**FOCUS**

**Step 1a: Goal**

**Patient Care Experience**
Feedback from patients and their families or caregivers about their experiences related to the delivery of patient care.

**Patient Changes**
Cognitive, emotional, or behavioral changes during or after the visit with the healthcare provider.

**Patient Health**
Changes in physical, mental, or social health.

**Family Changes**
Cognitive, emotional, or behavioral changes among the patient’s family as an indirect result of health services provided to a patient.

**Step 1b: Select “outcome(s)” that will indicate you met your goal**

**Step 2a: Develop a strategy**

**Strategy**
A careful plan or method, especially for achieving an end (goal)

**Step 2b: Develop a rationale for how the strategy will lead to outcome(s)**

**Step 3: Select measures for processes and “outcomes” that are determined to be of most interest or importance**

**Step 4: Consider contextual factors that may influence the extent to which you can achieve your goal**

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**GC's Goals**

**Patient's Goals**