



Listening Lab

What is the Penn Medicine Listening Lab?

Created by patients, caregivers, staff, and providers, this storytelling initiative is a recording line, an immersive exhibit, and an online experience that allows us to discover ourselves in others.

What is the purpose?

- To share stories of where we are listening at Penn Medicine and the impact it has on patients, families, staff, and providers.
- To highlight listening as an act of compassion, the first of our five Penn Medicine Experience Standards.
- To explore the power of listening as a transformative tool in providing care.

Who can participate?

Everyone is invited to participate. Below are several ways to interact:

- Donate a story by calling the Listening Lab phone line at 1-267-758-4646.
- Listen to stories that have been donated by visiting the exhibit, the website at PennMedicine.org/ListeningLab or calling the phone line.
- Share a story with a colleague or create a “My Story Collection” list of favorite stories on the Listening Lab website to share with others.

What if a patient or guest has a complaint?

- Tell the patient or guest that there are other vehicles by which Penn Medicine gathers feedback. Direct the patient or guest to Patient & Guest Relations at the entity where the issue occurred.

What about privacy and HIPAA?

- All stories will be reviewed by P&GR for complaints or grievances within 48 hours.
- All story collection procedures are designed to be HIPAA compliant and have been reviewed by our legal team.

