

Patient Experience

Health systems everywhere are stymied by lackluster CAHPS scores and star ratings. Burned out on cookie-cutter programs and quick-fix initiatives, leaders know strong patient experience is critical to success, yet struggle with how to create sustainable improvement.

We can help.

We understand healthcare leaders are frustrated trying to diagnose the issue and develop patient experience panaceas that often fail to galvanize associates and provide real, measurable results. They believe their patients deserve the very best and want to deliver that. However, gaining the buy-in and alignment needed for success is challenging in today's noisy healthcare landscape. We partner with these leaders to deliver customized, meaningful strategies and campaigns that energize and align the workforce for sustainable improvement.

Fact is, patient experience must be viewed as more than an initiative. Patient experience, like employee engagement, is deeply rooted in the human experience. It's about the way colleagues treat one another and connect to a common mission to serve. It's not about doing more, but about being more - for one another and for patients.



Let's Get to Work



We have no learning curve in healthcare so we move straight into learning about your unique situation and dynamics.



Incorporating best practices from our vast network, we'll provide a consistent, sustainable and scalable approach.



We'll build a plan that works for you, your C-Suite, board and other key stakeholders.



We know you need to achieve results, and we'll help you concretely track success.

Trusted strategic communications consulting devoted to healthcare providers.

JARRARD

PHILLIPS
CATE &
HANCOCK

Measurable Benefits



Increased employee and physician engagement, alignment and pride



Better quality, safety and patient experience scores, including CAHPS and star ratings



Improved employee and physician recruiting and retention



Greater confidence in leadership and support for the organization's direction



Positive impact on the bottom line – earning more incentives and fewer penalties



Increased patient loyalty in an intensely competitive environment

About Us

Jarrard Phillips Cate & Hancock, Inc. is a strategic communications consulting firm devoted to helping healthcare providers navigate change, challenge and opportunity. Ranked a top-10 firm nationally, Jarrard Inc. has guided leaders at more than 500 healthcare organizations across the country through high-stakes moments, including M&A, crisis, significant growth, and systemic internal change. Our team of former journalists, political operatives and healthcare executives is built to serve the unique needs and challenges of national health systems and academic medical centers, regional and community health systems, and health services companies.

Interested in learning more?

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