

Introduction to the Patient Experience Improvement Initiative

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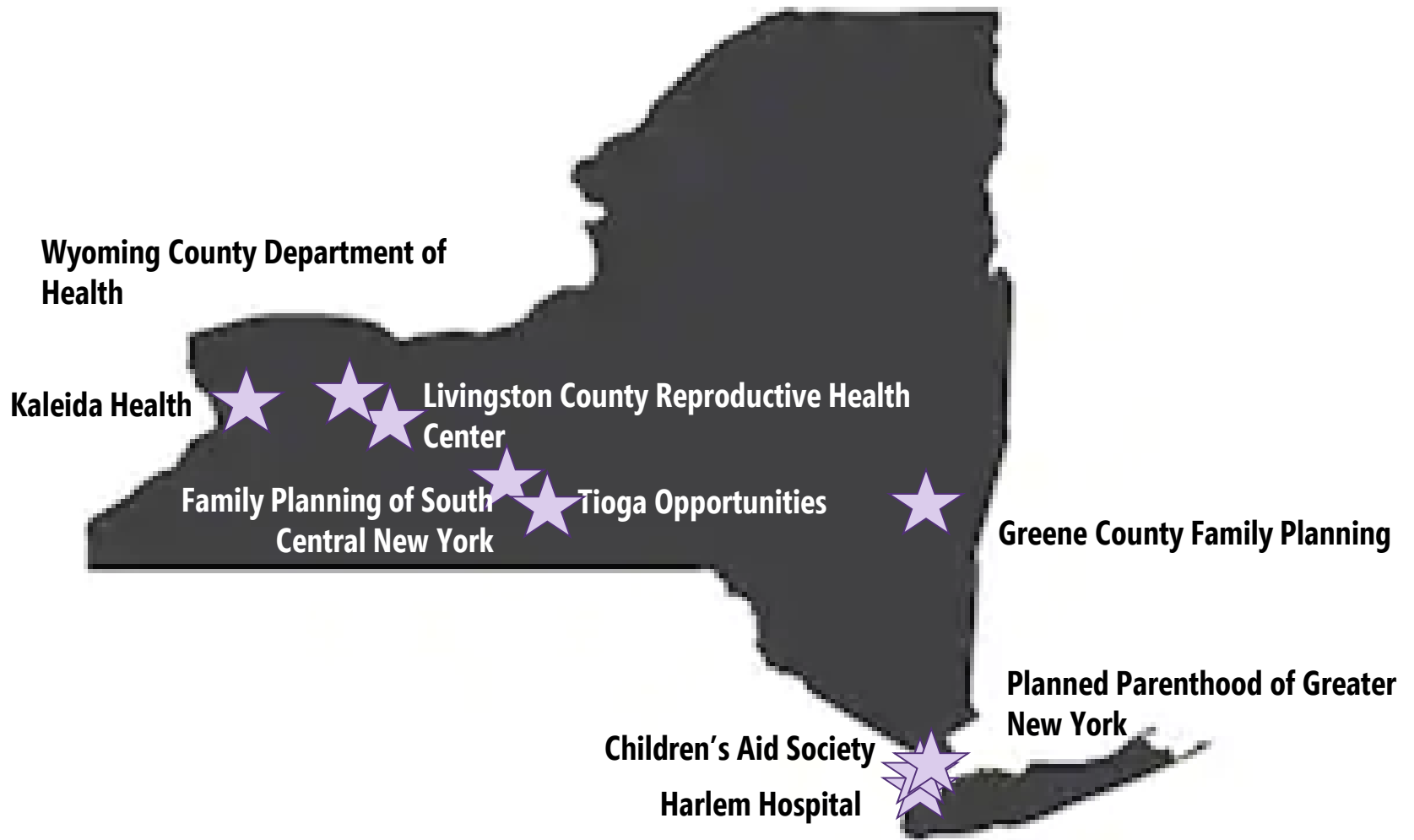
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New York State
Family Planning
Training Center
nysfptraining.org

Introductions



Improving the patient experience



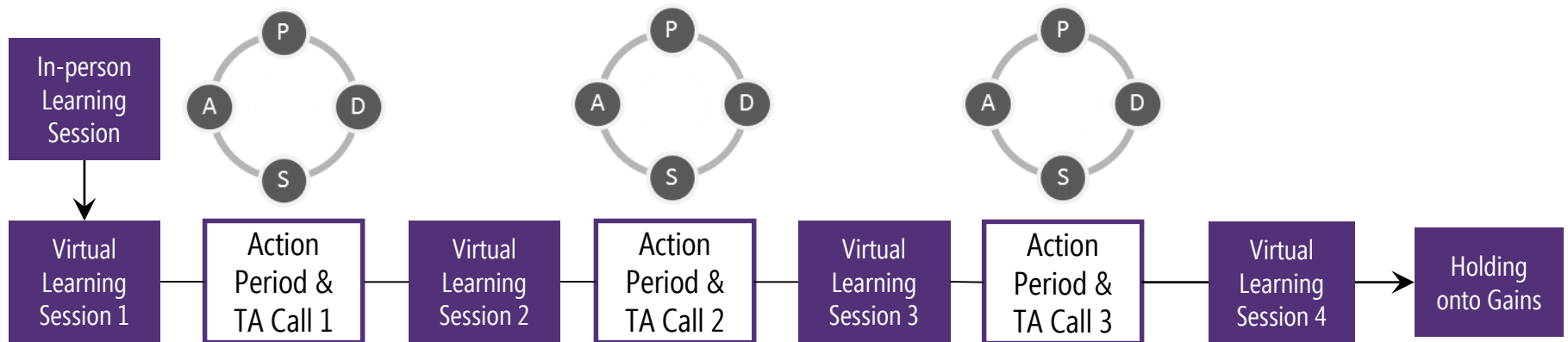
Objectives

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

- Describe what to expect from the *Patient Experience Improvement Initiative*
- Explain how to assess your patient experience baseline and improvement for this learning collaborative
- Describe four of the factors that influence patient experience



Breakthrough Series Learning Collaborative Model



Oct-Jun
Online sessions

This Improvement Initiative is to:

- **Support you in the achievement of your patient experience improvement goals**
- Increase capacity to conduct quality improvement (QI)
- Provide an space to build relationships between peer sites



Learning Collaborative Group Expectations

- Participation and engagement
- Sharing lessons learned, best practices
- Self-advocacy
- Others?

What was most valuable?

“Hearing from other sites what they are doing and how we might be able to use their ideas.”

– Collaborative participant



An excellent patient experience

- Good for patients
- Greater engagement in patient self-care
- Better health outcomes
- Patient retention



Dehlendorf, AJOG, in press
Rosenberg, Fam Plann Perspect, 1998
Forrest, Fam Plann Perspect, 1996
Harper, Patient Ed Counsel, 2010

What's In It For Me?

- Lowers stress among staff
- Improves teamwork
- Increases staff retention
- Correlates with higher job satisfaction



Let's hear from you!

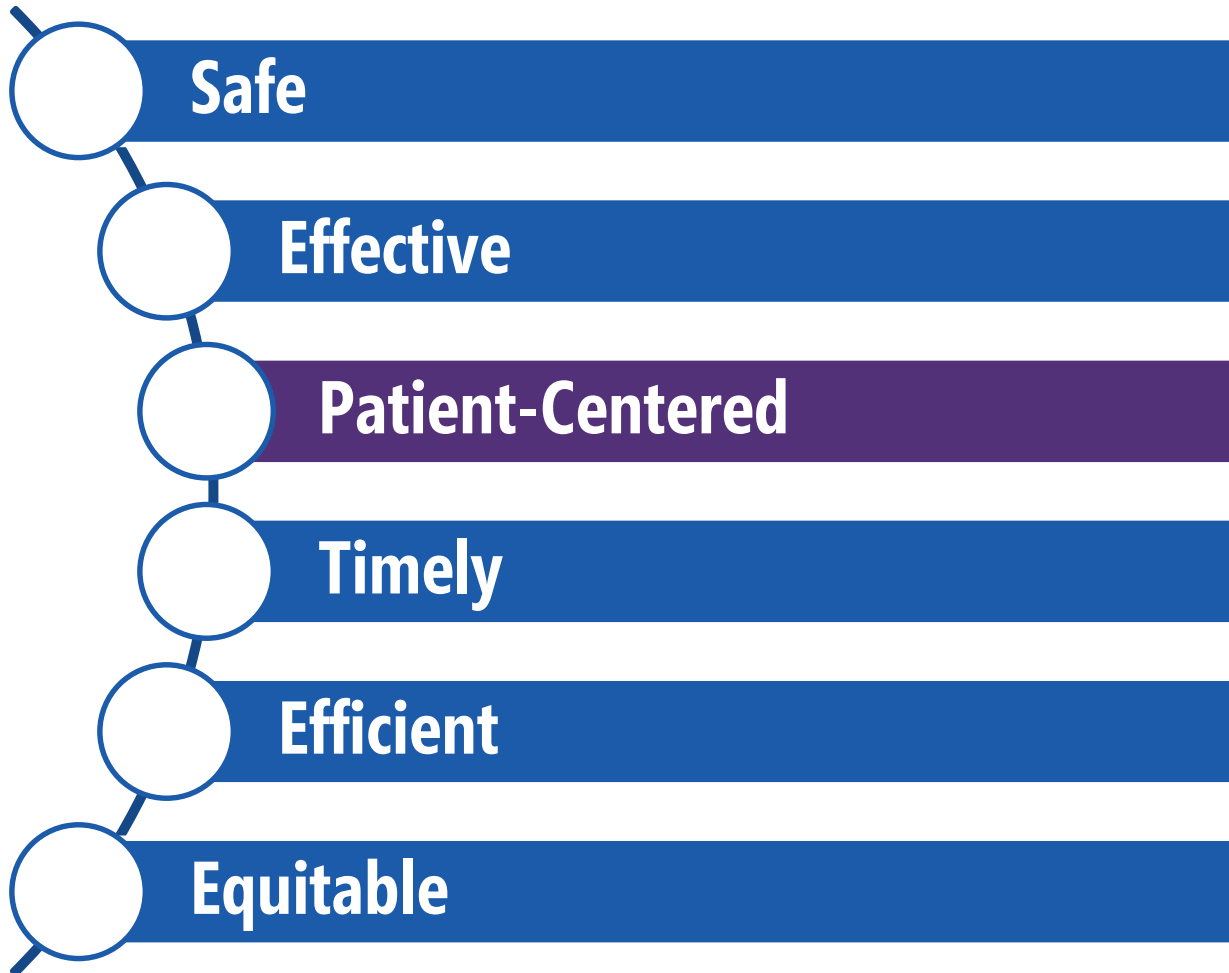
1. Go to www.menti.com
1. Enter this code: 68 86 35 6
1. Type in your responses:

What in your clinic contributes to a positive patient experience?

What could be better?

What is your goal for a patients' experience?

Quality Care According to the Provider

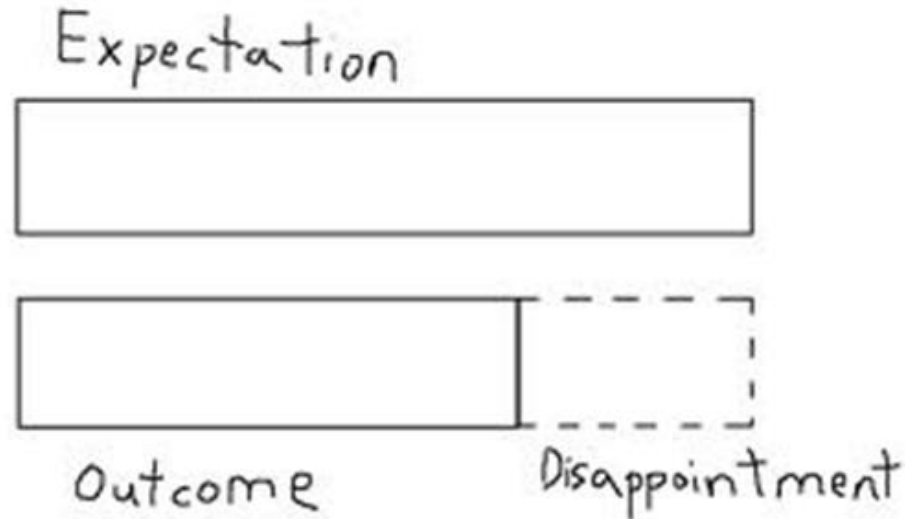


Quality According to the Patient

What the patient gets vs. what they expect:

Gets = Expects = *Average* Experience

Gets \geq Expects = *Positive* Experience



Customer Service Terminology

Must Haves

What defines your relationship with the patient

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What defines your relationship with the patient

Should Haves

What patients expect (won't notice if there, but will notice if not there)

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Delighters

What patients notice and appreciate



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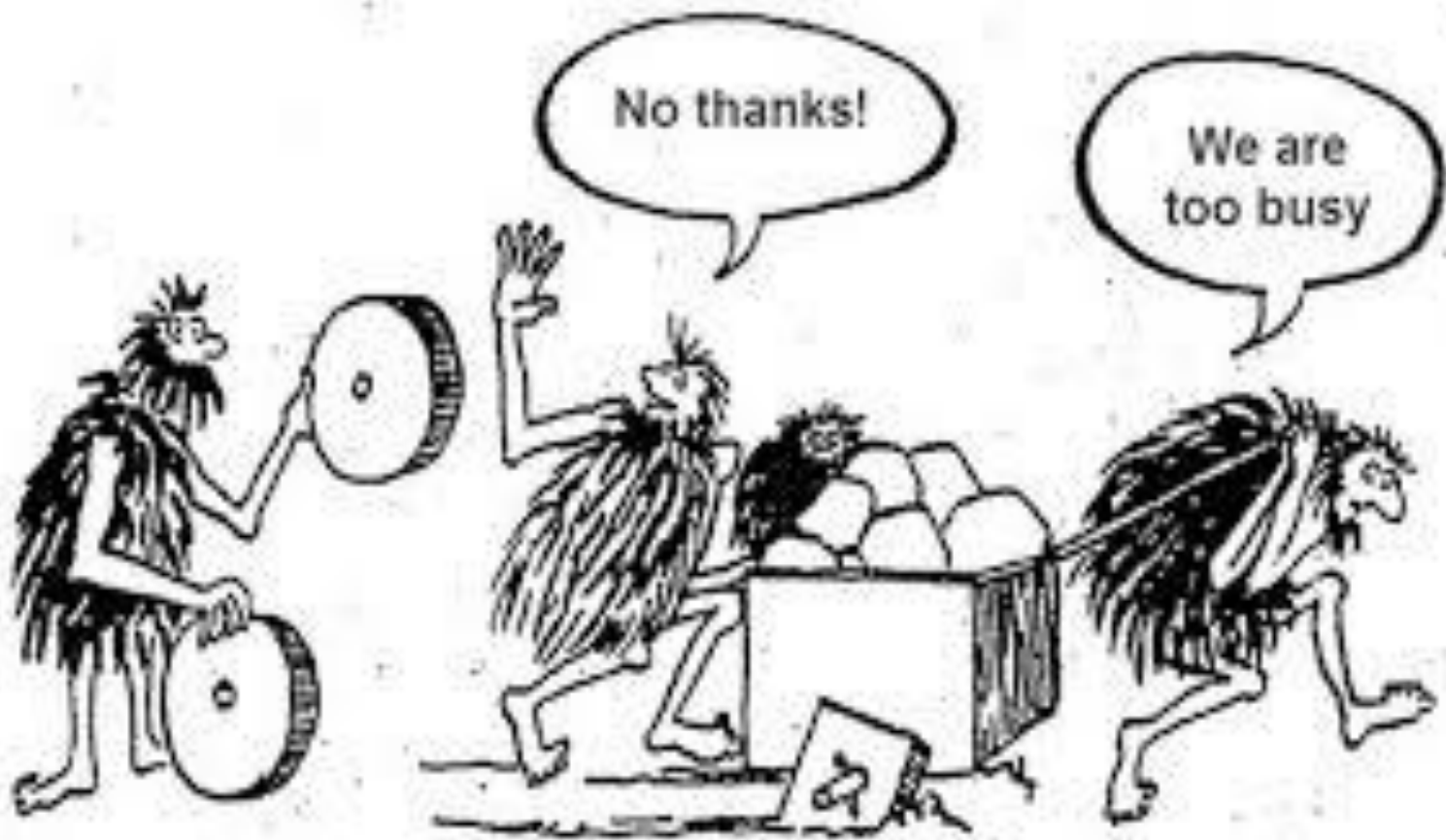
Delighters

What patients notice and appreciate

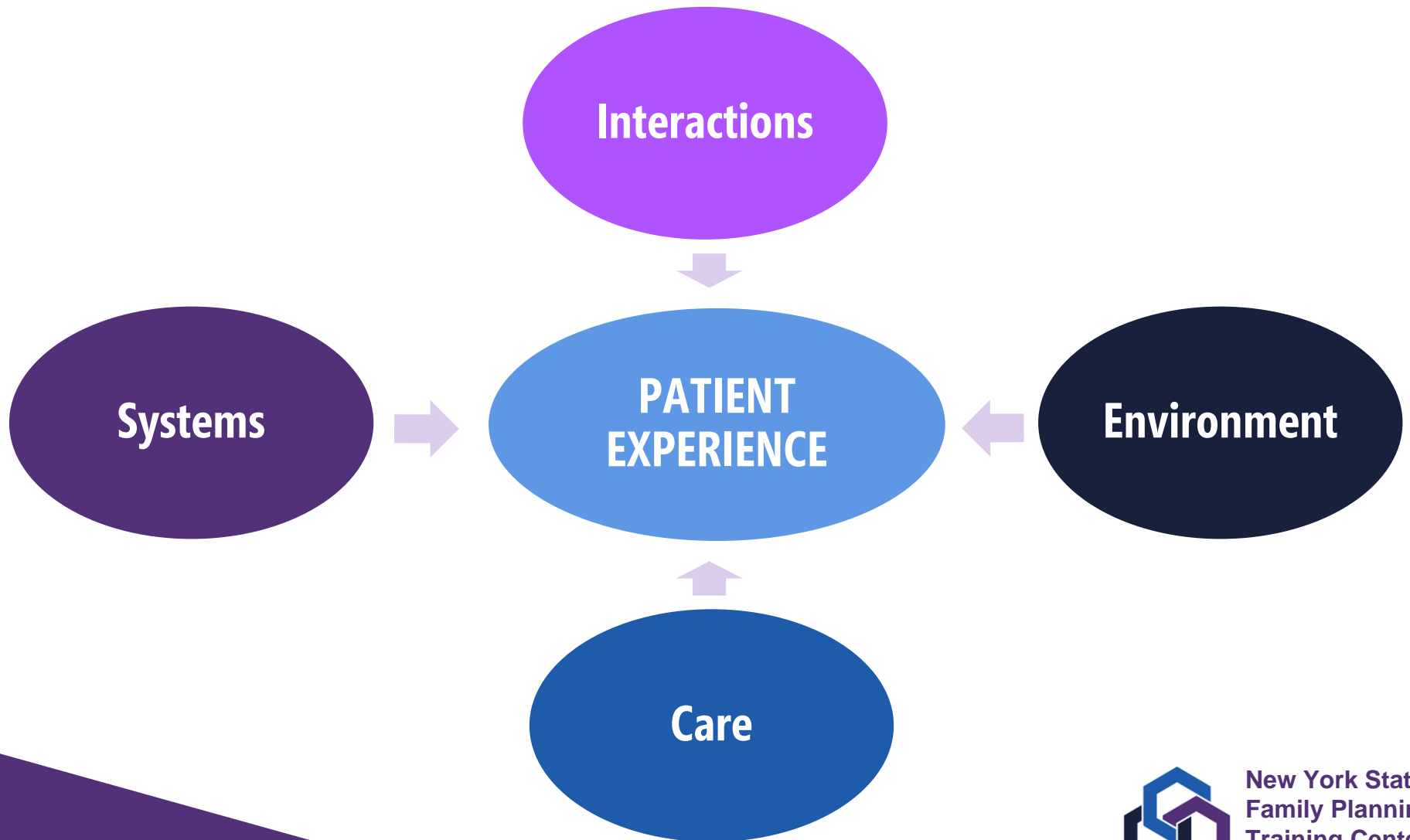
Frustrators

What you do that has a cost but does not add to the patient experience





What Influences Patient Experience?



Patient Satisfaction

Patient Satisfaction:

how the patient felt about different aspects of their visit.

Patient Experience:

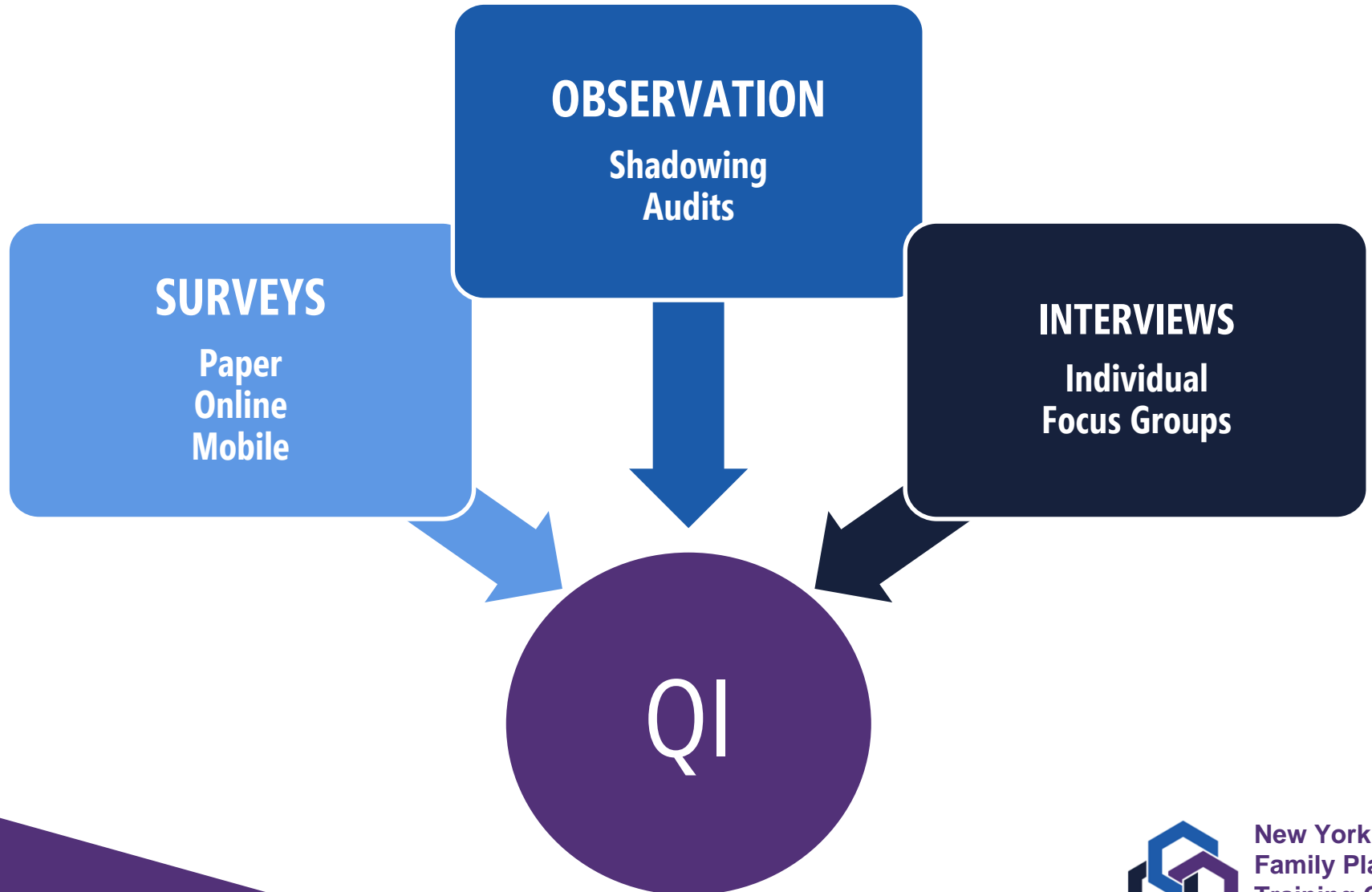
what did or didn't happen during a visit



Patient Satisfaction or Patient Experience?

Patient Satisfaction	Patient Experience
On a scale of 1 to 5 how satisfied were you with the length of time you had to wait during your appointment?	After arriving at the clinic, about how many minutes total did you have to wait to be seen?
Rate the courtesy of the front desk staff: <i>Poor/Fair/Good/Great</i>	Did the front desk staff make a welcoming statement when you arrived? <i>Yes/No</i>

Assessment



Data submission requirements

Patient satisfaction survey including:

- **What is the likelihood that you would recommend [clinic name] to a friend or colleague?** *(scale 1-10)*
- **What is one thing that could have made your visit better today?** *(open-ended)*

Each team will submit up an excel spreadsheet with 50 *(or max)* responses to *(at a minimum)* the two questions above during each month of the collaborative

Other data

In addition, the Training Center and teams will discuss other data sources including:

- **Clinic team activity/assessment results** (discussed on bi-monthly phone call)
- **Improvement plan updates** (discussed on bi-monthly phone call)
- **Patient utilization and retention data** (provided by NYSDOH and discussed on bi-monthly phone call)

PE Assessment

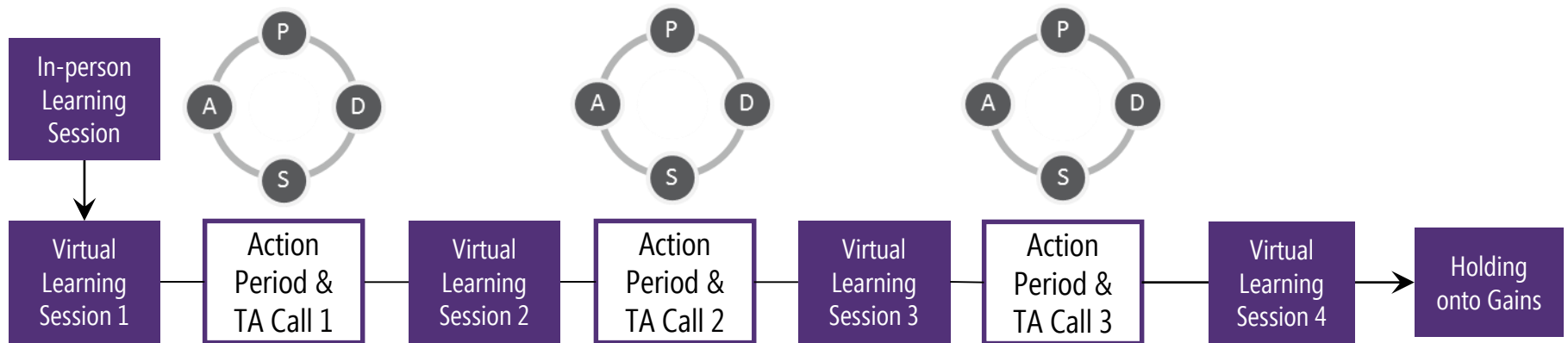
Include all staff in patient experience improvement efforts

- PATIENT
- EXPERIENCE
- IMPROVEMENT
- TOOLKIT

Patient Experience Improvement Assessment

Domain	Element	1= NEVER	2= RARELY	3= SOMETIMES	4= USUALLY	5= ALWAYS
Systems	Our patients can get an appointment to see a provider on the same or next day.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Our patients do not have to wait more than 10 minutes before they are seen.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Our patients get in and out of our clinic in 45 minutes or less.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Patients choose to come here even if they are insured.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Environment	Our clinic is well-maintained (equipment is in good shape, walls have clean coat of paint/paper, magazines in waiting room replaced regularly, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Our clinic is clean and uncluttered.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Our patients are able to move around the clinic without asking staff for directions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient Interactions	Our clinic is handicap accessible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Staff make a welcoming statement to patients upon arrival.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Staff use friendly words and tone of voice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Staff demonstrate empathy when a patient expresses difficult emotions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Staff use positive phrasing when communicating with patients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Staff use terms that patients understand when explaining medical procedures or devices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality Care	Staff offer options when a patient is having a difficult time understanding/complying with the clinic protocols.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Patients come here because we provide excellent care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Breakthrough Series Learning Collaborative Model



Oct-Jun
Online sessions

Month	Clinic Team Activities and TA Calls	Group Virtual Activity
Oct 15		Welcome to the Patient Experience Improvement Initiative Virtual Learning Session (VLS)
Oct	Introduction to the Patient Experience Improvement Initiative <i>Action period/pre-work & TA Call</i>	
Nov	Systems - Clinic Flow and Wait Time <i>Action period/pre-work & TA Call</i>	
Dec 10		Systems Improvements VLS
Jan	Interactions - Skills to Improve Every Visit <i>Action period/pre-work & TA Call</i>	
Feb 11		Interactions Improvements VLS
Mar	Environment - Physical & Virtual <i>Action period/pre-work & TA Call</i>	
Apr 8		Environment Improvements VLS
May 13	<i>Wrap-up TA Call (optional)</i>	Team Presentations & Certificates VLS
Jun 10		Team Presentations & Certificates VLS

Patient Experience Improvement Champion Certificates

Element
Learning Collaborative Participation
<input type="checkbox"/> Participate on all sessions (group sessions, one-on-one TA calls).
<input type="checkbox"/> Develop a Patient Experience Improvement Plan with participation from all clinic staff.
<input type="checkbox"/> Update Patient Experience Improvement Plan for bi-monthly TA calls.
<input type="checkbox"/> Collect and send complete patient satisfaction survey data: Net Promoter Score and "What is one thing we could have done to make your visit better?"
Systems
<input type="checkbox"/> Complete a Clinic Flow Assessment and conduct patient observations and make at least three improvements.
Patient Interactions
<input type="checkbox"/> Make at least three improvements to improve client interactions.
<input type="checkbox"/> Complete training on Family Planning Patient Experience: Skills to Improve Every Visit.
Environment
<input type="checkbox"/> Complete a Facility Audit, Website Audit, and Privacy Audit and make at least three improvements to the environment.

Model for Improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What changes can we make that will result in improvement?



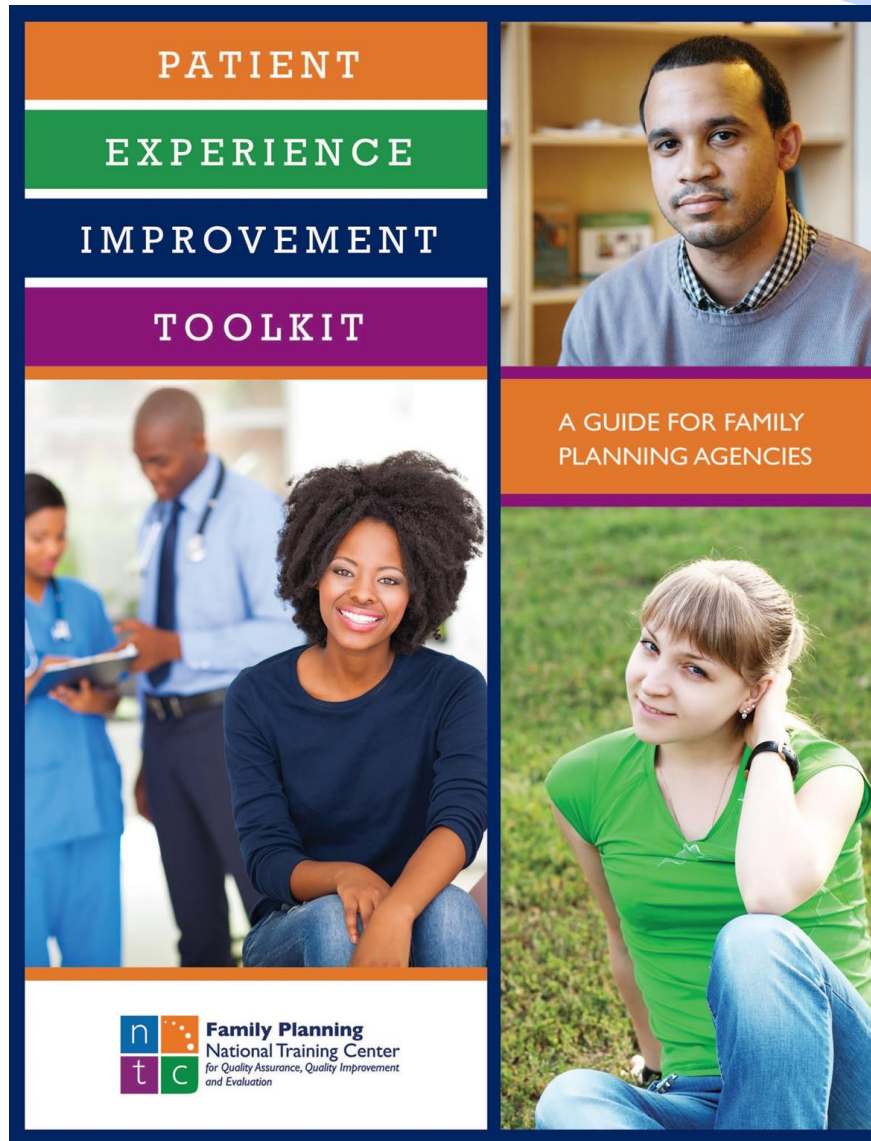
QI e-Learning Course

- **Introduction to QI for Family Planning**
- QI Methodologies:
Using the Model
for Improvement
- Data-Driven QI
- Implementing
Sustainable QI
- Building a Culture
of Quality for Family Planning



Access the course at: <https://www.fpntc.org/resources/introduction-quality-improvement-family-planning-elearning-module-1>

Patient Experience Improvement Toolkit



<https://fpntc.org/training-and-resources/patient-experience-improvement-toolkit>

Next

- **TA Calls with each team** scheduled later this month
- Change patient satisfaction survey if needed and **start collecting surveys**
- **Form improvement team**
- **Pre-work between now and October TA Call**
 - Watch Introduction to Prioritizing the Patient Experience Video (5 minutes) (individually)
 - Complete Introduction to QI eLearning module (individually)

Every
Patient,
Every Time



Please complete the evaluation!

Thank you!

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