

Patient Experience Improvement Initiative Session 4: Environment

April 8th, 2021



Chat Introductions



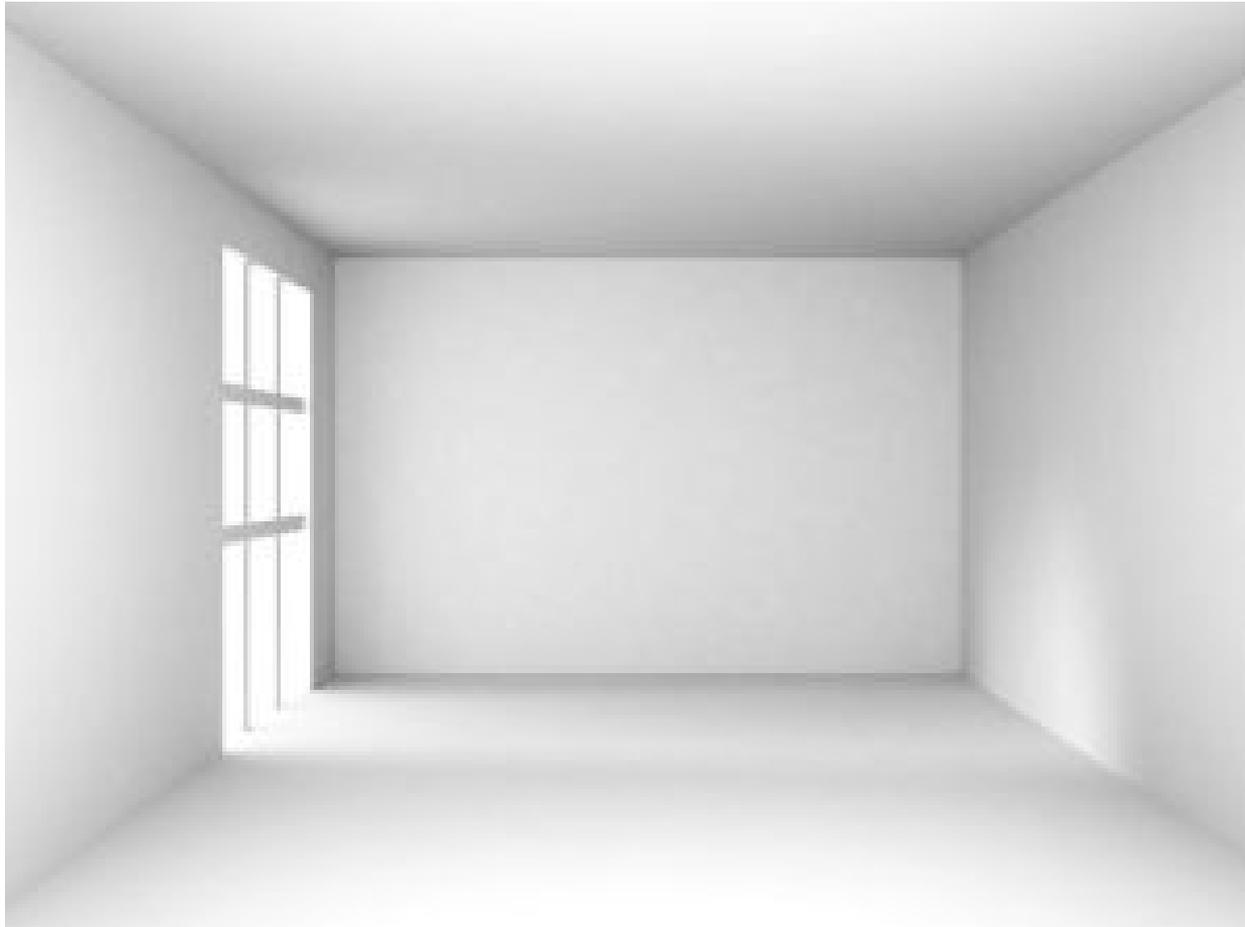
Objectives

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

1. Describe how the physical and virtual environment influence the patient experience
2. Explain common challenges to ensuring a positive patient experience
3. Apply at least two strategies to improve the physical or virtual environment



Physical Environment



Environment

- Location
- Cleanliness
- Comfort
- Virtual environment
 - Website
 - Social media

Patient Experience Improvement Toolkit

Facility Audit Form

Use this form to perform a patient experience audit of your facility. Like a new patient would start by examining the outside of the facility and then go inside. Go through the checklist to see which of these characteristics accurately describe the service site, and feel free to make extra notes about what you see. If some features do not apply to this service site (e.g. hedges), simply cross it off the list. If you notice other things that are not included in this list, such as strange sounds or smells, be sure to note them for later discussion.

FACILITY AUDIT		Yes	No		
Location & Parking					
The service site is easy to see from the street.					
The entrance is obvious to first-time patients.					
The building looks well-maintained on the outside.					
The signs for the service site are visible at night.					
The parking area is well-maintained.					
The parking area is well lit at night.					
The service site's hours and phone number are posted clearly and accurately outside.					
There is a					
Cleanliness					
The area					
The floor					
The floor					
The floor					
Comfort					
The area					
The area					

REPORT
EXPERIENCE
IMPROVEMENT
TOOLKIT

Website Audit Form

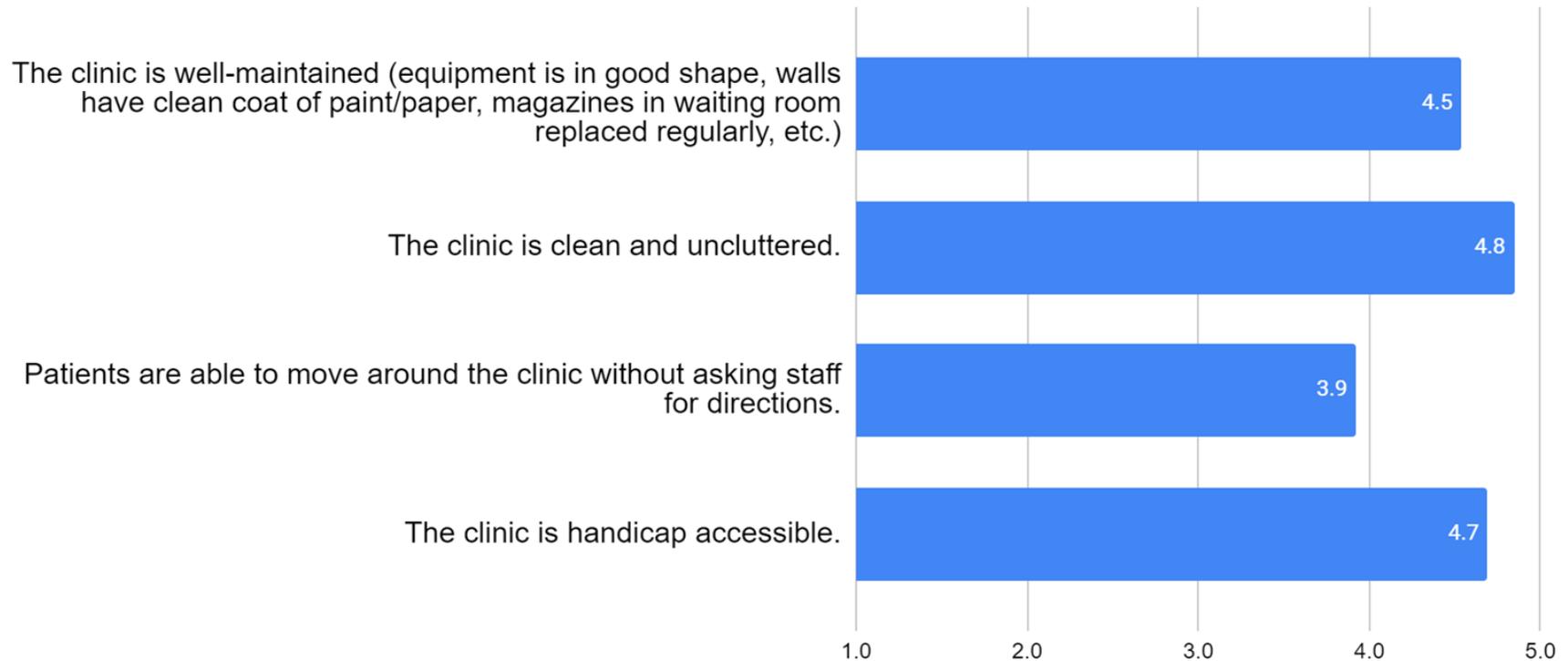
Use this form to evaluate your site's website. Browse through the website as though you are a patient, returning it new, and look for information that you think would be important to answer a question you had or plan a visit. If you notice other problems or concerns that are not included in this list, please note them on the lines at the bottom of the page.

First, please indicate how you are accessing the website (it is important to review the site in all browsers):

Internet Explorer Mozilla Firefox Google Chrome Safari Mobile Phone Tablet

WEBSITE AUDIT		Yes	No		
Design					
The website design is aesthetically appealing.					
The content on the site are related to the service site's topic.					
The forms are easily readable.					
The resources of the navigation bar make sense.					
Content					

Common Challenges



Physical Environment Breakouts

1. How does the physical environment affect your patients' attitudes toward you?
2. What strategies have you used to make improvements?
3. How have you engaged volunteers?
Donations? Staff?

Share back ONE highlight from your discussion.



Reflections

Using own experience:

- What are you looking for in a virtual environment?
- What is important to you in a virtual environment?

Instructions

1. On your computer or phone, go to [Menti.com](https://www.menti.com)
2. Enter Code: 3645 4635

7 C's Communication

1. Clear
2. Concise
3. Culturally appropriate
4. Considerate
5. Concrete
6. Correct
7. Complete



Search optimization

COVID-19 ALERT: Find COVID-19 Testing Sites. COVID-19 Vaccine Info. Make a Donation.

NYC
HEALTH+
HOSPITALS

Harlem

Call for an appointment
1-844-NYC-4NYC

General information
1-212-939-1000

AAA

Language ▼



MYCHART

COVID

ABOUT US

OUR SERVICES

PATIENT/VISITOR INFORMATION

NEWS & EVENTS

CONTACT US

FIND A DOCTOR



Virtual environment

Webisode Manner

- Prepare your setting
- Test equipment
- Start visit
- During visit
- Concluding visit

Telehealth Etiquette for Family Planning Visits



The purpose of this job aid is to help Title X family planning agencies provide a positive client experience when conducting telehealth visits. Telehealth etiquette, or "webside manner," is new for many family planning providers and requires attention to detail that differs from an in-person encounter.¹ While telehealth is also sometimes done by telephone, the tips below apply to virtual (video) telehealth visits. Family planning visits conducted via telehealth should be conducted in a private, [HIPAA-compliant environment](#) with adequate privacy.

Prepare your setting

- Make sure the provider is in a physical space that protects the client's privacy.
- Turn off other applications and potential notifications on your devices; reduce any background noise and silence cell phones.
- Communicate to others that you will be conducting a client visit (e.g., put a "do not disturb" sign on your door).
- Wear clothing that is professional, the same type you would wear during an in-person family planning encounter. Consider wearing a lab coat and/or name badge during appointments. Try to avoid wearing detailed patterns, which can cause distortion on video.



Test your equipment



- Before the visit, test your audio for volume and clarity and your video for lighting and appearance using your telehealth platform.
- Check the angle of the camera and try to put the webcam at eye level or slightly higher. Your head and shoulders should be centered on the screen.
- Try to position the webcam and monitor (client on screen) as close to each other as possible, so you are looking at the client and maintaining eye contact rather than looking in another direction.
- Use a natural (i.e., not virtual) background to ensure the client knows the setting is confidential, given the sensitivity of topics discussed in a family planning visit.
- Check the lighting in the room to ensure adequate lighting and that you are not back-lit.

Start the visit

- Confirm that you and your client can see and hear each other.
- Confirm consent has been obtained for medical and telehealth services. A sample consent form for family planning services is available [here](#).
- Explain how the equipment being used in a telehealth visit ensures privacy and security.
- Check in with the client to ensure they are in a space that protects their privacy. If the client has concerns (e.g., has been experiencing intimate partner violence or has children in the background during the visit), suggest alternatives to reinforce the client's privacy (e.g., agree on a "safe" word for the client to end the visit with or suggest the client take



<https://rhntc.org/resources/telehealth-etiquette-family-planning-visits>



New York State
Family Planning
Training Center
nysfptraining.org

Sustainability

The Five Rs:

- Resources - budget, raw materials, human
- Roles - funder, grantees, sub-recipients, clinics, providers etc.
- Relationships - interactions between stakeholders
- Rules - federal, state and local policies and guidelines
- Results - overall strength, traditional outputs and outcomes



Reflection

What will help you to sustain improvements?

Instructions

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2. Enter Code: 3645 4635



Team Presentations

“5 x 5”

- Five minutes
- Five slides

1. Title Slide
2. Tell us what you are most proud of having accomplished in this initiative.
3. How you got there.
4. What you learned.
5. What's next?/How you will apply this going forward.



Please! Complete the
evaluation!

Thank you!

nysfptraining.org

