



New York State
Family Planning
Training Center
nysfptraining.org

Patient Experience Improvement Initiative Calendar of Activities

The Patient Experience Improvement Initiative includes the following activities:

- **Clinic team-based activities** to assess aspects of patient experience, identify opportunities for improvement, and develop staff skills to improve patient experience. Details of these activities will come via email each month.
- **One-on-one technical assistance (TA) video conference calls** to develop clinic-specific strategies to improve patient and staff experience. These TA calls will include one clinic team and Training Center staff. The Training Center will work with each team individually to schedule these calls.
- **Group virtual learning sessions with all teams** to obtain peer input on progress and challenges.

Month/Date	Type of Activity	Topic
October 15 1-2:00 pm ET	Group Interactive Virtual Learning Session	Introduction to the Patient Experience Improvement Initiative
October	Clinic team-based activities <i>(details forthcoming)</i>	Introduction and Assessing Patient Experience
	TA Call <i>(date TBD based on clinic team availability)</i>	Introduction and Assessing Patient Experience
November	Clinic team-based activities <i>(details forthcoming)</i>	System Improvements - Clinic Flow and Patient Wait Time
	TA Call <i>(date TBD based on clinic team availability)</i>	System Improvements - Clinic Flow and Patient Wait Time
December 10 1-2:30 pm ET	Group Interactive Virtual Learning Session	System Improvements - Clinic Flow and Patient Wait Time
January	Clinic team-based activities <i>(details forthcoming)</i>	Client Interactions - Skills to Improve Every Visit
	TA Call <i>(date TBD based on clinic team availability)</i>	Client Interactions - Skills to Improve Every Visit
February 11 1-2:30 pm ET	Group Interactive Virtual Learning Session	Client Interactions - Skills to Improve Every Visit

Month/Date	Type of Activity	Topic
March	Clinic team-based activities <i>(details forthcoming)</i>	Physical and Virtual Environment
	TA Call <i>(date TBD based on clinic team availability)</i>	Physical and Virtual Environment
April 8 1-2:30 pm ET	Group Interactive Virtual Learning Session	Physical and Virtual Environment
May 13 1-2:30 pm ET	Group Interactive Virtual Learning Session	Patient Experience Team Presentations
May	TA Call <i>(date TBD based on clinic team availability)</i>	Close-out and Wrap Up
June 10 1-2:30 pm ET	Group Interactive Virtual Learning Session	Patient Experience Team Presentations