

Patient Frustration Stages

Stage	Description
1. Scared and Confused	This stage can occur when patients are unsure about what is expected of them.
2. Frustrated	Patients can feel frustrated when they struggle to manage their care.
3. Waiting	This happens when a patient has not been given sufficient information during the care process.
4. Surprise	Patients can experience unwelcome surprises in the form of unexpected charges.
5. Angry	When a patient experiences this stage, they may consider switching providers.

Satisfaction Stages

Stage	Description
1. Reassured	Patients can experience this stage upon leaving their physicians office well-informed about the next steps required of them.
2. Respected	Patients can feel respected when tests are scheduled at their preferred location.
3. In control	Online scheduling tools and resources can help a patient feel like they are in control of their care.
4. Prepared	Text message appointment reminders can help a patient feel prepared.
5. Empowered	The end result of a satisfactory care experience.

About

SCI Solutions, a provider of patient care management technology, created an infographic illustrating the five stages of patient satisfaction and patient frustration.

Credit: Brian Zimmerman

<http://www.beckershospitalreview.com/patient-engagement/5-stage-s-of-patient-satisfaction-and-patient-frustration.html>

Infographic: http://www.scisolutions.com/uploads/data-sheets/Patient_Experience_5-stages-IG-060217F.pdf



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