

Empower Employees to Meet Evolving Patient Expectations

Healthcare workers have seen an active change in patient expectations recently, as expectations have shifted in alignment with other aspects of patients' lives.

Healthcare employers should consider how to best support their employees as they work to keep up with these changes in patient needs and expectations.

With the proper level of employer support, healthcare employees will be better able to meet changing customer expectations.

A Look at Patient Experience Trends in Healthcare

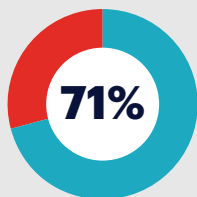
According to a 2021 study by MSI International,

4 out of 5



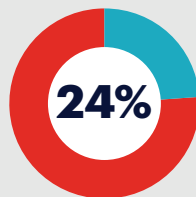
Americans are willing to use remote patient monitoring technology which can electronically transmit information between patients and physicians.¹

According to the May 2021 Omnichannel Healthcare Experience Report,



of respondents wish their healthcare experiences "were as easy as their experiences in other areas of life, like online shopping."²

In a February 2021 study from McKinsey,



of survey respondents reported that their latest medical appointment was conducted through telephonic or virtual means.³

A 2021 survey conducted by SymphonyRM showed



50% of patients have higher expectations than they did before the pandemic, citing the following as top priorities:⁴



Focus on Employee Wellness to Support Employees



A highly engaged workforce can boost the patient experience, leading to a better experience for employers, employees and patients.

Employers can enhance employee engagement by offering resources and benefits that focus on employee well-being. Providing financial wellness benefits like on-demand pay helps support staff and reduces their financial stress, empowering the workforce to deliver the best patient experience.

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¹ <https://mhealthintelligence.com/news/new-survey-finds-patients-are-ready-for-remote-patient-monitoring>

² <https://www.symplr.com/blog/pandemic-changed-patient-experience>

³ <https://www.mckinsey.com/industries/healthcare-systems-and-services/our-insights/how-covid-19-has-changed-the-way-us-consumers-think-about-healthcare>

⁴ <https://resources.symphonyrm.com/hubfs/SRM-Report-Consumer-Sentiment-Survey.pdf>