What do patients have to gain from organizational excellence? The answer is simple: Patients are getting a better place to receive care and all the ancillary benefits.

What Does This Mean to Patients?

- A better place to receive care
- Anxiety is reduced
- Pain is being managed
- Call lights are being responded to
- Medications are understood
- Improved communication with families
- Understand their home care instructions

Equals:

- Meeting mission and vision with the organization and as person
- Fewer re-admissions
- Increased market share