

NIH CC Patient Representative: Partnering to achieve the optimal patient experience

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Clinical Center Research Hospital Board Meeting
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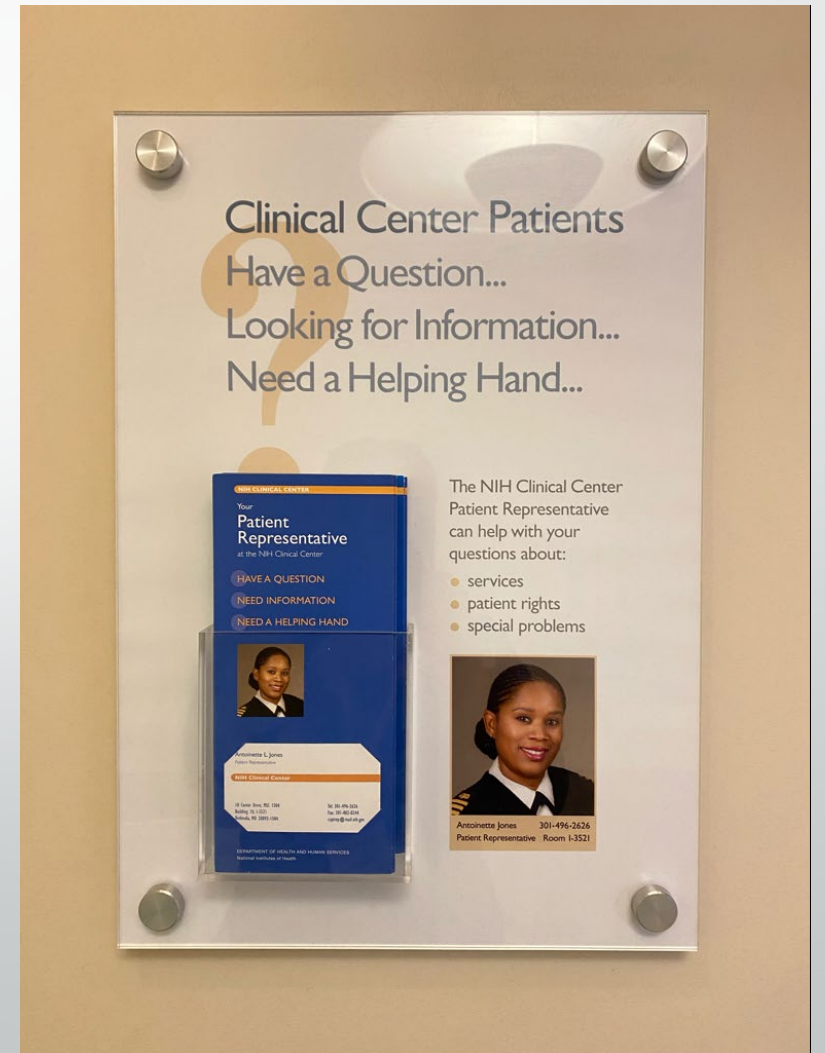
CC Patient Representative:

- Serve as a link between the patient and the hospital organization
- Help patients understand what the CC is, what it can offer and how it operates
- Ensure patients are informed of their rights and responsibilities



How Patients Are Informed

- Admissions/Registration
- Unit Orientation
- Inpatient Visits
- Word of Mouth



My Story

“NURSES ARE IN A UNIQUE POSITION THAT ALLOWS THEM TO INTEGRATE ALL ASPECTS OF PATIENT CARE, ENSURING THAT CONCERNS ARE ADDRESSED, STANDARDS UPHELD AND POSITIVE OUTCOMES REMAIN THE GOAL.”



My Approach

Mission

- To provide a **timely, effective** response to concerns/questions/issues raised by CC patients

Vision

- A CC resource that helps to ensure each CC patient has the best possible hospital experience with every encounter

Key Partners

- IC Leadership
- Office of Human Subjects Research Protections
- Office of General Counsel
- **CC Executive Leadership**
 - ❖ **CEO/COO**





I have a
voice that
deserves to
be heard.

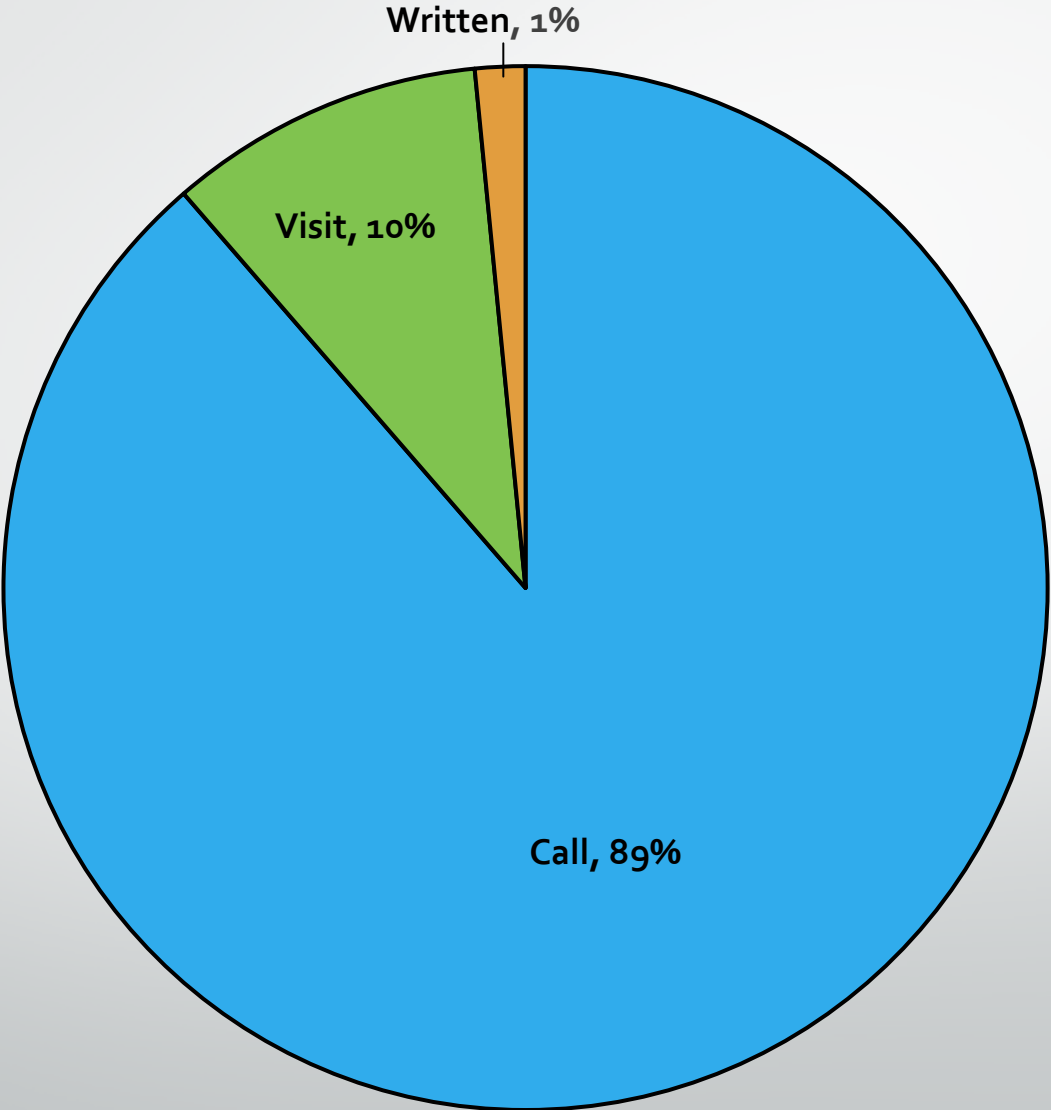
Benefits

- Preserve human dignity
- Ensure safety
- Maintain protocol integrity
- Overall patient satisfaction
- Public perception

What We're Learning

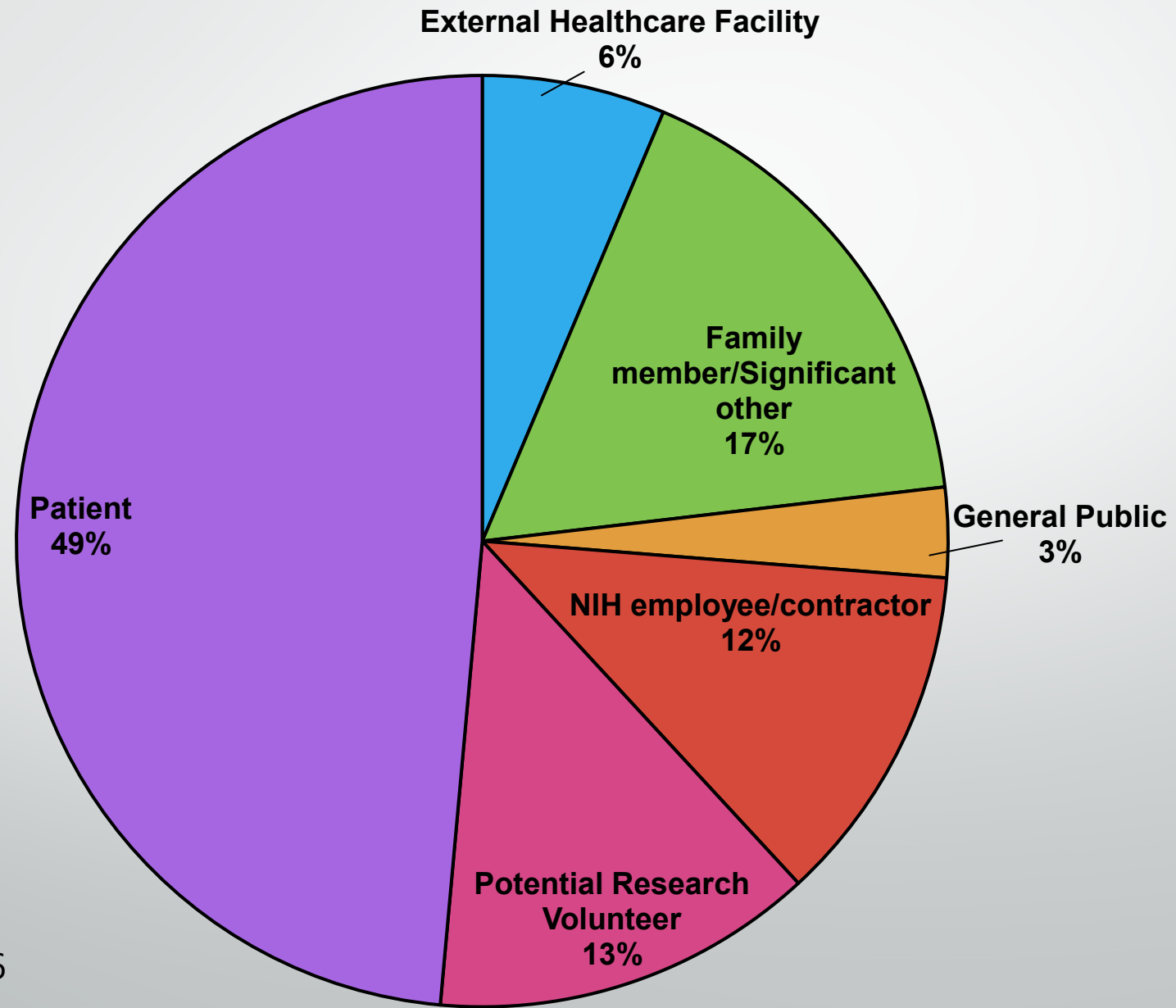


Contact Method



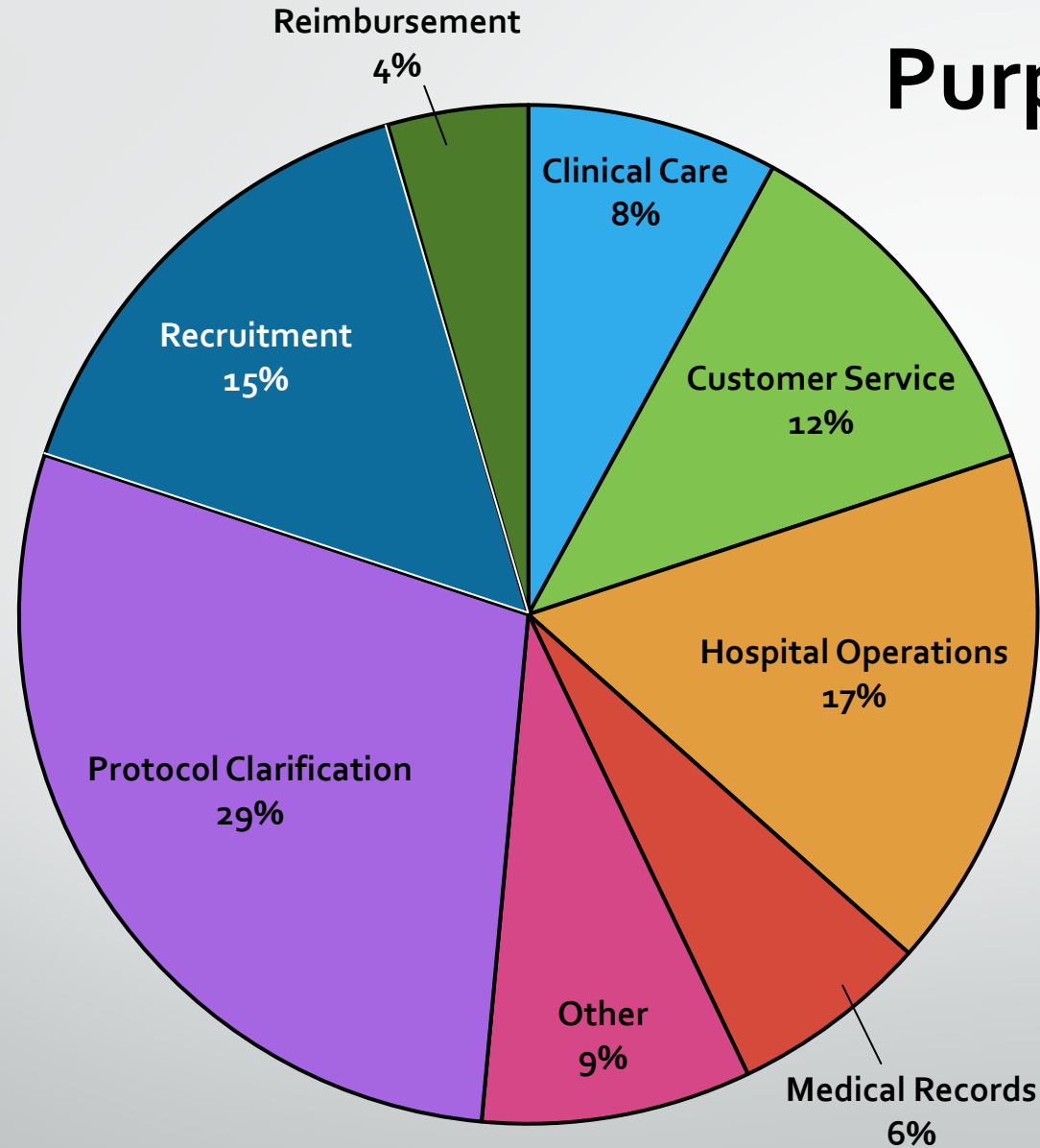
Total = 836

Source of Contact



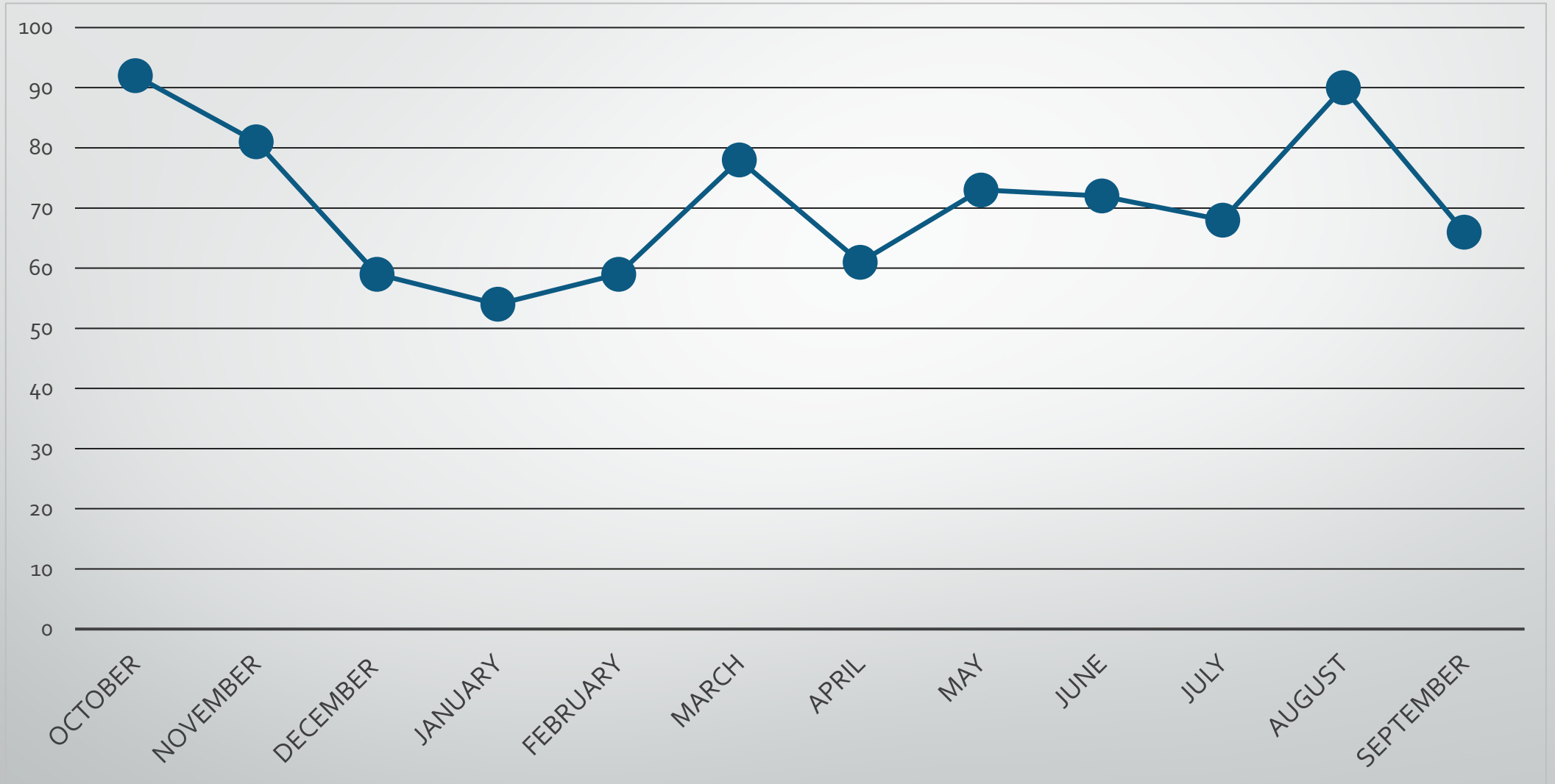
Total = 836

Encounter Purpose/Reason



Total encounters = 853

Monthly Volume



Total = 853

Daily Average by Month

