

Patient Experience Improvement Initiative Session 5: Presentations

May 13, 2021

Chat Introductions



Objectives

By the end of the session, participants will be able to:

1. Describe at least one success story about for improving patient experience in the family planning setting.
2. Explain at least three challenges and strategies used to overcome them, used by NYS patient experience improvement initiative participating teams
3. Identify at least one strategy to try in their own networks to improve patient experience.



Presentations



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Children's Aid

Every step of the way



Patient Experience Improvement Initiative

Pascale Saintonge Austin, Sandra Gordon, and Guadalupe Lopez

Accomplishments in Initiative

- Rolling Out Staff and Patient Surveys
- Respecting Patient Pronouns
- Developing Different Strategies of Delivery
- Creating Plans for Streamlining Processes
- Sharing Positive Feedback with Staff



The Journey

- Team Meetings and Check-Ins
- Accessing Priorities



Lessons Learned

- Streamlined Tools for Implementing Patient Experience Strategies
- Adapting to Challenges
- Taking Care of Staff



Application and What's Next

- Develop Staff Training Tools
- Annual Staff Satisfaction Surveys
- Increase Team Building Activities
- In-Room vs. Travelling Patients



Questions?



Family Planning of SCNY

Julie Weisberg, Director of Public Communications
Molly Smith, Outreach Coordinator



Tell us what you are most proud of having accomplished in this initiative.

We are most proud of completing the following action action steps:

- Cross training between outreach staff and HCAs
- Obtaining wifi for improved patient experience; eventual internal staff use
- New computers for HCAs & nursing taff
- Moving forward to implement an online appointment scheduling system



How you got there

- Dedicating time to learn new skills and explore the various roles, responsibilities of different positions within the clinic
 - Then putting those new skills into practice
- Improved communication and collaboration among department managers
 - Leading to a more coordinated, impactful push for much needed improvements and upgrades



What you learned

- Cross training makes for more wellrounded, knowledgeable and connected employees, improving patient experience—as well as staff satisfaction, team building
- Everyone is committed to meeting our org’s overall mission. And so we’re much more effective resolving issues and meeting goals working together.
- Communication is key!!
- Communication is also critical.
- (Did we mention the importance of good communication?!?)

What's next?

- Continuing to improve communication and team building within the organization as a whole, as well as within and between staff members and managers and leadership.
- Continuing to gather, value patient and staff feedback—and utilizing that feedback to better inform future organization goals and decision making.
- Working to create a culture that equally values stability & day to-day excellence, along with change & outsideof-the-box thinking.



Questions?



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Greene County Family Planning

Laura Churchill
Wendy Johnson
Kasey Redmond



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Tell us what you are most proud of having accomplished in this initiative.

- Having patients fill out the survey
 - Started at zero surveys completed
- Making improvements from staff feedback
- Clinic flow has drastically improved with the help of COVID
 - Patients are getting roomed right away
- Added provider pictures in the hallway



How you got there

- Revamped survey
 - Posted bright color signs throughout the clinic to remind patients
- Staff surveys provided valuable feedback on what staff feel needs to be adjusted in the clinic
 - More guidance on newer policies
- Observed patients as they entered the clinic to see stops and wait time in waiting and exam rooms



What you learned

- First impressions and friendliness on the phone is very important
- Staff feedback is just as important as patient feedback
- Location of the clinic is the biggest issue that we face



What's next?

- Keep making improvements to the website
- Continue using the updated survey
 - Now sending to our telemedicine patients
- Improve education on the process of entering building
 - “birth control and more visit us on the third floor”
- Anonymously surveying staff to get feedback
- Add all staff photos to the hallway



Questions?



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NYC Health+Hospitals: Harlem

Joycelyn Daly, Project Manager

Vanessa Austin, Public Health Educator

Sylvia Johnson, Data Manager

Sophia Pryce, Clerical Associate



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Tell us what you are most proud of having accomplished in this initiative.

We improved our clinic flow, as well as patient and staff satisfaction by restructuring how pregnancy testing was performed and documented. As a result, nursing staff don't have to walk 150 feet to/from the laboratory to perform the test, which allows them to be available to perform other tasks. This modification decreased our clinic cycle time and patient wait time by at least 15 minutes



How you got there

- Reviewed CVR data to determine how much pregnancy testing was done monthly
- Completed clinic flow observation and time study
- Identified issues and bottle necks in the flow
- Discussed need for a plan of correction with Ambulatory Care and Nursing Leadership support our patient experience improvement goal.
- With leadership approval, the Hospital's Infection Control Dept and Point of-Care Testing Dept assisted us in identifying an appropriate space to perform pregnancy test in the clinical area and obtained equipment needed to document test results in EMR



What you learned

- Patient satisfaction surveys reveal that our patients are happy with our service and our team. We scored average of 4.6 every month.
- Our clinic performs over 100 pregnancy test per month
- Walk-in pregnancy testing can disrupt the scheduled appointment system, but is an opportunity to capture new patients
- GYN clerical, nursing, and new staff who may not work in Family Planning (but often provide back-up coverage) can benefit from training on interpersonal skill building
- Wait time and cycle time should be monitored consistently because most of our complaints focus on these areas
- Must allocate time for regular staff meetings, even with a small staff
- Accessing our services via the Internet was difficult and locating our services through our Hospital website was surprisingly difficult



What's next?

How you will apply this going forward

- Continue patient satisfaction surveys, bimonthly staff meetings, and training
- Educate patients on utilization of Telehealth visits and assist with challenges that occur
- Meet with Public Affairs Dept to request a FPP Link to the Hospital's website and redesign the services we offer
- Utilize funding to hire a marketing company to optimize our google search presence (Pilot Project)
- Recommend that Health + Hospital's Women's Council explore a website that incorporates all ten FPP Programs. The marketing exposure is necessary since we can't participate in social media platforms



Questions?



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Kaleida Health Family Planning Center

Participants



Tell us what you are most proud of having accomplished in this initiative.

There were two things. Showing my staff how much I appreciated them.

Through our patient satisfaction survey, we were able to look at areas that needed improvement and work on those areas. The main area was the wait time that patients had when they came in for an appointment. Through extensive discussions, we were able to reduce the wait time and improve patient satisfaction.



How you got there

Through staff meetings we discussed issues and problem areas. We asked for suggestions and ideas that could decrease the wait time. We put those suggestions into play to see if they would improve patient satisfaction. From our patient satisfaction survey, the number of complaints decreased when action was taken to minimize the process from entry to exit.



What you learned

We learned that this is an ongoing process. Patients learn about our clinic basically through word of mouth. If they are happy about the experience, they will tell others to come to our clinic. If they are not, we lose. We constantly have to look at ways to improve services in order to give the patient the best experience when at our clinic.



What's next?

How you will apply this going forward

We will continue to utilize the patient satisfaction survey to gauge where we are with patients and the services we provide. As stated this is an ongoing process and all staff members have to buy into the process or we will fail.



Questions?



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Participants:

Chelsea Nichols, Cheryl Messing, Colleen Schiedel,
Kim Nichols, Lisa Beardsley and Sarah Mann



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Tell us what you are most proud of having accomplished in this initiative.

We are most proud of successfully utilizing patient-centered care in our clinic.



How you got there

We revised patient flow and use of clinic rooms so patients can remain in one room throughout their appointment.

- Purchased additional scales
- Utilization of a mobile office cart



What you learned

We learned how to create a more efficient patient flow in our clinic, with positive responses from both staff and patients.

We have improved our website utilizing the assessment results to be more user friendly.



What's next?

Our staff will continue to improve the patient experience for our clients.

- Enhance the physical environment
- Increase efficiency at appointments by adding online health history
- Conduct follow-up surveys every other year for staff and patients



Questions?



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Planned Parenthood of Greater New York (Bronx Center)

Felicia. Morris Bolar- Sr Center Director

Hiadry Martinez–Patient Care Associate

Marquita Rodriquez Clinical Director

Michael Thomas - Entitlement Counselor Team Leader

Michelle Moore –Health Center Manager



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Tell us what you are most proud of having accomplished in this initiative.

Our ability to improve the PPGNY patient and staff experience during a time of uncertainty and constant change .

“When nothing is certain anything is possible”

Mandy Hale



How you got there

- Utilized Press Ganey and patient experience data as the driving force for improvements
- Shared data with the team and solicited feedback for improvement from staff
- Implemented pre shift virtual huddles
- Held folks accountable
- Expanded center hours



What you learned

Change encourages innovation

“If you always do what you've always done, you'll always get what you've always got”

Henry Ford



What's next?

- Share best practices within our organization
- Incorporate the lessons learned in our plans for the health center expansion .
- Celebrate our success
- Continue to utilize data in decision making processes



Questions?



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Tioga Opportunities, Inc. Family Planning

Participants

Tara Maslin, Jenny Ferris, Patti Westfall, Devon Nealy, Breanna Fields



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Tell us what you are most proud of having accomplished in this initiative.

- Sound machine
- Rearranging the rooms for a better flow
- Updated reproductive health information in the rooms
- Text reminders for patients implemented
- IUD Training
- Sexual Health and Pregnancy folders



How you got there

- Team work
- Staff discussions
- Persistence
- Trainings with ECW (for text reminders)
- IUD training



What you learned

- Talking about ways to improve
- Having ongoing discussions
- Working through growing pains of change together



What's next?

How you will apply this going forward

- Continue to be open to change
- Continue to have discussions
- Keeping our eyes open for new opportunities
- Update as funding allows



Questions?



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Wrap-up



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Final Reflections



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Reminder: Resources

- [Patient Experience Initiative Hub](#)
 - Slides
 - Transcripts
 - Supporting documents, including...
- [Template Initiative Improvement Plan](#)
- [Patient Satisfaction Survey Template](#)
- [Patient Satisfaction Scoring Sheet Template](#)
- [Tips for Patient Satisfaction Survey Data Collection](#)
- [Patient Experience Improvement Toolkit](#)



Thank you for a great Learning
Collaborative!

Please(PLEASE!) Please!
Complete the evaluation!

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