Dear HFPN Member,

Striving to provide exceptional care — in the most cost-effective manner — to improve patient outcomes is a driving force in the work you do every day. A recent infographic published by the Physician Executive Council provides key ways in which the patient experience can positively or negatively impact you and the success of your practice. This further supports one of the tenants of our [Triple Aim](http://www.henryford.com/body_physiciannetwork.cfm?id=60189): Improving the Patient Experience.

I encourage you to review this [succinct infographic](http://www.advisory.com/research/physician-executive-council/resources/posters/5-myths-physicians-believe-about-patient-experience) so that you can immediately begin using the information to reach the aforementioned objectives of your practice.

Regards,

Charles Kelly, D.O.

President and CEO, HFPN

*4/2/15*