

NYP Leadership Perspectives

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Perspectives from Leadership – Use of Narratives

- Adds richer color to “score data”
- Compelling/motivating for providers and team members
- Provides clearer themes for intervention
 - ▶ Sometimes additional themes for intervention



Perspectives from Leadership – Organizational Impact



- Elevation of narrative content in general
- Engagement of teams in the process – deeper buy-in to PX
- Greater engagement in patient feedback
- Expanded focus at NYP on narrative and unstructured data
 - ▶ Use of AI expanding

Perspectives from Leadership – Team Well-Being

- Connects team to purpose
- Excellent for team recognition
- Personalizes patient experience work
- Unique COVID pandemic context

