

Trust Point Worksheet

Phase _____

1. Trust Point What are the trust points between staff and patients in this phase?	2. Patient Need(s) What does the patient expect at each point?	3. Practice Need(s) What do we need in our practice at this point (include technology requirements)?	4. What we need from each other What are the trust points between staff members in each phase? What do we need from each other?	5. How can we make things better? How can we improve the patient experience for this trust point?