



IT'S TIME

TO STRENGTHEN THE BONDS
BETWEEN PATIENTS AND
THEIR CARE PROVIDERS

TO CREATE A LOYAL BASE
OF HEALTH CONSUMERS

TO GO BEYOND THE
TRADITIONAL MEASURES
OF PATIENT SATISFACTION

TO TRANSFORM HOW WE
THINK ABOUT QUALITY CARE

IT'S TIME TO EXCEED YOUR PATIENTS' EXPECTATIONS

FINDING NEW WAYS TO IMPROVE WHILE DELIVERING PROVEN RESULTS

Primaris has been pioneering healthcare improvement efforts for more than three decades. During this time we have successfully driven adoption of EHR systems, brought together institutions to improve care coordination, implemented preventive chronic disease management programs and helped our clients achieve results in a host of other areas that impact both patient experience and clinical outcomes. If this is something you would like to learn more about, contact Primaris today.

Exceed healthcare expectations and build patient loyalty with Primaris

According to a HealthLeaders Media survey on patient experience, more than 80% of top healthcare leaders believe patient experience drives demand for care as strongly as (or more strongly than) clinical care quality does. Results from the survey, which was conducted back in 2009, show that even back then nearly 90% of those surveyed considered patient experience among their top five priorities. And, they indicated at that time that they expected patient experience to be an even higher priority in five years. Fast forward to 2015 and you can see that those expectations have come true. Patient experience is something that is on nearly every healthcare organization's radar. Of course, the degree to which organizations truly focus on patient experience improvement varies.

Many healthcare organizations want to create a better patient experience, but most (with the exception of a few industry leaders) are still trying to understand exactly how to do that. Primaris can help.

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CARE AS STRONGLY AS (OR MORE STRONGLY THAN)
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