**PATIENT EXPERIENCE WORKSHEET**

Take time to evaluate your current patient experience with your team. Use the worksheet below to evaluate the current state, desired state and what changes need to happen.

|  |  |  |  |
| --- | --- | --- | --- |
| **AREA EVALUATED**  *(could be physical, people, processes, etc.)* | **CURRENT STATE** | **DESIRED STATE** | **ACTION STEPS**  *(outline the steps for implementing the change)* |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |