



Patient Experience is a patient's overall satisfaction with their healthcare, providers, ease of access of care, health plan experience and overall health status. CMS sends out yearly surveys to the Medicare population to gain insights on areas of improvement to the healthcare experience and services rendered.

- Improving patient experience is key to providing high-quality healthcare. A positive patient experience can lead to better health outcomes, higher satisfaction and improved patient retention.

Below are suggested guidelines to consider implementing in your practice.

Care Coordination

- Maintain a comprehensive list of all specialists who are part of the patient's care team
- Communicate clear expectations with patients on how and when they will be notified with test results
- Share Post-visit summary hand-out to patients that includes next appointment dates, testing, medication changes, etc.
- Encourage the use of a patient portal if applicable and distribute written how-to instructions

Receive Care Quickly

- Provide availability for same day appointments
- Extend appointment times outside of office hours or hold time slots for walk-ins
- Offer alternate care sites if not able to accommodate same day appointments (i.e., Urgent Care)

Provider and Patient Conversation

- Utilize patient assessment tools for screenings, medication reconciliation and other updates to health care needs
- Confirm that provider visit templates are up-to-date to include falls risk assessment, bladder control, exercise routine, depression screening, etc.

Receive Necessary Care

- Facilitate patient support for scheduling testing, labs, imaging, etc.
- If appointment is not urgent, set realistic expectations about how long it could take to arrange appointments with a specialist
- Monitor patient's wait time in practice and communicate delays
- Ensure that patients schedule their next appointment (wellness visits, follow-up appointment, etc.) before they leave the office

Communication

- Prioritize calls and address urgent calls promptly. Return other, non-emergent calls within 24 business hours
- Let the caller know how long their "hold time" may be. Ask them if they want to wait or would prefer to leave a message and receive a call-back
- Listen to understand. Communicate with compassion and empathy and refrain from potential personal bias or judgement