

THE PATIENT EXPERIENCE



INTRODUCTION

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OBJECTIVES



Reflect on good and bad patient experiences



Identify ways to enhance and improve the overall patient experience



Review strategies to work with difficult patients



Discuss how to support our staff and ourselves



Connect to personal and professional purpose in our work

THE GOOD, THE BAD AND THE WOW

Bad

Indifferent

Good

WOW

ENHANCING THE PATIENT EXPERIENCE

4 Basic Needs

- To Be Understood
- To Feel Welcome
- To Feel Important
- The Need for Quality Care

4 BASIC NEEDS



To Be Understood



To Feel Welcome

4 BASIC NEEDS



TO FEEL IMPORTANT



**THE NEED FOR QUALITY
CARE**



**WOULD YOU WANT TO
BE A PATIENT IN YOUR
OFFICE?**



ENHANCING THE PATIENT EXPERIENCE

Make

a positive
first
impression

Evaluate

your
environment

Use

a hands-on
approach

Listen

to your staff



DIFFICULT PATIENTS

Might be...

- Uncooperative
- Question policies and procedures
- In a bad mood
- Try to get their way

Difficult is not the same as abusive

SUPPORTING EACH OTHER AND OURSELVES

John Maxwell's 17 Laws of Teamwork

- **The Law of Significance** - *One is too small a number to achieve greatness*
- **The Law of the Big Picture**- *The goal is more important than the role*
- **The Law of Communication** - *Interaction fuels action*
- **The Law of the Edge** - *Difference between two equally talented teams is leadership.*
 - *Personnel determine the potential of the team*
 - *Vision determines direction of the team*
 - *Work ethic determines preparation of the team*
 - *Leadership determines the success of the team*

SUPPORTING EACH OTHER AND OURSELVES

Obstacles

- Staffing shortages
- Not enough time to train
- Post pandemic landscape
- Trying to manage own stress / redlining
- Increasing demands with less resources
- Burnout

CASE STUDY

RWJ Barnabas Health Medical Group

- **Review job descriptions and competency evaluations**

- *Do they align with the work being performed?*

- **Create a standardized training for new staff**

- **Provide an opportunity for current employee career growth to become trainers and potential supervisors/managers**

- **Create onboarding checklists and training tools**

- Are there metrics or that you can focus on or measurable goals for improvement? Get a baseline and see if you can bring it up. Can your department set a goal together or pick something each quarter to work on?
 - Staff satisfaction, patient satisfaction, demographic collection, rooming time or accuracy

CASE STUDY

KPIs	Baseline	FY 2023
% Current staff who completed training	0%	100%
% New hires who completed training since inception (4/23)	0%	100%
# total employees who completed training	0	394
Vacancy rate	5%	8.53% **
Early service turnover	9.25%	6.16%
Retention	84.3%	90.3%

CASE STUDY

Patient Satisfaction	2021	2022	2023
Press Ganey percentile	65 th	73 rd	82 nd

Training Academy Feedback

100% of trainers felt prepared to fulfill responsibilities

96% PMs noticed a positive difference in employees

SUPPORTING OUR STAFF



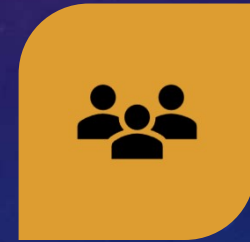
TREAT THEM WITH
COMPASSION



RECOGNIZE THEIR
CONTRIBUTIONS



DON'T SINGLE ANYONE
OUT FOR MISTAKES OR
CRITICIZE IN A GROUP
SETTING



USE A COLLABORATIVE
APPROACH WHENEVER
POSSIBLE

CONNECTING TO PURPOSE

- What is your WHY?
- What are you proud of in your work?
- Do you mentor others?
- What have you done for personal and professional development?

OPEN DISCUSSION

Resources

Learning Dynamics (*based in CT*)- Train the trainer programs, skill sharpeners, staff trainings, webinars

CMGMA- Webinars, professional membership

MGMA- Certified Medical Practice Executive, mini certifications, trainings, webinars, KPI metrics

PAHCOM- Professional Association of Health Care Office Management (newsletter, free webinars, paid certifications and many other resources)

AMA Steps forward

"Retain your team through onboarding and training academies" (7/17/24)

<https://www.mgma.com/articles/retain-your-team-through-onboarding-and-training-academies>

CONTACT

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