



# Optimizing The Patient Experience

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JOHNSON HEALTH CENTER

CHC LEADERSHIP INSTITUTE LEARNING PROGRAM 2016-17

CAPSTONE TEACHBACK: JUNE 6 & 7, 2017



# 1. Focus

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This project is designed to promote an excellent patient experience at every level of care. We want our patients to be part of the Johnson Health Center family.

## **ROCK**

**R**= Respect the patients

**O**= Offer assistance

(Be) **C**= Caring

(Be) **K**= Kind

## 2. Team

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- Folashade Odedina, DNP, PMHNP
- Nicole Williamson, CPC – Billing Supervisor
- Chioma Nwaneshiudu, DMD
- Jonas Rawlins, DO
- Jennifer Dalton, Front Office Supervisor
- Denise Tittl, RN - Care Manager
- Nicolette Coleman, RN – Care Manager

# 3. Need

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Describe the specific need(s) your project aimed to address:

- Improve overall patient satisfaction;
  - According to JHC Patient Scheduling Specialist, patients want us to be more engaged
  - Studies show customer service and patient engagement beneficial to patient overall health
- Calibrate training to improve efficiencies to result in a consistent patient / staff interaction;
- To demonstrate / prove our brand (becoming the patient Provider of Choice)
  - what makes JHC unique.

# 4. Objectives

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Describe the specific objectives your team aimed to achieve:

- Ensure customer satisfaction rates increase;
- Maintain Employer of Choice designation;
- Decrease no show rate;
- Increase overall wellness of JHC patients;
- Ensure JHC *Core Values* are implemented within each task every day;
- Improve communication between staff and patients.

# 5. Assets

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Describe the key assets (people, systems, resources) your team engaged to help develop and execute the project:

- Front desk
- Nurses
- Providers
- Care Managers
- Therapists
- Dental
- Administration
- Pharmacy

# 6. Action Strategies

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Describe the key action strategies your team used to execute the project:

- Staff to introduce themselves and call patients by name;
- Patient Assistant Specialist will rotate waiting room checking on patients and giving updates on wait times, etc.;
- Mobile registration check in -
  - PAS will float in and out of the patient room to obtain demographic data and also; help with paperwork completion if necessary, and explain about additional services JHC has
- **ROCK** -
  - Nurses call 3 critical patients selected by provider from previous day
  - Therapists to make follow up phone call on 3 critical patients previous day
  - Pharmacy to call check on 3 patients from previous day to see if they have Rx questions;
- Communicate status updates with patients throughout their appointment (wait times, labs, reinforce what provider told them, continuously allow them to ask questions).

# 7. Team Development

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Describe the team development activities (e.g. team building, training, technical assistance) you used to help equip the team for action:

- Staff training -
  - Select key team leaders to help with training and education;
- Streamlining processes/workflow;
- Provide Kiosk for mobile Patient Assistant Specialist for soft check-in of patient;
- Communication between staff to promote productive workflow;
- Share ROCK with all staff to build enthusiasm and generate buy-in;
- Develop mechanisms for promoting and capturing ROCK activities;
- Create scripts for patient interaction around ROCK.



# 8. Testing & Refinement

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Describe how your team refined its planned action strategies based on your experience with implementation:

- Mobile Registration being piloted at one JHC facility (ACCHC);
- Communication to patients;
- Tablet electronic Patient Survey piloted;
- Cheat Sheet on back of name badges ROCK;
- Mobile Registration asking, “What could we have done to make your experience better today”;
- Measuring ROCK phone activities.

# 9. Results to Date

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Describe the results of your project to date, and any planned next steps:

- Expand Mobile registration to more locations;
- Dental follow up calls on critical patients. Calling 3 most critical extraction patients. Patients are responding positively.

# 10. Lessons Learned

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Describe your key lessons learned:

- Communicate effectively with patients (as it pertains to dental-post op instructions or oral hygiene instructions etc.)
- Showing care to patients shows they are valued in our office (being time efficient, listening to their concerns etc.)
- Mobile registration with Alice Boyd at AHC is going well. She is a new provider and her schedule is very flexible. We plan to implement with one more provider within 2 weeks to see how the flow will be with a full schedule.

# 11. Quality Measures

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## Quality Measures to Track:

- ROCK -
  - Measure staff compliance with ROCK activity
  - Patient response to ROCK;
- Ensure customer satisfaction rates increase -
  - Patient satisfaction surveys
  - Follow up with Continuous Quality Improvement Plan Committee for quality initiative.

# 12. Delegated Tasks

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## Who Does What

- Drs. Odedina, Nwaneshiudu, Rawlins -
  - Quick Reference Guide for Providers
  - Dental Staff: “Emphasize follow care”. “Dr. X asked me to call you...”
- Denise, Nicolette -
  - Quick Reference Guide for Nursing staff (Nurse QRG “ Dr. X asked me to give you a call to check on you and follow-up from your visit yesterday)
  - Get with DON to determine what and how nurses can help with communication to patients/staff
- Jennifer -
  - Quick Reference Guide for PAS, PSA (“What could we have done to make your experience better”)
  - Mobile Registration
  - Creating scripts for PAS and PSS
- Nicole -
  - PowerPoint
  - Quick Reference Guide for Admin Staff
  - Meet with IT for ROCK integration for eCW and Mobile person to have a field to enter patients response to apt
  - Meet with Chief Compliance Office regarding Continuous Quality Improvement Plan