Health Care Encounters and Health Progress

Customize the CMS Patient Satisfaction Survey by taking note of the number of times and stages during which your encounter tested the limits of provisions that were available or made for you during your encounter. Spaces between the arrows represent incidents that were undesirable to you during your encounter. Do you know the limits of the roles of the practitioners, medical staff, and health care managers in your health care system? Do you know the limits of your role as a patient?

An accomplishment is defined as something that has been achieved and this chart can help you recognize gaps in knowledge or service that prevented or stalled your health progress as a patient who patronizes a health care system. The gaps in the bars illustrate the number of times your health care system encounter tested the limits of provisions that were available or made for you during your encounter. The gaps in the bars illustrate the stage(s) of your encounter during which the limits of provisions that were available or made for you during your encounter were tested. These gaps are dynamic and can shift. The less the gaps occur, the further and faster your health progress is likely to go.

Creative Health Literacy can help you to Become Your Own Advocate by consulting with you about what metrics you think should be used to determine your satisfaction as a patient. Current patient satisfaction metrics may not be a match for your personal reality and the metrics are not likely to be amended soon, therefore, defining your metrics and communicating your metrics may become beneficial to the future of your health.