



Enrich Your Job and Boost HCAHPS Scores Research & Team Resources

27. Avoidable Suffering

Team Huddle Question: How might we be contributing to our patients' avoidable suffering—either directly as a care giver or as a unit who serves the staff?

Agree upon one specific strategy to create more consistent and reliable care for our patients and/or internal customers.

Research:

Mylod DE, Lee TH. A framework for reducing suffering in health care. *Harvard Business Review*. November 14, 2013. <https://hbr.org/2013/11/a-framework-for-reducing-suffering-in-health-care/>. Accessed May 15, 2015.