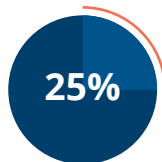


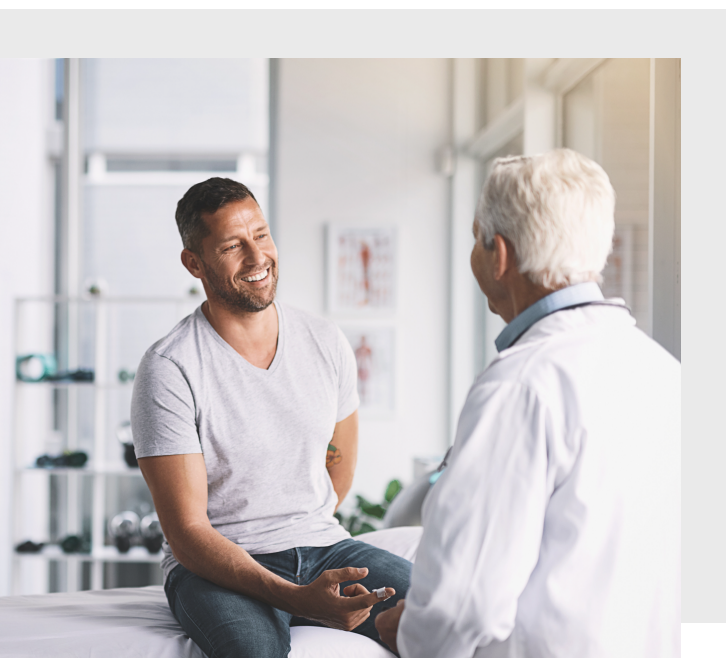
# WHAT PATIENTS WANT IN THEIR CLINICIAN RELATIONSHIPS AND WHY IT MATTERS

A better patient experience can improve both outcomes and financial margins.<sup>1,2</sup> Improving the patient experience should be a strategic imperative for your organization.

- Financial margins of hospitals with the highest patient-recommendation scores are **4.8% higher** than those with the lowest scores.<sup>3</sup>
- The most important driver of “likelihood to recommend” is a patient’s **confidence in the clinician**.<sup>4</sup>
- A better patient experience is correlated with **improved care plan adherence, greater self-management skills, and better health outcomes**.<sup>5</sup>



**25% of physicians have compensation tied to metrics for quality and the patient experience.**<sup>6</sup>



## According to research<sup>7</sup> top drivers of the patient experience are:

- A clinician’s **ability to communicate** in a clear and effective way that makes it easier for patients to understand
- How well clinicians **listen to the patient**
- **Courteousness, respect, and compassion**

**Face-to-face interaction between the clinician and patient build trust, and trust helps builds loyalty and patient satisfaction.**<sup>8,9</sup>

## Leveraging virtual scribes and AI-enabled documentation technology in the exam room can help enhance the patient experience by giving clinician more time to:

- Discuss the patient’s condition and address their concerns
- Listen and answer questions
- Build trust through higher quality engagement and eye-to-eye contact
- Connect with patients on a more human level
- Have a more informed conversation
- Provide more patient education and ensure patients understand

Augmedix is the leader in AI-enabled medical documentation and virtual clinical support, eliminating administrative burdens and allowing clinicians to focus on what matters most, patient care. **To find out how Augmedix can support your practice, visit [augmedix.com](https://augmedix.com) or call (888) 669-4885.**

### SOURCES

- <sup>1</sup> <https://hbr.org/2017/05/how-u-s-health-care-got-safer-by-focusing-on-the-patient-experience>
- <sup>2</sup> <https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/2-why-improve/index.html>
- <sup>3</sup> <https://hbr.org/2017/05/how-u-s-health-care-got-safer-by-focusing-on-the-patient-experience>
- <sup>4</sup> [https://providers.beaumont.org/docs/default-source/pages/press-ganey-training-and-education.pdf?sfvrsn=370f5bbb\\_2](https://providers.beaumont.org/docs/default-source/pages/press-ganey-training-and-education.pdf?sfvrsn=370f5bbb_2)
- <sup>5</sup> <https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/2-why-improve/index.html>
- <sup>6</sup> <https://www.forbes.com/sites/brucejapsen/2018/06/18/more-doctor-pay-tiedto-patient-satisfaction-and-outcomes/?sh=12cc07e3504a>
- <sup>7</sup> [https://images.healthcare.pressganey.com/Web/PressGaneyAssociatesInc/%7B46affbee-4747-4ef6-ba63-1d0d4048ee18%7D\\_PG\\_Strategic\\_Insights\\_2017.pdf](https://images.healthcare.pressganey.com/Web/PressGaneyAssociatesInc/%7B46affbee-4747-4ef6-ba63-1d0d4048ee18%7D_PG_Strategic_Insights_2017.pdf)
- <sup>8</sup> <https://participatorymedicine.org/journal/evidence/2013/08/14/nonverbal-interpersonal-interactions-in-clinical-encounters-and-patient-perceptions-of-empathy/>
- <sup>9</sup> [https://providers.beaumont.org/docs/default-source/pages/press-ganey-training-and-education.pdf?sfvrsn=370f5bbb\\_2](https://providers.beaumont.org/docs/default-source/pages/press-ganey-training-and-education.pdf?sfvrsn=370f5bbb_2)