Overview

Care Conversations are just that: a conversation about your experiences with Indiana University Health. By sharing your journey, you help us step into your shoes to better understand how we make an impact in your life. We know these experiences are often complex and come in many different forms. As we continue to evolve in delivering great care experiences, your insights allow us to better understand your entire healthcare journey through your eyes.

Care Conversations allow us to:

- Understand what matters most along your journey
- Create a holistic understanding of your entire journey from start to finish, not just during your visits

**WHAT TO EXPECT**

As opportunities arise, we will reach out to you to participate in a Care Conversation.

This conversation could happen in-person or over the phone. You will not need to prepare anything in advance. Just be ready to talk about your experiences.

During the conversation, we will ask you open-ended questions about your journey. You will only be asked to share what you are comfortable with, and you can end the conversation at any time. Typically, discussions take between 30-45 minutes.
Frequently Asked Questions

Q What is the purpose of Care Conversations?
A Care Conversations provide invaluable perspective on a wide variety of issues and challenges that impact how you receive care at IU Health.

Q How can I best prepare for a Care Conversation opportunity?
A Be ready to talk about your experience and discuss what matters most to you when receiving care at IU Health. We will ask open ended questions and help guide the conversation.

Q How will my participation help improve the healthcare experience at IU Health?
A IU Health has made changes both big and small as a direct result of Care Conversations. You can read about the impact that Care Conversations have in this kit.

Q What is my time commitment?
A Times may vary, but typically, conversations last approximately 30-45 minutes.

Q What if I don’t want to participate anymore?
A Participation is entirely voluntary. At any time, you can decline to submit an evaluation or choose to stop participating entirely.

Q Is there compensation for participating in a Care Conversation?
A No, currently IU Health does not compensate for your participation.
Patients and family members have completed over 600 Care Conversations with IU Health. Although each Care Conversation is unique, all focus on what is most important to IU Health patients and family members across their care experience. The honest dialogue consistently opens eyes and changes perspectives on what is most important to patients along their care journey. Many of these conversations have resulted in impactful changes that occur every day at IU Health.