

Optimizing the Patient Experience: A Team Approach

Increase your bottom line with patient satisfaction and engagement techniques

Patients that are both satisfied and engaged are most likely to achieve better outcomes.



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Reasons to Attend

- 1 Create a patient-centric experience that promotes engagement in their own care
- 2 Involve patients and their families with surveys and clinical engagement methods.
- 3 Receive tips and tools to measure patient satisfaction and boost quality measures.
- 4 Create a plan to follow-up and act on negative patient feedback.
- 5 Learn when and how to discharge patients not following their care plan.

Promote patient engagement and healthy outcomes, and improve your bottom line.

Class Highlights

- Learn why team engagement is essential for MACRA and how the patient experience affects quality measures.
- Define the team's role in patient satisfaction and patient engagement as part of the overall patient experience.
- Understand the connection between quality measures and reporting outcomes.
- Review the impact of Internet-based ratings such as Physician Compare, HealthGrades, and peer-to-peer measurement websites.
- Patients and caregivers grade their experience based on feelings, actions and results. Learn how this correlates with performance measures.
- Make a timeline that includes a patient experience continuum and improvement goals.
- Discuss a plan for future gains in performance measures.
- Create a patient survey and act on results.
- Establish and enforce patient discharge criteria and procedure.
- Learn practice marketing tactics and strategies for creating and managing a social media presence for your office.

Who Should Attend

Managers, clinicians, and office staff are encouraged to attend.

Prerequisites

This class is for anyone working with a medical office team in an outpatient setting.

Class Materials

A course manual is provided. No supplementary materials are required.

Continuing Education

Continuing Education credits are awarded for attendance at this program. See PMI's web site for further details.

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