Offering an Elevated Patient Experience
Lessons from Cyprus & International Healthcare

Andros Antoniades, CEO Aretaeio Hospital

Hellenic Healthcare Group

What Do We Mean by Patient Experience?

Patient experience is the sum of every interaction a patient has with our system; *before, during, and after care*.
Is the operating cycle of a modern hospital system.

Patient experience is shaped by our culture,
our processes and our people:

- how our systems work

- how we communicate

- how predictable, reliable and
  trustworthy we are

- how safe and respected patients feel

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Why patient care matters

Patient experience is the central pillar of a successful, reputable and thriving hospital.

- Positive experience influences patient outcomes, loyalty and your organization's bottom line

- Patients today are well informed and co-producers of care, not passive anymore

- Experience affects trust, increase patient retention and reputation

Quality and experience are inseparable

- Before admission

- At admission

- During hospitalisation

- At discharge

- After discharge

"This experience is not created by one person — it is created by the system."

How to elevate patient experience?

Lessons learned from Cyprus & International Hospitals

- Measurement enables improvement

- Redesign patient journey

- Communication failures matter most

- Employee engagement

- Digital works only if reliable

- Patient engagement

- Leadership Role

Lesson 1: Measure & Act

Lessons learned from Cyprus & International Hospitals

Measurement creates transparency and accountability

- Systematic patient satisfaction measurement

- Shift from anecdotes to data

- Focus on patterns, not complaints

What gets measured gets managed — but only if we act on it on *confidentiality/quality/safety*

Lesson 2: Redesign the patient journey (Lean Thinking)

Lessons learned from Cyprus & International Hospitals

1. Standardisation improves fairness and trust
   - With **HIO** and broader system reforms, patients increasingly expect similar processes, similar access, similar information

   **Variation feels like unfairness,
   even when care quality is good**

2. Eliminate bottlenecks / waste in the process

Lesson 3: Standardize Communication & Service Recovery

Lessons learned from Cyprus & International Hospitals

Clear communication standards

Plain language

Service recovery when things go wrong

Lesson 4: Engage Employees

Lessons learned from Cyprus & International Hospitals

Engaged staff improve experience

Top drivers:

- Protect, support, develop and train employees
- Provide psychological safety
- Streamline processes
- Adequate staffing and balanced workload

Support teams to support patients

Employee engagement is not only an HR topic.
It is a patient experience strategy.

Lesson 5: Digital & Continuity

Lessons learned from Cyprus & International Hospitals

Digital creates value when it removes friction and reduces clinical risk

Reliability builds trust (a system that works every time builds trust to the patient)

Elevate experience by designing continuity: the patient should never wonder "what happens next"

Lesson 6: Patient Engagement

Lessons learned from Cyprus & International Hospitals

Patient engagement: from passive care to active partnership

- Shared decision-making
- Clear understanding & health literacy
- Digital tools that empower patients
- Support for self-management

Lessons learned from Cyprus & International Hospitals

Be visible

Listen to patients and staff

Remove barriers

Closing Message

- Experience is designed

- Small changes done consistently / continuous improvement

- Leadership makes the difference

Reliability, clarity, and respect define excellent care.