

A **patient story** is an individual's personal account of their healthcare experience as described in their own words. At its simplest, it is a conversation with a **patient** or someone close to them, such as a relative or carer, which is recorded and transcribed.

Patient stories can be used to emphasize why quality improvement initiatives are **important**, and to help discuss the difficult decisions, personal circumstances, and values that patients bring to health care.

Other Reason: Etymology. The word **patient** originally meant 'one who suffers'. This English noun comes from the Latin word *patiens*, the present participle of the deponent verb, *patior*, meaning 'I am suffering,' and akin to the Greek verb πάσχειν (= *paskhein*, to suffer) and its cognate noun πάθος (= *pathos*).

Ensuring **patient** safety is a national priority, and everyone involved in the healthcare system has a **role**, including the **patient**. **Patients** can help make their healthcare experience safer by becoming active, involved, and informed members of the healthcare team.