

# Patient Experience Improvement Initiative Session 3: Interactions

February 11, 2021



# Chat Introductions



# Patient Satisfaction Surveys

1. Personalized plea
  - a. *“We are working on making changes here, We’d really appreciate it if you could let us know how we can improve. Would you be able to help us with that today? Thanks!”*
2. *Keep it short*
  - a. *“What is ONE thing we could have done to make your visit better today?”*
3. Provide a convenient, private way to fill out and submit
4. Set a routine and stick to it



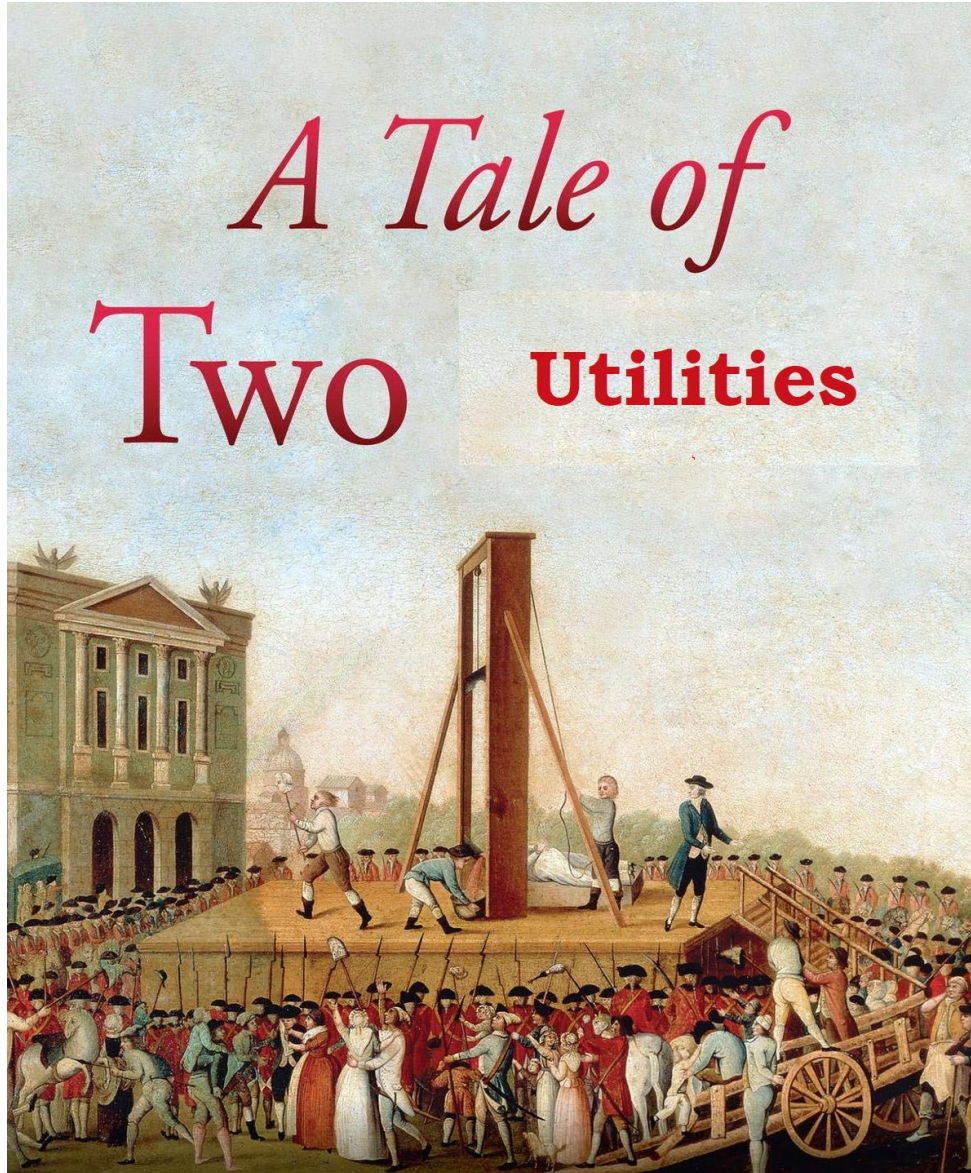
# Objectives

By the end of this session, you will be able to:

- Describe at least two ways to apply the five skills to improve every visit
- List at least two strategies for managing challenging patient interactions
- Identify at least one way in which your team can improve staff satisfaction



# *A Tale of* **Two Utilities**





*This review is featured by Direct Energy*



**John of Pittsburgh, PA**

✓ Verified Reviewer

\$ Verified Buyer

Original review: Jan. 4, 2021

Chatted with a Direct Energy rep to confirm some account changes. The rep was very professional and thoroughly helpful. The rep was also incredibly patient. It is a credit to Direct Energy to have employees of that caliber. Thank you.



Jan. 5, 2021

✓ **Direct Energy response**

Hi John, it is a big honor to have you in our family. This is great news and we will be sure to pass this feedback along to the appropriate team for recognition. Thank you for being a Direct Energy customer! Have a great week and stay safe out there. - Zoeh / Digital Care





**Chris of Reston, VA** ✓ Verified Reviewer

Original review: Jan. 14, 2021

If you have the choice between this company and another gas company, go with the other company. This is the worst customer service I have ever experienced. It does not matter how many times you email or call them, you will not get a response. I have emailed 10 times over a 2 month period and I only get an automated response back. I have called 10 times over 2 months only to be put on hold for over 45 minutes, Every time the automated person keeps saying "Your estimates wait time is over 30 minutes." Who knows if there is actually somebody there to answer phone calls or respond to emails. I get the times we are in, but these are things people can do while working from home. I might just be better off trying to convert everything in my house to electric. AVOID THIS COMPANY AT ALL COSTS.



# Reflection

How does it feel to receive poor service?

## Instructions

- From your computer, click this link  
<https://www.menti.com/vaeymdipoo>

OR

- From your phone: go to [www.menti.com](http://www.menti.com) >  
enter code: 99 56 64 7





# 5 skills to improve every visit

1. Make a welcoming statement
2. Use friendly words and tone
3. Demonstrate empathy
4. Put language in the positive
5. Offer options



# Reflection

What other skills would you add to this list?

## Instructions

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# Breakouts: Scenario

1. What makes this challenging?
1. How could you (or your staff) respond?
1. How can the 5 skills be used in this scenario?



# Scenario 1

Maddy is a 17 year old who came to the clinic with discomfort with urination and pelvic pain. She was last at the clinic 1.5 years ago when she got a Depo-Provera shot, but never returned.

She calls the front desk asking for an appointment.

Maddy arrives 12 minutes late, wet from the rain.

She looks cold and uncomfortable, and is dripping water on the floor.



# Scenario 1

The provider enters the exam room, and Maddy is sitting on the exam table, on the phone.

She tells you she had unprotected sex last night and wants “Plan B.” When you ask her if she’s interested in longer term birth control she says she doesn’t want any hormones.



# Scenario 2

Alex is a walk-in visit who is there for STD screening. Alex checked in at the front desk but didn't fill out all of the forms, including the gender. At this clinic, the protocol is to ask for a urine sample before they even go to the back, but the front desk person is not sure whether to give Alex a self-collected vaginal swab kit or urine collection.



# Scenario 2

Alex hands in their urine sample, and asks how long it's going to be, that their girlfriend is waiting outside and they don't have long.



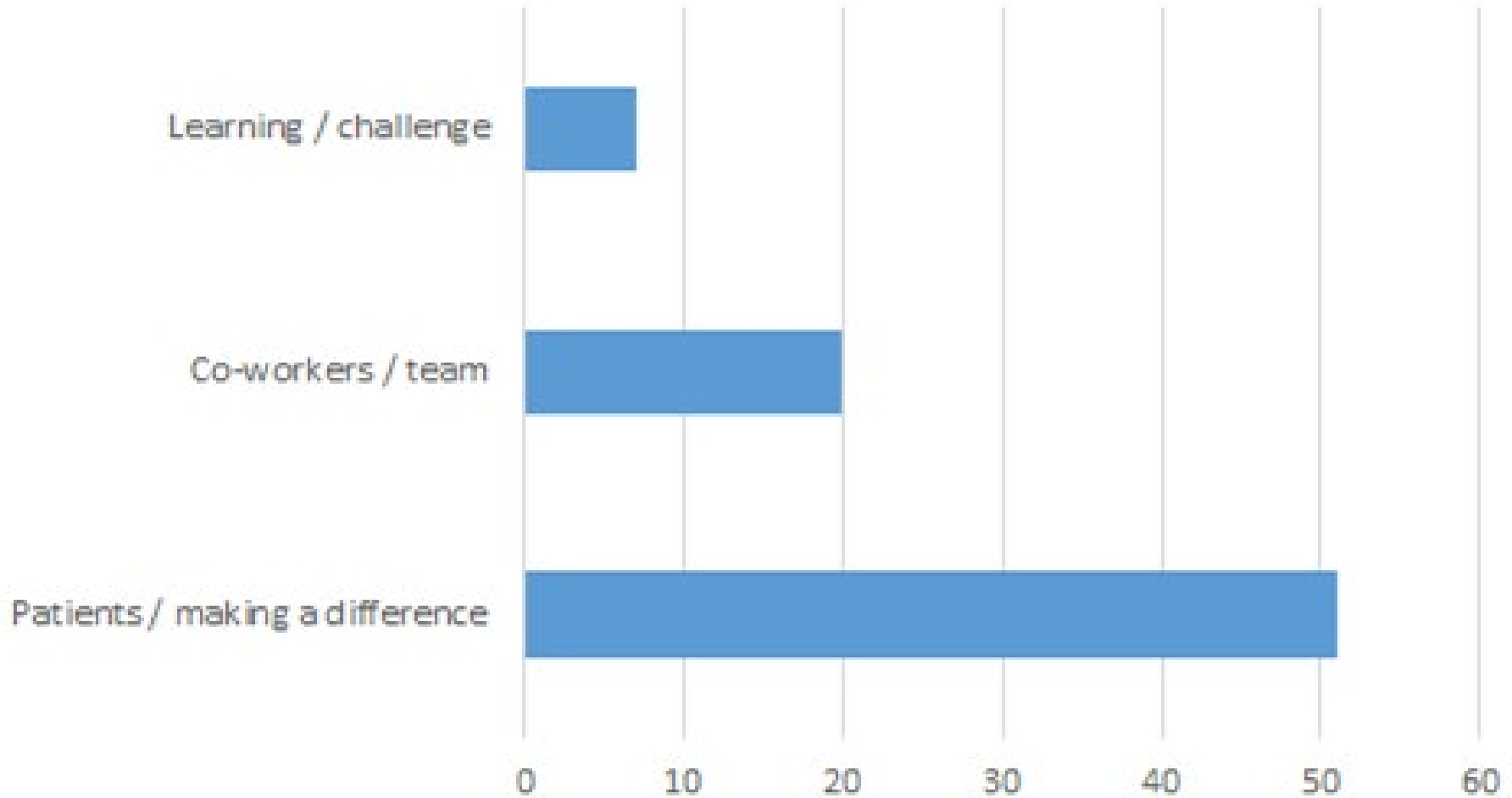
# Staff Satisfaction

■ Strongly Agree  
 ■ Agree  
 ■ Disagree  
 ■ Strongly Disagree  
 ■ Neither

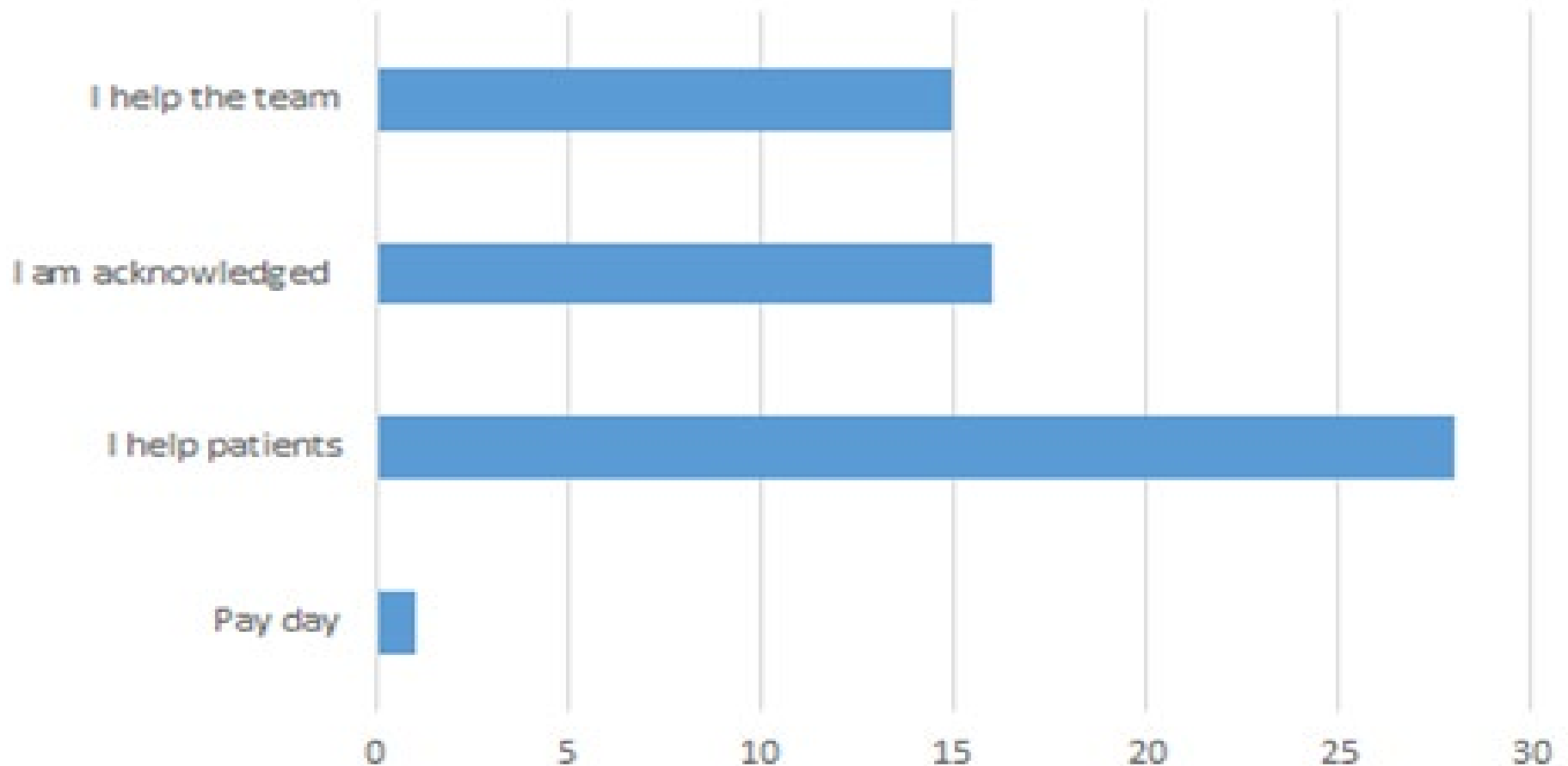




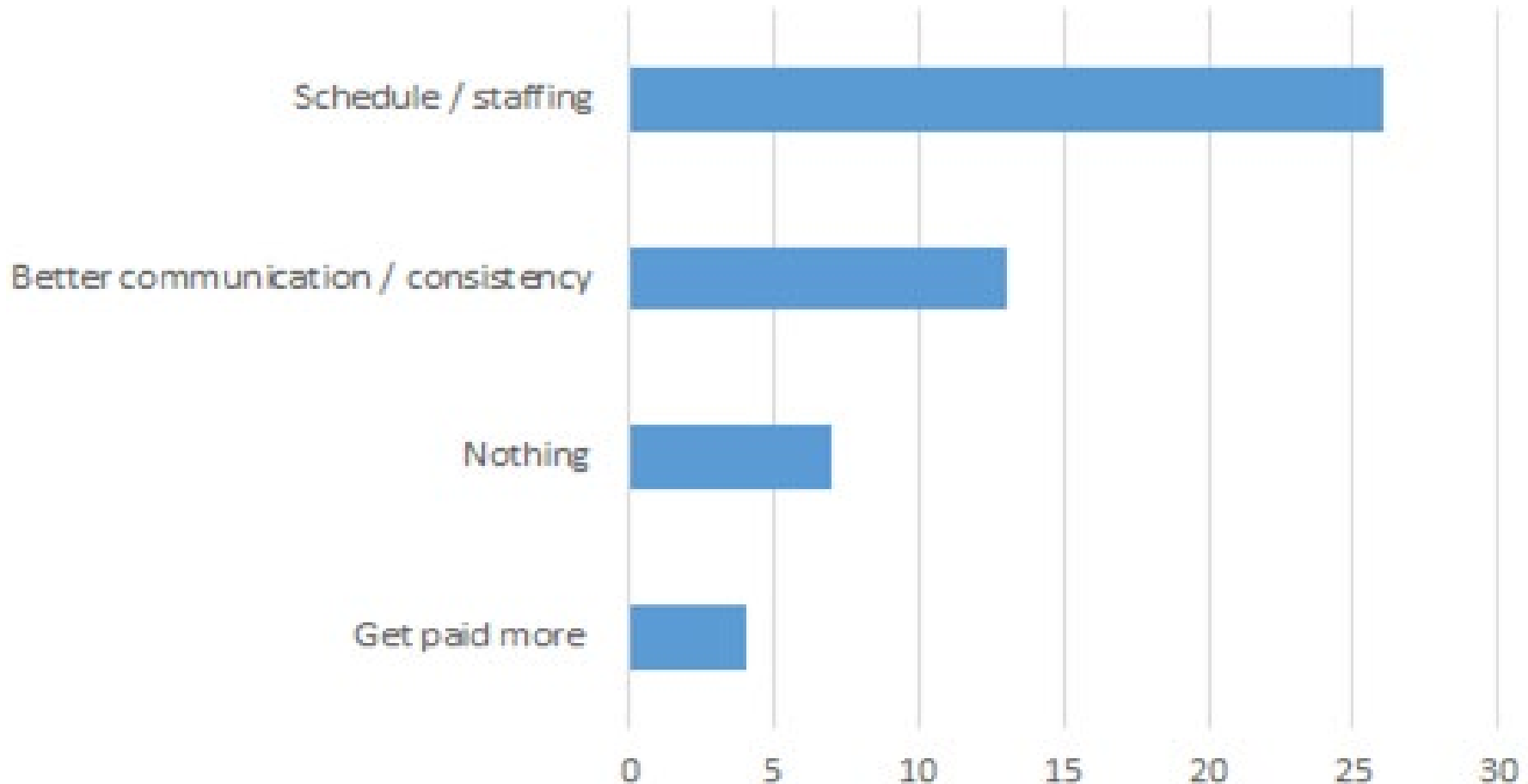
# I like most about my job...



# I feel most appreciated when...



# If I could change one thing...



# 6 Sources of Influence

**MOTIVATION**

**ABILITY**

**PERSONAL**



**SOCIAL**



**STRUCTURAL**



# Breakouts: Supporting and motivating staff

1. What strategies do you use for motivating your staff and improving staff satisfaction?

Come to consensus on ONE idea to share back.



# Share back: One idea

Share one idea that came out of your breakout groups.



**Please (PLEASE!) Please!**  
**Complete the evaluation!**

**Thank you!**

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