



2020

Special Issue – July/August 2020: Sustaining a Focus on Human Experience in the Face of COVID-19

Patient Experience Journal

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Special Issue – July/August 2020

Sustaining a Focus on Human Experience in the Face of COVID-19

At this critical time in our shared history, we are faced with a powerful challenge, the rapid impact of COVID-19 on our healthcare systems and community. With that acknowledgement, we are refocusing our 2020 special issue of *Patient Experience Journal* (PXJ) to address *Sustaining a Focus on Human Experience in the Face of COVID-19*. Submissions received for our initially planned special issue on patient & family experience in behavioral health will remain in review and consideration for future issues of PXJ.

There are heroic efforts taking place minute-by-minute to address the clinical and personal needs of patients, while also addressing the physical and emotional needs of those providing and supporting the delivery of care. While the pace of the crisis can be overwhelming and challenging, incredible efforts are underway to manage the intricacies of human need at this time. At its heart, healthcare has been, is and will remain human beings caring for human beings, and in that light significant efforts are taking place, no matter how big or small to address the human experience happening now. Whether addressing the challenges of connection in isolation for patients and families to the burdens of endless and continuous shifts for those providing care, the efforts to ensure not only positive clinical outcomes but also a human experience has never been greater.

The moment in which we find ourselves reinforces more than ever that experience is not about survey scores or satisfaction. Rather it is about the efforts we make to acknowledge the person in front of us, to listen, to show dignity and respect, to communicate in ways that are clear and understandable and ultimately to stand with one another. The efforts taking place in healthcare organizations and communities globally represent what is best in humanity, and we invite you to – and hope you will – share your stories here.

Submission Types

As with all issues of *Patient Experience Journal*, submissions should be in one of the following formats:

Case Study

- Papers describing specific and tangible application of practice, the evidence behind its selection and the measurable outcomes it has generated. Submissions should be structured to include:
 - A description of the issue the effort looked to address.
 - The practices, processes or programs applied to address the issue and why these were selected.
 - The measurable outcomes - positive, negative or neutral - realized as a result of the effort.
 - Implications for this case on further practice and generalized recommendations based on the outcomes.
 - Suggestions for further exploration or research in this area. Questions that remain.

Research

- Papers describing research studies using qualitative, quantitative, experimental, survey, and innovative multi-method designs to rigorously test hypotheses about the prevalence and impact of patient experience efforts and interventions to facilitate it.

Personal Narrative

- Papers that showcase individual patients, providers or others who are leading the effort to employ patient experience practices with powerful lessons, practical outcomes or measured results. Submission should be a maximum of 2500 words to capture the essence and importance of the story and should be structured as follows:
 - Intent of the essay/introduction to the narrative - What do you intend to share?
 - General narrative, a synopsis of the story highlighting relevant moments - What was your experience?
 - Reflections/recommendations based on experience - focused on practical implication - What would you want to see happen/change as a result of your experience?

Submission Deadline

The deadline for submissions for this issue is **June 1, 2020**. In understanding the uncertain nature of our current healthcare environment, in certain cases extensions may be arranged to meet publication timelines and ensure inclusion in the issue. Articles should be identified as intended for the special issue during the submission process. Submitting for this special issue does not guarantee inclusion in the issue. Articles not included may be considered for future issues of PXJ. You can begin the submission process here: http://bit.ly/PXJ_Submit. Please direct any inquiries to: jason@pxjournal.org