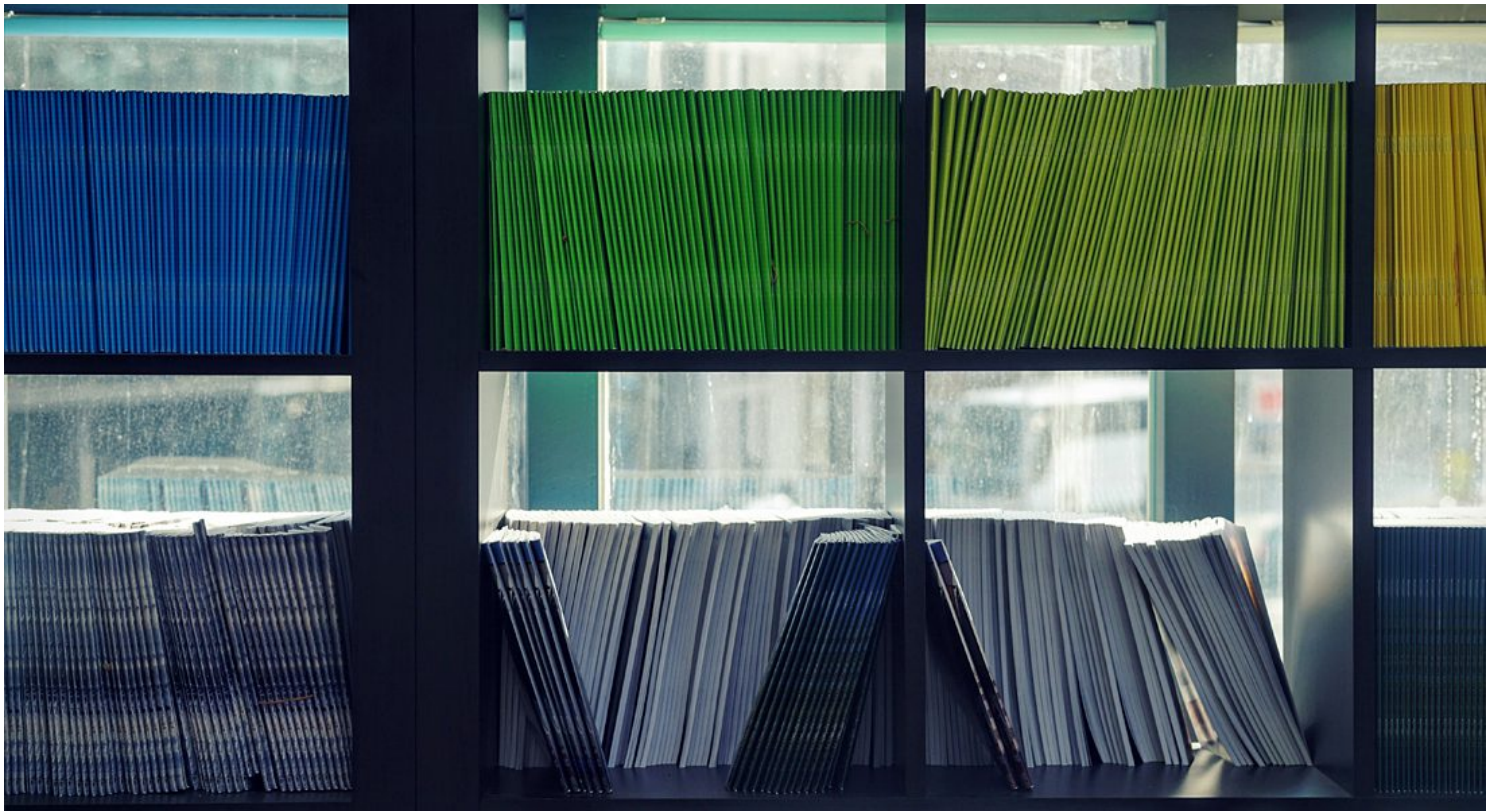


NEWS & INSIGHTS

Patient Engagement and the Gateway 'Patient Experience'

BY: [JAMES W. SAXTON](#) | [INSIGHTS](#) | [RESOURCE](#)

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The age-old concept of the patient experience merits some fresh thinking. One aspect of this new focus is patient engagement, the importance of which has been recognized for decades, or longer, as a critical concept, from the perspective of liability and also for patient care and safety.

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