

EXCEPTIONAL PATIENT EXPERIENCE MADE SIMPLE

HOW TO  
ADVANCE

CARE

COORDINATION

*for better PX*

### **Making Changes Makes a Difference**

- It takes focus and work, but improvement is possible
- Even top performers can make noticeable increases in their scores
- Those with the lowest original scores usually show the most improvement
- Improvement can be made even for those originally performing well



# PATIENT EXPERIENCE TOOL KIT

## Four Phases

ACCESS  
COMMUNICATION  
COURTESY  
CARE COORDINATION

## How to Engage Patients in their Coordinated Care

### Reference the Medical Record in Conversations with Patients

“Let’s confirm in your medical record what medications you are taking”

“The medical record shows you had an appointment with your cardiologist last week”

### Encourage Autonomy

Provide options whenever possible

Consider whole patient when discussing treatment options

### Share the Test Results and What They Mean

Avoid “we’ll let you know if there is a problem”

Invite questions

### Set Expectations and Use Intentional Language

Help patients understand the steps in the process

Follow-up and Follow-through on commitments to patients and family

## Organizational Steps for Better Coordination

### Providers Dedicate Time to Review Medical Records

Demonstrate to patients their visits were anticipated

### Ensure Office Staff Knowledge of Test Result Time Frames

Help staff in managing patient expectations

### Offer Patients Simple and Thorough Printouts/Handouts

Detailed yet concise and easy-to-read information on referrals or medication sheets including pharmacy instructions

### Conduct Post-Visit Calls

Determine the when and who will make the call and an escalation process for immediate needs

# Huddle for High Reliability

## IMPLEMENT DAILY HUDDLES



The daily huddle is the number one, most effective method to improve the patient experience by improving patient-centricity, quality, and safety in the medical practice setting.

Daily huddles are brief (5-7) minute meetings that occur at the beginning of every business day during which:

Coordinate everyone on duty that day so they are familiar with the work ahead and aware of any potentially risky situations (i.e., critical labs, new diagnosis that will require care coordination, volatile patients...)

Ensure everyone, in every role, is prepared to organize their practice and workflow around the needs of those that are being seen that day and those that need follow-up

Improves communication for a more engaged workforce and helps proactively plan for patients who require extra time and assistance, and for staff, provider, or equipment changes.

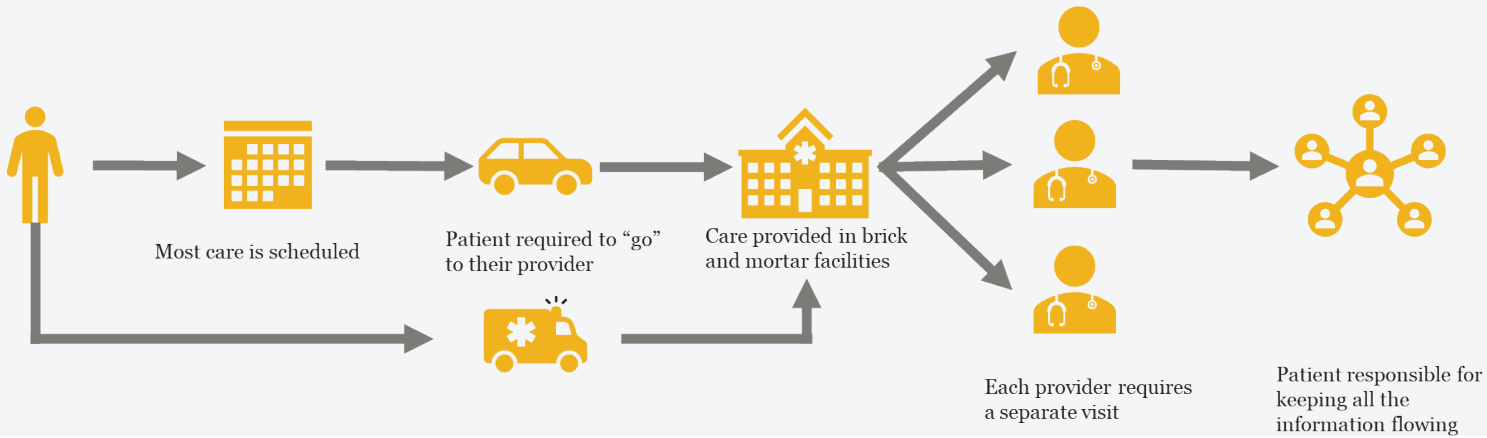
**Daily huddles are universally recognized as a practice of highly reliable organizations.**

# Instructions for follow-up and follow-through

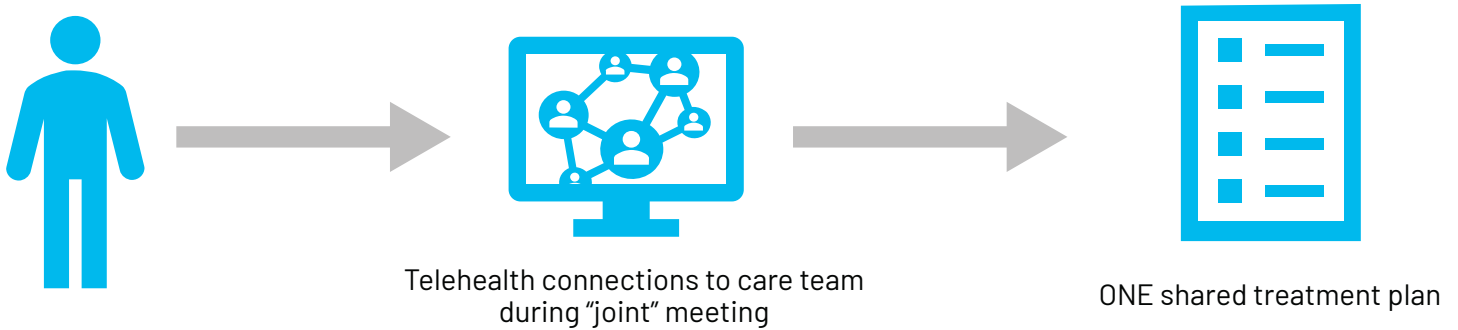
## DESIGN A CHECKLIST

- Instructions about where to direct questions arising post-visit.
- Provide reminders for patients.
- Summarize their care plan overview; invite questions; validate understanding.
- Discuss next steps of what you as the Care provider will do.
- Confirm Patient actions - review the questions and answers discussed during the telemedicine visit.
- Reminding patient of - symptoms to watch for should a problem worsen.
- Provide instructions for follow-up questions or concerns.

Current State



Future State



## Patient "Hassle" Points Minimized

- Patients (who don't remember things well) being the only one who has all the information
- Patient having to repeat things over and over for each provider
- Provider requirements for sharing information from consults
- Patient scheduling/juggling multiple appointments
- Providers not aware of medication changes

## A Day In Real Life... In the Future

A Nurse Practitioner working in a family practice clinic has a patient who has been taking medication for depression. While the symptoms have lessened, they are still affecting the patient's day-to-day life. The NP is reluctant to change the anti-depressant as it is the first one that has shown any results. The patient is willing to try adding another medication to try and better manage the results. The NP schedules a follow-up appointment with the patient and a simultaneous call/televisit with a psychiatrist and the patient's therapist to discuss the case and seek guidance for the best options for this patient