

December 1, 2014

Dear Colleague:

I am pleased to send you materials for Activity Two of the Healthcare Stories Project, “How is Today’s Visit Going?” including a poster, instructional guide, and activity worksheets. This installment is the second in a three-part initiative to add a critically important dimension to quality of care programs across New York State through the engagement of patients in their care experience, and the enhancement of consumer involvement at the programmatic level.

Activity two helps healthcare organizations understand what each part of a medical visit is like for healthcare users. This activity will enable healthcare staff to learn how to analyze information healthcare users share about their experiences, and apply this learning to develop quality improvement projects.

I urge you to read through the materials, hang the poster in a designated area where healthcare users and staff have an opportunity to see it, and implement the activity as outlined in the instructional guide.

You can find more information about the Healthcare Stories Project including the other activities in the campaign and the study that led to its development, on the New York State Department of Health website at <http://www.hivguidelines.org/hcsp>. If you would like assistance in implementing this activity or would like additional materials, please email Daniel Tietz, Consumer Affairs Manager, at daniel.tietz@health.ny.gov.

Sincerely,

Bruce D. Agins, MD, MPH

Director

Office of the Medical Director
New York State Department of Health
AIDS Institute