

PATIENT EXPERIENCE BEST PRACTICES GUIDE

PEDIATRICS



Steward
Health Care Network

The patient's experience requires more than giving great medical care – it demands a multi-faceted approach to addressing all of the patient's needs before, during, after and in-between their appointment(s) with their provider. From the moment the patient calls the practice for the first time to the wait time in the waiting room to seeing the provider, the patient's perception of their care is fundamental to a happy, compliant, long-term patient. With pediatrics, the term patient involves not only the child, but the parent(s), as well.

THE FOLLOWING IS A BEST PRACTICES GUIDE TO IMPROVING THE PATIENT EXPERIENCE.

On each page, you will notice the following:

1. One of the domains on patient experience on which we are measured.
 2. The survey questions asked in that specific domain.
 3. Best practices that can be implemented at various points of the patient's care, including which team member may be able to help contribute.
 4. Suggested verbiage that can help guide the team in that best practice.
-

What do I do now?

1. Review your own practice's patient experience scores. Did you perform as well as you had hoped? Are you under-performing in a specific domain? Are you meeting your expectations, but still feel like there is opportunity for improvement?
2. Review the best practices guide, giving special attention to those domains you feel you and your practice can improve on the most.
3. Determine how the best practices can fit into your current workflow, or change up your workflow to improve the patient's experience.
4. Share this best practices guide at team meetings, one-on-one with employees, with providers and managers. Coach all staff members to the tool.
5. Incorporate the suggested verbiage in your day-to-day conversation with patients.

**Need more help? Have questions?
Contact your Local Chapter Performance Team for more assistance**

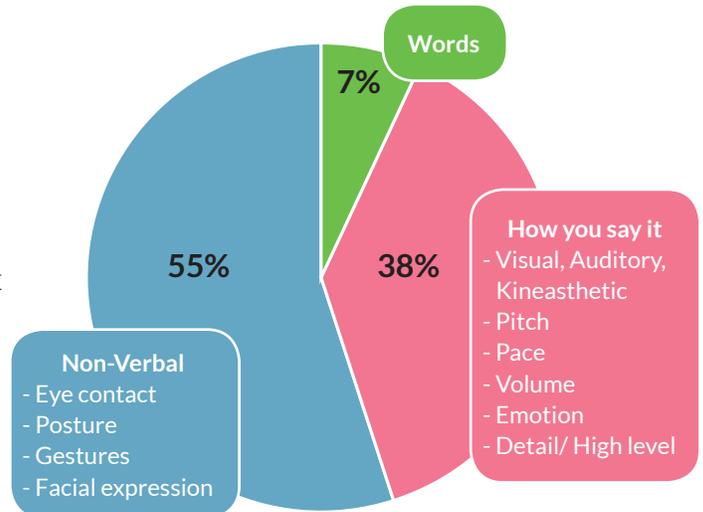
COMMUNICATION: BEST PRACTICES

SURVEY QUESTIONS

In the last 12 months, how often did this provider:

1. explain things about your child's health in a way that was easy to understand?
2. listen carefully to you?
3. give you easy to understand information about these health questions or concerns?
4. give you easy to understand information about what to do if your child's health concerns or problems got worse or came back?
5. show respect for what you had to say?
6. spend enough time with your child?

DIFFERENT WAYS COMMUNICATION IS GIVEN TO PATIENTS



Opening of Visit

- Greet patients/parent(s) warmly and establish positive rapport immediately (Front Desk or Nursing Staff)
- Engage with both the patient/parent(s) (Nursing Staff or Provider)
- Work together with the patient/parent(s) to set priorities for the time together (Nursing Staff or Provider)

During the Visit (Front Desk, Nursing Staff, or Provider)

- When with a patient/parent(s), make an effort to resist interruptions
- Pay undivided attention to the patient/parent(s), instead of shuffling papers, typing, taking notes, or looking at the computer
- Acknowledge patient's/parent's/parent(s) feelings in an empathetic way
- Avoid using acronyms and jargon, so patients can more easily understand

Close of Visit (Front Desk, Nursing Staff, or Provider)

- Ask the patient and/or family member(s) if they have any further questions or concerns
- Ensure the patient has a clear plan from now until the next visit

It's a pleasure seeing you today!

We have about 20 minutes together; what do you feel are the most important priorities we cover?

I understand that this is difficult.

Is there anything I can help you or your child with today?

Between now and your next visit, I'd like you to focus on exercising 3 times a week.

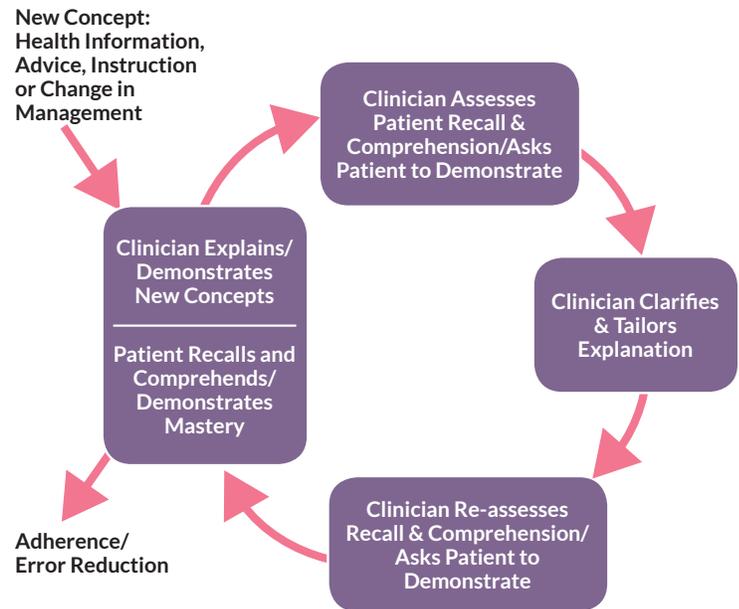
INTEGRATION OF CARE/KNOWLEDGE OF PATIENT: BEST PRACTICES

SURVEY QUESTIONS

1. In the last 12 months, how often did your provider seem informed and up-to-date about the care your child got from specialists?
2. In the last 12 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider's office follow up to give you these test results?
3. In the last 12 months, how often did this provider seem to know the important information about your child's medical history?
4. How would you rate this provider's knowledge of your child as a person – special abilities, concerns, fears?

TEACH BACK/SHOW ME

Confirming Your Message is Understood



Integration of Care/Knowledge of Patient

- Before sitting down with a patient, prepare, so you can immediately show knowledge of the patient (Nursing Staff or Provider)
- Explain to the patient clearly how they will receive test results, so they leave with realistic expectations (Front Desk, Nursing Staff, or Provider)
- Note any personal information about the patient in their medical chart—reference it when you greet them for a visit (Front Desk, Nursing Staff, or Provider)
- Utilize a previsit planning process where the nursing staff reviews the patients chart 7-10 days prior to the patient's appointment to determine what is needed at time of visit (Nursing Staff or Provider)
 - MD reviews previsit planning note prior to seeing patient
- Utilize the Teach Back method to ensure patient fully understands information being given (Nursing Staff or Provider)

We will call you with any abnormal results and will send a letter for normal results. Please feel free to call us if you have further questions.

How is school coming along? You're in 2nd grade now?

INTEGRATION OF CARE/KNOWLEDGE OF PATIENT: BEST PRACTICES

SURVEY QUESTIONS

In the last 12 months, did you and anyone in this provider's office talk about:

1. things you can do to keep your child from getting injured?
2. how much time your child spends on a computer and in front of a TV?
3. how much or what kind of food your child eats?
4. how much or what kind of exercise your child gets?
5. there are any problems in your household that might affect your child?

Pediatric Preventative Care

- Utilize a pediatric prevention checklist to be sure you cover any prevention items you want to discuss (Nursing Staff and Provider)
- Set goals for your patients and their parent(s)—what do you expect them to accomplish before their next appointment? (Nursing Staff and Provider)
- Share information about local sporting teams or activities—get patients and their parents engaged in being active (Front Desk, Nursing Staff, or Provider)
- Have honest and open conversations with patients and their parents about safety in the home (Nursing Staff and Provider)
- Be sure patients and parents understand what to do if the child does get an injury—where should they go and who should they call? (Front Desk, Nursing Staff, or Provider)

Can you commit to 30 minutes of outdoor activity 3 times a week? Do it together, as a family, and it will be fun!

Do you feel like your home is safe? What can we do to make it feel safer?

CHILD DEVELOPMENT: BEST PRACTICES

SURVEY QUESTIONS

In the last 12 months, did you and anyone in this provider's office talk about:

1. your child's learning ability?
2. the kinds of behaviors that are normal for your child at this age?
3. how your child's body is growing?
4. your child's moods and emotions?
5. how your child gets along with others?

Child Development

- Discuss openly with your patients and their parents about learning abilities—share what realistic expectations are for the current age range (Nursing Staff and Provider)
- Ask open ended questions surrounding behaviors and evaluate if the patient is exhibiting appropriate behavior (Nursing Staff and Provider)
- Ask the patient/parent(s) if they have concerns about any feelings, emotions or moods (Nursing Staff and Provider)
- Ask the patient/parent(s) if the patient has friends; does the patient get along with others; does the patient have siblings and, if so, do they get along? (Nursing Staff and Provider)
- Do a body assessment at every appointment—does the patient fit appropriate guidelines for weight and height? (Nursing Staff and Provider)

Tell me about how you interact socially with others?

Do you have friends at school? What types of games do you play together?

ORGANIZATIONAL ACCESS: BEST PRACTICES

SURVEY QUESTIONS

1. In the last 12 months, when you called this provider's office for an appointment for care for your child needed right away, how often did you get an appointment as soon as your child needed?
2. In the last 12 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?
3. In the last 12 months, when you called this provider's office during regular office hours, how often did you get an answer to your medical question that same day?
4. In the last 12 months, when you called this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?
5. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did your child see this provider within 15 minutes of his or her appointment time?

Organizational Access

- Block off time on the provider's schedule each week for sick visits/last minute add on appointments (Front Desk or Office Manager)
- Create a "Cancellation List" and when you have openings, reach out to those patients to try and get them in (Front Desk or Office Manager)
- Implement a "Same Day Call Back" policy for patients—all patients should receive a call back by the end of the business day (Front Desk, Office Manager, or Nursing Staff)
- Train front desk staff on triaging calls to try and answer all non-medical questions and reduce the number of calls the nurses/providers must call back (Front Desk)
- Train front desk staff on preparing patients for inevitable wait times (through customer service training) (Front Desk)
- Optimize provider's schedule to ensure appropriate amount of time is allotted to see the patient (different times for sick visit vs. well visit, etc.)
- After hours, have an answering service to triage patient calls and divert accordingly (non-emergency calls to office, emergency calls go to MD, Urgent Care or ED)

The provider has a 25 minute wait—can I get you some magazines and coloring books for you all while you wait?

OFFICE STAFF: BEST PRACTICES

SURVEY QUESTIONS

In the last 12 months, how often:

1. were the front office staff at this provider's office as helpful as you thought they should be?
2. did the front office staff at this provider's office treat you with courtesy and respect?

Office Staff

- Train front office staff on customer service skills
- Be sure they have the tools they need to handle a patient escalation
- Discuss customer service techniques at every team meeting
- Evaluate customer service

The Patient is the Focus

- Understand the customers issues and needs
- See the customers perspective
- Convey a sense of availability and responsiveness
- Emphasize a high priority on customer satisfaction

Front Desk: Sets the tone for the patient's experience

- Smile and greet: Good morning/afternoon
- Use their name when addressing them
- Give enough attention so the patient feels important
- Utilize the art and etiquette of small talk
- Provide a personal touch

Telephone Etiquette

- Opening: Thank you for calling Dr. Smith, how can I help you?
- Closing: Anything else I can help you with?
- Establish rapport with the caller
- Give the caller your full attention: Listen!
- Acknowledge the caller before putting on hold
- Ask the caller's name and try to use it 3 times in the call
 - People like to hear their name and it adds a personal touch

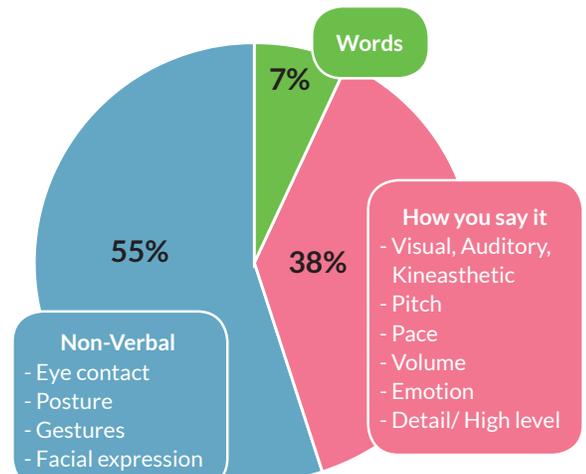
Thank you for calling _____. How may I help you today?

I understand your frustration, _____. I would like to help you.

Patient Escalation Tips:

- *Let caller be angry*
- *Don't be rude or angry*
- *Stay polite*
- *Offer alternatives*
- *Put yourself in their shoes*
- *Take the person out of view of others*

DIFFERENT WAYS COMMUNICATION IS GIVEN TO PATIENTS

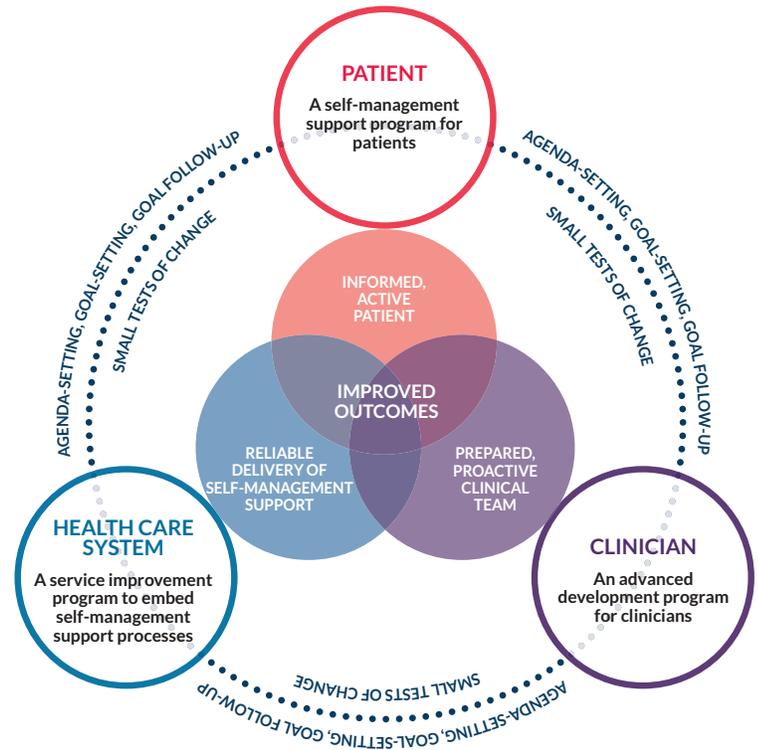


SELF-MANAGEMENT SUPPORT: BEST PRACTICES

SURVEY QUESTIONS

In the last 12 months:

1. did you and anyone in this provider’s office talk about specific goals for your child’s health?
2. did anyone in this provider’s office ask you if there are things that make it hard for you to take care of child’s your health?



Self-Management Support (Front Desk, Nursing Staff, or Provider)

- Utilize all resources in the Network to support the patient
 - Care Management
 - Community Resources
- Be sure patients/parents leave with educational materials (paper or electronic) and resources (websites, support groups, etc.)
- Train all office staff on Self-Management tools to be successful, so they can contribute to coaching the patient

I am going to refer you and your child to our diabetes management program. They are very helpful at coaching you on everything you need to know about managing diabetes.

We were discussing how your child wanted to lose weight and I wanted to share with you this website Dr. _____ likes to show his patients—they have great tips for weight loss there.