

Patient Experience Improvement Initiative Session 2: Systems

December 10, 2020



Chat Introductions



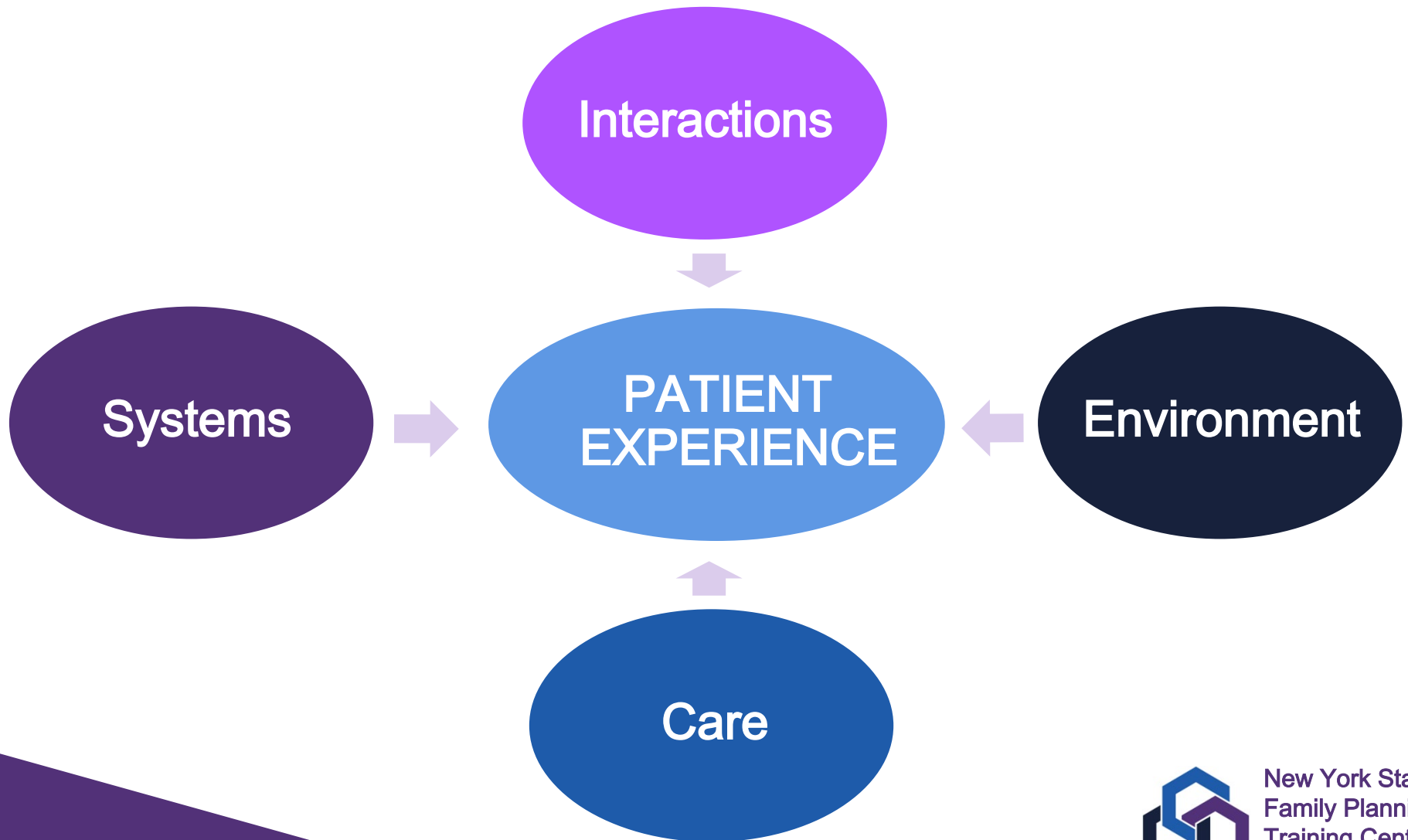
Objectives

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

- Describe at least three challenges faced by participating teams related to the patient experience of systems.
- List at least two strategies for overcoming systems-related challenges.
- Be able to identify at least one way in which your team can use one of the Six Sources of Influence to effect change.



What Influences Patient Experience?



Systems best practices

What are the best practices for SYSTEMS that you remember from the assessments, the video, and/or your TA call?

Instructions:

1. Pull out your phone or open new tab
2. Click this link:
<https://www.menti.com/6bgj3tnzth>
3. OR got to Menti.com and enter: 43 40 62 0
4. Respond to the question

Did we miss anything?

Clinic flow

- Move around your patients instead of moving them
- Avoid segmenting the visit
- Start on time every time
- Use space efficiently
- Do vitals in the room
- End duplication
- Reduce stops, increase flow
- Communicate
- Stay on time
- Reduce paperwork

Appointment system

- Offer convenient hours for appointments
- Simplify appointment template
- Offer same day scheduling
- Sent appt reminders; text reminders
- Make it easy to get an appointment



Breakout Room Questions

Reflect on your systems related patient experience assessment results.

- What top challenge did your team identify related to appointment systems or clinic flow?
- What is one change idea you are implementing/considering implementing?
- As you have started implementing the change, what pain points have you encountered or are you worried about?

Report Out

- What existing or potential improvement strategies related to appointment systems and/or clinic flow were shared by the group?



Is It Worth It? Can I Do It?

***IS THE CHANGE
WORTH IT?***

***CAN I DO WHAT'S NEEDED
TO MAKE THE CHANGE?***

6 Sources of Influence

MOTIVATION

ABILITY

PERSONAL



SOCIAL



STRUCTURAL



Source 1. Personal Motivation



***Change can
be difficult.***

*Figure out how to make
people want to change.*

Source 2. Personal Ability



***One must
have the skills
and resources***

*needed to carry out good
intentions.*



Source 3. Social Motivation



***Harness peer
pressure***
to make lasting change.

Source 4. Social Ability



Provide social support

when making organizational changes.



Source 5. Structural Motivation



External incentives

*employed only after you have
used personal and social
motivators.*

Source 6. Structural Ability



Ensure the environment supports proposed changes.

Activity

How can you use all six sources of influence to gain buy-in and to ensure change will be successful?

https://fpntc.org/sites/default/files/learning/qi_module4/story_content/external_files/six-sources-worksheet.pdf

The Six Sources of Influence to Manage Change Worksheet



	MOTIVATION	ABILITY
PERSONAL	Do I want It? <i>Make the change less painful.</i>	Can I do It? <i>Ensure necessary skills.</i>
SOCIAL	Are others encouraging me to do It? <i>Harness peer pressure.</i>	Are others helping me to do It? <i>Find strength in numbers.</i>
STRUCTURAL	Is the environment right for me to do It? <i>Offer rewards and demand accountability.</i>	Does the environment support me doing It? <i>Change the environment.</i>

Citation: Grenny, J. (2013). *Influencer: The new science of leading change* (Second edition, Rev. and updated second edition.). McGraw-Hill.

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?



PDSA: Testing Change

AIM

State the overall goal you want to achieve

PLAN

What is happening now? What will happen if we try something different?

What is the change you plan to test?

Develop a plan (who is going to do what, by when, and where?)

List of tasks needed to set up this test of change	Person responsible	When to be done	Where to be done	Measure to determine success
1.				
2.				
3.				
4.				

DO

Let's try it!

Carry out your test. Document your data and observations:

STUDY

Did it work?

Analyze data. How do the results compare with your prediction and summarize knowledge gained:

ACT

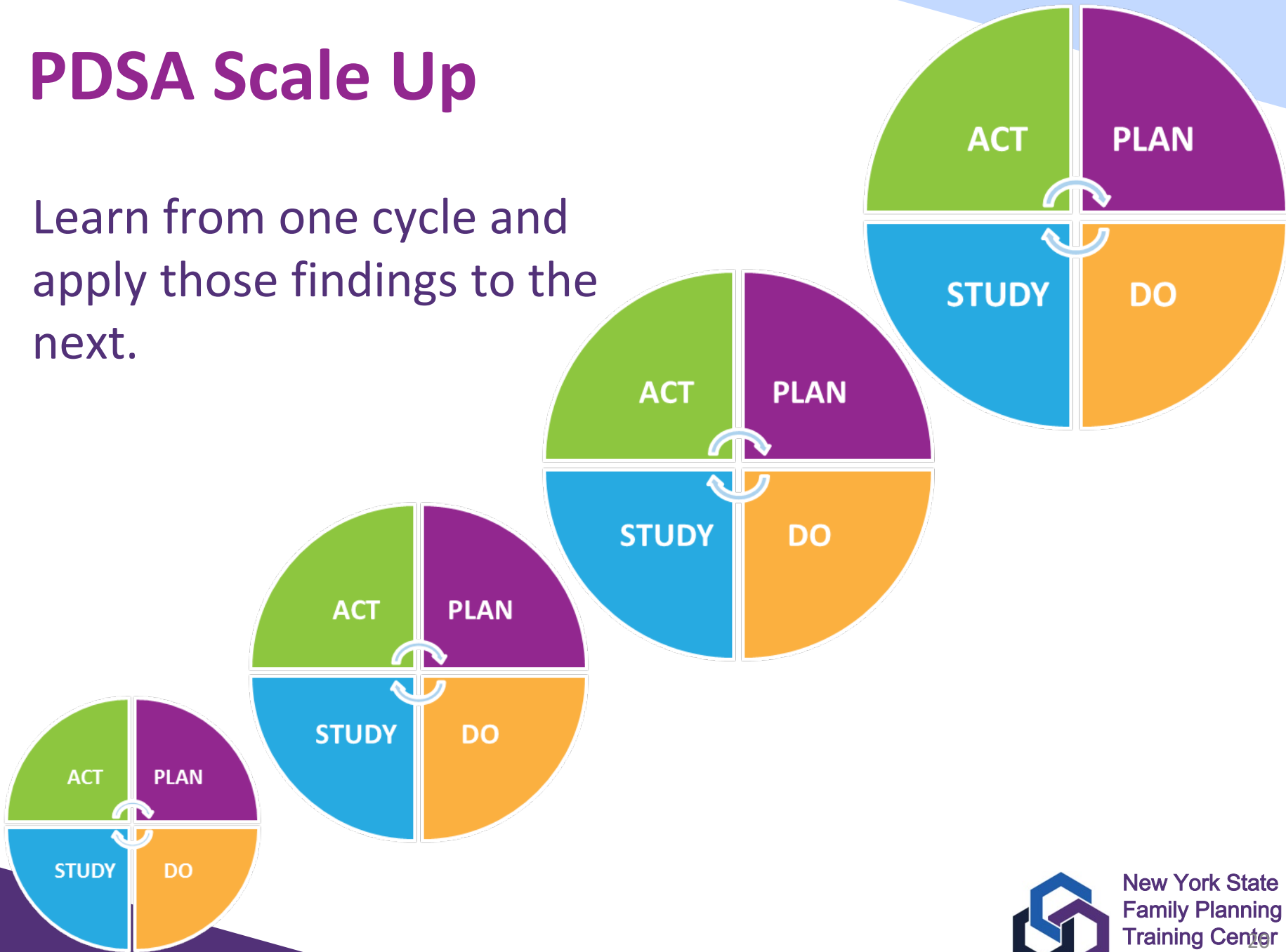
Decide what to do.

Are you going to: Adopt? Abandon? Adapt? Next steps:

<https://www.fpntc.org/resources/plan-do-study-act-worksheet>

PDSA Scale Up

Learn from one cycle and apply those findings to the next.



Chat Questions

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Answer the question:

What is one new idea you will take away from this session?

Reminder: all session materials and documents for the Patient Experience Improvement Initiative can be found here:

<https://nysfptraining.org/performance-improvement-collaborative/>



Please (PLEASE!) Please!
Complete the evaluation!

Thank you!

nysfptraining.org