

The Patient Empathy Pyramid Workshop

An H-CAHPS improvement strategy

Teaching Methods: Lecture, PowerPoint

1) Maslow's Hierarchy of Needs as it relates to a patient

- a) Draw parallels between basic human needs and patient needs
- b) Apply Maslow's Hierarchy of Needs to patient needs
- c) Identify how patient needs relate to HCAHPS scores

2) The Patient Empathy Pyramid Case Study

- a) Case Study Example
 - i) Identify needs of patients in a specific unit
 - ii) Define "What business are you really in?"
 - iii) Create a Patient Empathy Pyramid for the case study example

3) The Patient Empathy Pyramid Group Exercise

- a) Workshop Example
 - i) Identify needs of patients in your unit/area
 - ii) Define "What business are you really in?" for your unit/area
 - iii) Create your Patient Empathy Pyramid

4) Top 99%ile Healthcare Leader Qualities

- a) Identify traits for a great leader

Learning Objectives:

- Recognize parallels between Maslow's Hierarchy of needs and the Patient's Hierarchy of Needs
- Identify patient needs using the Patient Empathy Pyramid
- Create your own Patient Empathy Pyramid