

**Patient and Staff Experience Improvement Initiative Improvement Plan Template**

The purpose of this plan is to document ongoing and completed actions that the team has taken to advance patient and staff experience at the clinic site. The plan is organized into three sections for changes related to systems, patient interactions, and the physical and virtual environment.

**DATA DASHBOARD**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Patient Utilization |  |  |  |  |  |  |  |  |  |
| Net Promoter Score |  |  |  |  |  |  |  |  |  |
| What could we do to make your visit better? |  |  |  |  |  |  |  |  |  |

**SYSTEMS - CLINIC FLOW AND PATIENT WAIT TIME**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Action Step | Who is Responsible | Due Date | Status | Results/Outcomes |
| *Example: Move scale into exam room to reduce patient stops* | *Jenna* | *9/30/20* | *Done* |  |
|  |  |  |  |  |
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**PATIENT INTERACTIONS**

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| --- | --- | --- | --- | --- |
| Action Step | Who is Responsible | Due Date | Status | Results/Outcomes |
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**PHYSICAL AND VIRTUAL ENVIRONMENT**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Action Step | Who is Responsible | Due Date | Status | Results/Outcomes |
|  |  |  |  |  |
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