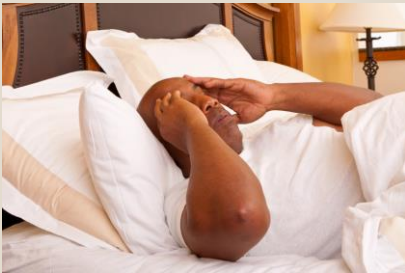


The Patient Experience Post

Healthcare's Resource for
Service Excellence
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Since the mid-1990s, Baird has helped healthcare organizations nationwide improve the patient experience and enhance organizational culture. Baird's culture assessment and diagnosis include experience mapping, medical mystery shopping, and focus groups to reveal the real customer experiences within your organization. Using your patients' experiences, Baird and her team prescribe critical next steps for improving patient satisfaction and HCAHPS scores.

The Antidote to Suffering – How Compassionate Connected Care Can Improve Safety, Quality and Experience - by Christina Dempsey

Review by Kristin Baird, RN, BSN, MHA

Christina Dempsey has written an engaging and thought-provoking book challenging her readers to recognize and rectify unnecessary suffering endemic within the healthcare industry. Dempsey candidly shares stories from personal and professional experiences that will hook you in the first two pages. She thoughtfully pushes her readers to explore, not only the patient suffering that comes from physical and emotional pain (inherent suffering), but also the suffering caused by our healthcare delivery (avoidable suffering).

As Chief Nursing Officer for Press Ganey, Dempsey offers solid data throughout the book that gives a nice balance between the head and the heart of compassionate, connected care. Her compassionate, connected care model gives the reader the art and the science needed to reduce suffering for both patients and the people who care for them.

At a time when employee engagement is at the fore throughout the industry, Dempsey shares solid data on the value of improving engagement as a business imperative.

I highly recommend this book for healthcare leaders at all levels.

To learn more about the [Baird Model for Service Excellence](#), employee engagement or leadership development workshops, or to sign up for her FREE newsletter, write to info@baird-group.com.