

# Improving the Patient Experience

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PATHS

CHC LEADERSHIP INSTITUTE LEARNING PROGRAM 2016-17

CAPSTONE TEACHBACK: JUNE 6 & 7, 2017



# 1. Focus

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Describe the general focus of your project:

- To provide a work flow and process from the front desk to the exam room and back that creates a remarkable patient experience.

# 2. Team

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List the team members who worked on the project:

- Kay Crane, CEO
- Marsha Mendenhall, COO
- Joanie Littleton, CHRO
- Tori Lester, CFO
- Amy Bowles, CCO
- Wanda McCullough, IT Director
- Joanie Petty, Board Member

# 3. Need

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

- Increase patient satisfaction
- Consistent/Quality Front Desk Training
- Staff Retention
- Decrease the incidence of errors
- Improve Customer Service

# 4. Objectives

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Describe the specific objectives your team aimed to achieve:

- Improve work flow at the front desk;
- Design and implement a training manual
- Schedule staff trainings
- Incentivize and empower staff
- Collaboration between nurses and front desk
- Engage providers
- Improve and evaluate follow up process
- Improve patient experience

# 5. Assets

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

- Administrative Staff
- Clinical Staff
- IT/eCW
- Patient Service Representatives
- Telephone System

# 6. Action Strategies

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

- Reviewed/Evaluated existing front desk policies/procedures
- Interviewed staff and patients
- Determined a plan of action for improvement of patient flow/satisfaction and outcomes
- New position created to register all new patients to personalize the experience
- New position created to remove phones from front desk
- Training handbook created through a collaboration with staff:
  - Billing
  - IT
  - Site Managers
  - Front Desk Staff
  - Administration

# 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.

- Strategic Planning
- Leadership Meetings
- Extensive front desk training



# 8. Testing & Refinement

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

- Patient Registration Form Updated to capture necessary data
- Front Desk Training Manual reviewed and updated
- Implemented new auditing process of front desk procedures
- Monitored call logs to determine how many calls were coming into front desk
- Further revision of pertinent policies and procedures

# 9. Results to Date

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

- Front Desk Flow improved
- Decreased patient and staff complaints in regards to phone system
- Training handbook updated to improve consistency and accuracy
- Revamped positions

Next Steps:

- Implement at other sites
- Designate a front desk coordinator to train, retrain and audit all front desk workers
- Incentivize front desk workers
- Evaluate the flow in other areas for improved patient experience

# 10. Lessons Learned

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Describe your key lessons learned:

- Need for front desk coordinator to allow for improved follow up and accountability
- Old habits die hard
- You can lead a horse to water but you can't make them drink
- Commonsense can not be taught
- LOL, OMG, BFF, BRB, IKR, OMW, SMH, BYOD