Improving Patient Satisfaction

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Introduction
We knew our satisfaction scores could be higher.

Method

**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.

**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.
- CMA/PRR to patient: use AIDET when discussing provider delays.
- 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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