

A BETTER CARE EXPERIENCE WITH **A.I.M**

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August 2022

ASSESS: *PATIENT EXPERIENCE*

As a provider how do we ensure our patients have the best experience?

- *Monitor CAHPS Surveys to better understand the benefits for both providers and patients*
- *Comprehend the different types of patient satisfaction*
 - Are patients happy?
 - Are patients frequently returning?
 - Are patients activated, and managing positive help practices?
- *Assess what patients need in regards to good healthcare*

IMPROVE: *DEVELOP TECHNIQUES AND TIPS*

As a provider what skills and techniques do my team need to hold?

- Have protocols prepared to handle specific patient satisfaction issues
- Review as a team positive feedback and, reoccurring issues that have been identified
- Discuss expectations with staff in regard to greetings and timeliness related to appointments or follow-ups etc.

MANAGE: *BEST PRACTICES*

As a provider what are some best practices?

- Remind staff that patient care is a group effort
- Discuss patient satisfaction through surveys/feedback, to ensure patients are satisfied with both care and timeliness.

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MANAGING PATIENT COMPLAINTS WITH H.E.A.R.T

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HEAR:

Be prepared to have open ears and be ready to listen without interrupting.

- Eye contact
- Use non-verbal cues such as head nodding
- Use phrases such as "I hear you", "Thank you for bringing this to our attention" and "I understand"

EMPATHIZE:

Be prepared to emotionally understand how the patient feels about the situation. Image yourself in that persons place.

- Use non-verbal cues such as head nodding
- Have open body language

ACKNOWLEDGE:

Be prepared to show patients that their feelings are being acknowledged.

- Use phrases such as "I understand that you're frustrated, and I would be too" or "I definitely understand why you are disappointed in the services you received."

REVIEW:

Be prepared to repeat back all the information you received, and ask for additional details.

- Don't blame the patient or make excuses take full accountability

TAKE RESPONSIBILITY:

Be prepared to explain what you will do to resolve the situation, and offer to contact them again to conduct a follow-up

- Offer a solution uses phrases such as "What can I do to help" or "_____ will be done to ensure that this does not occur again."
- Explain what next steps you will take to resolve the issue at hand
- Thank them for taking time to share their frustration and complaints with you

Be prepared to keep track of all complaints through an excel sheet. In addition to an action plan to resolve patient related issues.

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