



New York State Department of Health AIDS Institute

Healthcare Stories Project

Activity Worksheets

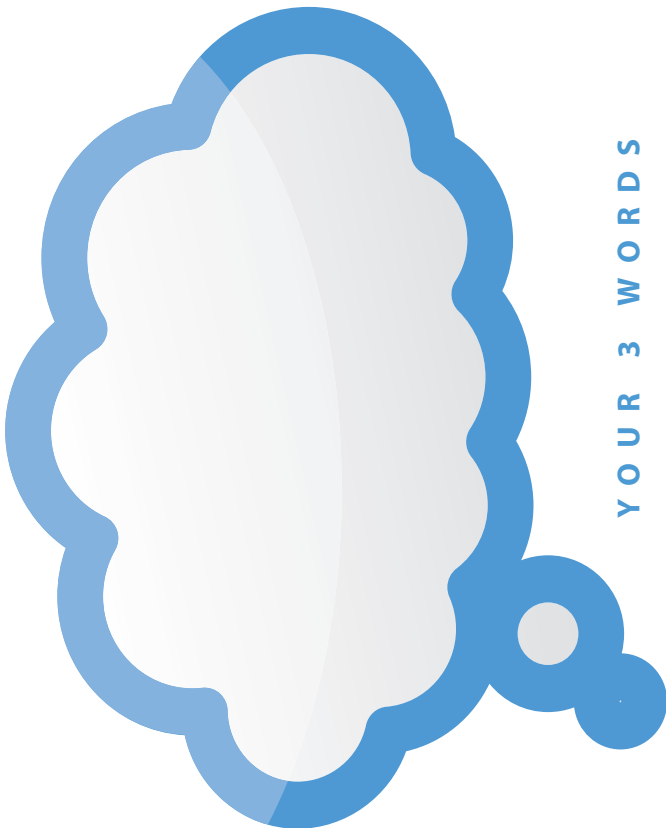




YOUR 3 WORDS



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YOUR 3 WORDS

YOUR STORY

YOUR STORY

YOUR STORY

YOUR STORY

**Words
Used**

**Positive
Themes**

**Negative
Themes**



Discussion Questions

What are the key words for healthcare users and what does this say about your healthcare program?

What are the most important themes about quality care that have been captured?

Given these themes...

Which ones are specific to a particular individual and which ones are more universal?

Can you identify underlying factors contributing to healthcare users' experiences?

Are users responding to clinical processes (planned or unplanned) in unexpected ways?

Do the stories elaborate upon, or conflict with, the terms used to describe quality care?

How do respondent insights lead to action steps that might improve clinical practices?

Are these specific or general changes?

What kind of timeframe would you expect would be necessary to make and sustain changes?

For each theme, fill in the following:

We found _____ to be experienced by healthcare users.
(theme)

We think this means that _____ is happening, and
(explanation)

_____ should happen. Changes should be implemented
(ideal practice)

quickly / will take awhile. When we do, we will _____
(circle) (suggested action step)

to begin to make changes.

We found _____ to be experienced by healthcare users.
(theme)

We think this means that _____ is happening, and
(explanation)

_____ should happen. Changes should be implemented
(theme)

quickly / will take awhile. When we do, we will _____
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to begin to make changes.

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