Section 3: Improvement Activities Measures

Open-ended question: How did you meet or exceed on this activity? If applicable, how have you maintained this improvement over time and how do you plan to sustain the high level of performance?

Example

Measure: Collection and follow-up on patient experience and satisfaction data on beneficiary engagement

We use a survey company to help us collect patient experience and satisfaction data. The survey incorporates the standard CGCAHPS questions. We periodically pull our satisfaction data and analyze it. When we first started using surveys we realized that provider communication was a major opportunity and an area that correlated with overall satisfaction. We then started to randomly select every tenth patient and ask them additional questions about what they expected from their visit and provider communication. We learned that many patients felt rushed when speaking with the doctors. In addition, they did not understand more complicated treatment plans. We have a growing Hispanic population within our town and language barrier was also a big concern.

Our interventions included:

- Invest in Spanish language training for all our staff.
- Hired a RN who is also a certified medical interpreter. She helped us with addressing common areas of misunderstanding and conducted cultural awareness training for the entire staff. Training included role playing and using tools such as AIDET® (Acknowledge, Introduce, Duration, Explanation, and Thank You). We learned about verbal and non-verbal communication styles.
- Started to implement follow up phone calls after the appointment to address any questions patients may have.
- To maintain improvement, we receive refresher training each year.

After about a month, we started to see tremendous improvements in our patient satisfaction scores. We continue to analyze satisfaction scores and discuss as a team other ideas for improving patient satisfaction scores and ultimately the patient experience.