee engagement as it relates to the patient experience.

The Patient Experience Index allows for more meaningful comparisons between employee engagement and patient engagement. The inclusion of these question items as supplements to healthcare organizations' Q<sup>12</sup> survey provides organizations with a methodology to measure a manager's accountability regarding this imperative responsibility to deliver exceptional patient experiences. Subsequently, by adding these items to its extensive Q<sup>12</sup> Database, Gallup offers clients another measurement to improve their core strategic initiatives.

There is no extra charge for including the Patient Experience Index question items on the Q<sup>12</sup> survey for healthcare organizations. Gallup's best practice client organizations administer these items facility-wide, as well as in any department across the entire healthcare organization. And the benefit provided by the information culled from these index questions is invaluable for healthcare organizations striving to engage their employees and provide the best patient experience possible.

## Learn more!

For more information about Gallup solutions for optimizing business performance visit [www.gallup.com](http://www.gallup.com) or contact Gallup Client Support at 877.425.5871 (U.S.) or +1.402.951.3600 (International).

### PATIENT EXPERIENCE INDEX QUESTION ITEMS

1. Every week, my team has meaningful conversations about improving the patient's experience.
2. My team has made progress on our goals of improving the patient's experience.
3. The leadership of this organization keeps me focused on the patient's experience.
4. I would recommend this hospital to my friends and family for care.