Kansas Hospital Association
Trustee Education

Consumerism in Health Care

This 1:59 minute video from Ryan Donohue highlights his presentation at the KHA’s Critical Issues Summit. After the video, consider these discussion questions:

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What is Consumerism in Health Care?

What do you think most confuses our patients?

What do you think our patients want out of health care?

Do our patients have strong relationship with our hospital?

Are we good at getting feedback from our patients? How? How quickly?

Can we meet our patients’ demands?

What changes might we be able to make to meet our patients’ needs?

More? For more Trustee Resources, go to www.kha-net.org and click on Trustee Resources.