



TRANSFORMING THE PATIENT EXPERIENCE

WHAT IS PATIENT EXPERIENCE?

Patient experience includes every interaction a patient has within our health system — from scheduling an appointment to receiving care and follow-up support.

At MCN Health, we recognize that each moment matters. These interactions shape how patients feel about their care, influence outcomes, and ultimately build a bridge of trust between our team and the community we serve.

WHY DOES PATIENT EXPERIENCE MATTER?

Improves Health Outcomes: Positive experiences are linked to better adherence to treatment plans, improved recovery rates, and overall health outcomes.

Builds Trust: Patients are more likely to return for care and follow medical advice when they feel respected and understood.

Increases Engagement: Satisfied patients are more likely to engage actively in their care and provide valuable feedback to improve services.

Strengthens Community Connections: In culturally rooted healthcare systems like MCN Health, patient experience reinforces a sense of belonging and pride in the community.

Culturally Competent Care - rooted in
KINDNESS, COMPASSION, and RESPECT.



WELCOME

We welcome each patient and family with warmth and courtesy — because how we greet you sets the tone for how we care for you.



EMPATHY

We recognize the feelings of others.



COMMUNICATE

We engage with patients and families clearly, openly, and with heart — because communication builds connection.



ADVOCATE

We advocate on behalf of patients and their families.



RESPECT

We respect the different values, opinions and viewpoints of our patients.



EXCELLENCE

We strive for the highest quality of service.

CONTACT

Trisha Tucker | Manager of Patient Experience

Office: 918.233.9550 Ext. 4008 | Mobile: 918.896.1310

Email: trisha.tucker@creekhealth.org