Improving Patient Satisfaction

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**Introduction**

We knew our satisfaction scores could be higher.

**AIM**

Increase patient experience/provider rating scores to 84% or higher before end of December 2018 by improving communication, clinic follow up and patient wait times.

**Method**

**PRIMARY DRIVERS**

- Improve communication
- Improve clinic follow up after patient is seen
- Improve patient wait times

**SECONDARY DRIVERS**

- Delays
- Provider instructions
- AVS
- NP, NOB & Procedures
- Students
- Double booking
- Appointments

**CHANGE IDEAS**

- **Provider:** Ensure any delays are immediately communicated.
- **Provider to patient:** Be sure patient understands what was discussed and follow up info before leaving the room.
- **Inform patient CMA will return to discharge:**
- **CMA to patient:** Discharge patient and ensure patient is leaving with a clear understanding of instructions/follow up.
- **CMA to patient:** Next day follow up call to see how patients are doing or if patients have any questions.
- **CMA to patient:** Discuss resident’s role, inform patient that this may increase the length of appointment.
- **CMA to provider:** Will huddle about schedule and which appointments the student may or may not participate with in an effort to reduce delays.
- **PRR:** MD approves double-booking must be approved by MD and reviewed by clinic supervisor.
- **PRR:** If patient is concerned about waiting until the first available appointment, review with MD and supervisor.

**Conclusions**

Patient satisfaction scores went up.

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