



What is a Patient Story?

The intentional sharing of patient stories is becoming increasingly more common in healthcare organizations. A **patient story** is a brief, de-identified synopsis of a patient/client/resident's recent care experience at Health PEI. A patient story can focus on an episode of care (or an aspect of a patient's care), a safety incident, or feedback received (compliment/complaint).

At Health PEI, patient stories are a standing agenda item at all Quality Improvement Team (QIT) meetings. Patient stories can be shared by any QIT member, including healthcare staff or Patient/Family Partners.

Sharing of patient stories helps remind us of the importance of understanding the patient perspective. This is an important aspect of patient and family-centered care.

Research has identified that the sharing of patient stories is powerful and beneficial. Benefits include: building supportive relationships, enhancing compassion for patients/clients/residents, improving communication, resolving conflict, developing trust, increasing understanding of roles/processes and expectations, and improving morale.

For more information on Patient and Family Centered Care, visit Health PEI's Staff Resource Centre at <https://src.healthpei.ca/patient-and-family-centered-care>