

VIDEO TRANSCRIPT

INTIENT™

PATIENT EXPERIENCE LAB MANIFESTO

[Music]

ASHLEY:

It has changed my life dramatically. It has changed my body. It has changed the way I feel about myself.

DERRICK:

I've had to readjust my expectations of myself and what I'm able to accomplish day-to-day.

PHIL:

I had some injury to the upper quadrant of the disc in my neck and to my lower back. And that has been the pain that has existed with me since 2005.

BEN:

I don't have my autonomy anymore and I've depended on people for everything they do.

AHSLEY:

People think that I'm back to normal, because I'm done with treatment. And I'm not.

CLAUDIA:

You change your perspective. And your perspective is no longer about planning for months or years in advance. You start thinking about things in terms of hours and days.

BEN:

Sometimes I look at myself and I don't recognize who I am. I am certainly not the person I was before the stroke.

PHIL:

And I'm not someone who's used to asking for help or anything. So, it makes me feel inadequate.

CHRISTINA:

It's so isolating. Because it feels like there's something wrong and different about me from everybody else. That I have this horrible secret that nobody knows, and that nobody understands, and that I don't want to share with anyone, because it feels like it's too much of a burden.

WAYNE:

It's that feeling of being alone and not being able to handle it. That makes it kind of most unbearable. And you feel like, well it's just me. It just must be me that has this issue and that isn't able to cope with the anxiety.

CLAUDIA:

You constantly have to have excuses for not being able to accomplish what you used to be able to accomplish.

CAROLINE:

I tried a bunch of treatments that didn't work out. Sometime I feel it's unfair because I see all the people who live without it and have / seem to have more freedom.

ASHLEY:

I'm on medication that I have to be on for ten years. That has changed the entire course of my future.

LISA:

I have, you know, my little tray of Monday through Friday, to know when to take my medication. Those are my reminders. That's pretty much my life right now.

CLAUDIA:

This is a journey. And I don't know how to overcome it.

SPEAKER:

Over the past several years, leaders across healthcare, from hospitals to pharmaceutical companies, have talked about putting the patient at the center of everything they do. Yet while exciting new innovations are inspiring our ambitions.

Our care experiences still feel like they have a long way to go.

WOMAN 1:

I deserve instructions I can understand.

MAN 1:

(German) I deserve some time to think.

WOMAN 2:

We deserve treatment our family can afford.

MAN 2:

We deserve better.

SPEAKER:

As an industry we know we can do better. We need to. We have to. It's time for us to rethink the way we work to solve health care's biggest challenges. To stop talking at patients and start working with them as people.

CHRISTINA:

I'm not a patient.

WAYNE:

(Spanish) I'm not a patient.

PHIL:

I'm a poet.

LISA:

I'm a mother.

BEN:

I'm a thinker.

CAROLINE:

I am a dreamer.

SPEAKER:

To co-create new experiences with new science, smart technology and smarter economics. To go outside of the focus group and get into the real world.

WAYNE:

(Spanish) I am not a patient. I am a designer.

CLAUDIA:

I'm a digital strategist.

PHIL:

I'm a problem solver.

LISA:

I'm a teacher.

CAROLINE:

We can do better together.

DERRICK:

Together.

ASHLEY:

Together.

BEN:

Together.

SPEAKER:

Accenture is committed to a new way to work together, to shape the next era of breakthrough care. Connecting experiences, evidence and economics. Because we believe the future of healthcare is not just about patient outcomes. It's about human outcomes.

[Music]