GET TO KNOW YOUR PATIENTS

Your patient experience survey results show how well you and your patients work as a healthcare team.

IMPROVING COMMUNICATION WITH PATIENTS

- Show respect for what your patient has to say
- Ask about health questions or concerns
- Listen carefully to your patient
- Answer health questions/concerns with easy to understand information
- Spend adequate time with your patient

REVIEW YOUR SCORES

Go to the Patients are First Dashboard

Review your scores
Read your patient comments

INTERPRETING YOUR SCORES

Only "top box" scores count:
9 or 10% and "yes" or "yes, definitely" responses

1. OUTCOMES

Good patient/physician communication is linked to better adherence, better outcomes, decreased ED and hospital utilization

2. INSIGHT

Reviewing patient responses and questions can provide insight on how to improve communication as a healthcare team

3. VALUE

This is not about response rate or the size of your "N". It is about doing the right thing every time for every patient

ASK YOURSELF

What score would this patient give me this time, for this interaction?