

# The Anatomy of a Great Patient Experience

Hospital patients and residents in care settings suffer unnecessary pain and anxiety when their surroundings are poorly-managed. And low patient satisfaction can negatively impact your reputation. Beyond top-notch clinical care, how can your hospital provide its patients with a comfortable, supportive experience?



## 1 Secure and Reliable Equipment

Properly maintained and safeguarded equipment offers efficient utilisation, instills patient confidence, and takes stress off clinicians.

## 2 Clean Environment

A sterile environment reduces the risk of infection, protects patients, reassures their families, and improves staff morale.

## 3 Comfortable, Well-lit Facility

Patients expect their rooms to be well-lit and at a comfortable temperature. A proactive approach to HVAC and lighting upgrades saves money and enhances the patient experience.

## 4 Porterage Services

Mobilising patients around the hospital with empathy and care to ensure comfort and dignity at all times.

## 5 Clean Sheets

A hygienic, comfortable bed is key to the patient's healing and creating a positive perception of the facility's overall cleanliness.

## 6 Engaged Staff

When nurses are free to focus on clinical tasks, they report higher engagement and job satisfaction, creating better patient experiences.

Find the cure to patient dissatisfaction at [ABM.co.uk/Healthcare](https://www.abm.co.uk/Healthcare) or call 0207 089 6600.