




## Special Issue 2024: Transforming Experience in Non-Hospital Settings

Patient Experience Journal

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## Special Issue – July/August 2024: Transforming Experience in Non-Hospital Settings

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*Patient Experience Journal* (PXJ) is excited to announce the call for submissions for its July/August 2024 special issue focused on exploring how healthcare organizations are transforming experience in non-hospital settings. Much of the experience conversation to date has been focused on and driven by the hospital setting – from acute care, to pediatrics, safety net hospitals and more. While this focus remains essential to some of the most critical care delivered in the healthcare ecosystem, it is important to recognize the volume of care being provided in non-hospital settings.

From ambulatory and outpatient spaces, to physician practices and new modes of primary care, from urgent care and walk-in clinics, to long-term care, home care and hospice, the healthcare experience is no less important. Yet often the practices and processes to improve the experience people have in these settings do not get the exposure they should. Important work to address the patient and human experience overall is taking place across the healthcare ecosystem today. The opportunity exists to further explore where proven and evidence-based practices are being applied and studied. This will lead to greater understanding, collaboration and shared improvement.

This special issue seeks to uncover and elevate the practices happening in non-hospital settings and highlight research and evidence showing how efforts in these spaces are truly transforming the human experience in healthcare. These efforts could include the implementation of new programs or processes, research that tests new processes or programs, cases that share how organizations are working to elevate the experience they provide, be it in clinics or outpatient spaces, and even in people's homes.

As the healthcare marketplace continues to dramatically shift, so too do the opportunities to ensure a conversation on experience is deeply rooted in these transformations. The reality is that as much as has been learned from and shared by hospitals, there is a vast expanse of organization experience and expertise that can advance the broader experience movement across healthcare. We believe this special issue can help inspire just that.

This special issue will seek pieces that address evidence-based efforts, reveal best practices to transform the human experience and share personal stories of the impact these commitments and efforts have had. Through this special issue, PXJ looks to not only expand the boundaries of knowledge and information that will push the conversation on experience forward but also to create a platform for action in transforming the human experience at the heart of healthcare.

### Submission Types

As with all issues of *Patient Experience Journal*, submissions can take one of the following formats:

#### **Research**

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

#### **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.

### ***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 & Overview**

The deadline for submissions is **APRIL 1, 2024**. Submissions should be identified as intended for the special issue. Submitting for this special issue does not guarantee inclusion in the issue, and articles not included may be considered for future issues of PXJ. You can begin the submission process here: [http://bit.ly/PXJ\\_Submit](http://bit.ly/PXJ_Submit). Please direct any inquiries to: [info@pxjournal.org](mailto:info@pxjournal.org)

### **About Patient Experience Journal**

[Patient Experience Journal](#) is an international, multi-disciplinary and multi-method, open-access, peer-reviewed journal focused on the research and proven practices around understanding and improving patient experience. PXJ is designed to share ideas and research and reinforce key concepts that impact the delivery of service, safety and quality and their influence on the experience of patients and families across healthcare settings.