

Future State for a Patient

Transcription from group activity.

Empowered

- Patients feel like they have a voice
- Communicating their needs
- Giving them space to ask questions
- Making sure they have options
- Involved in decision-making
- Having control over their healthcare decisions/2nd opinion
- Relationship with their PCP and facility
- Provide an agenda setting tool/after visit summary
- Multimedia healthcare options
- Education
- Engaged
- Relationships
- Promises fulfilled
- Training for technology (patient portal)
- Structure – helping remove ambiguity
- Access
- Information
 - Network providers
- Knowledge
 - About medical coverage
 - Referral process
- Speaking up
 - Questions
 - Who to go to
- Eye contact
- Confident in information given
- Tailoring/personalizing information

Understanding What To Do

- Written care plan
- Simple language
- Closing the loop
- Repeat
- Reminder calls/follow-up
- Engage patient and family in decision making

- Eye contact
- Warm hand-off
- Explain “why” patients needs care plan
- Ask patient if they have any questions
- Be more clear/educate forms
- Instructions where to go in facilities
- Follow-up with patient to ensure they understand
 - Have patient repeat procedure back
- Escort patients to lab/xray
- Appointment clerk to give clear instructions about appointment, then ask patient if they have any questions
- Take into consideration language barriers, speak slowly and clearly
- Explaining referral process clearly
- Training staff to understand what to do
 - Clear and detailed discharge instructions at each step of the patient encounter

Creating Personal Relationships

- Pictures – recognition
- Conversations
- Story telling
- Noting facts important to them
 - Personal life
- Calling by name
- Giveaways
 - Water
- Thank you notes
- Birthday cards
- Follow-up calls
- Share OUR stories
- Words of affirmation
- Compliments
- Empathy
- Meet and Greet/Open house
- Doctor community events
- Patient appreciation
- Member liaisons
- New patient orientation
- Listening
 - Open-ended questions
- Positive staff interactions
- Patient portal

- Emailing doctor
 - Live patient chat
- Acknowledging by name
- Paying attention to them
- Sending birthday cards with personal picture of pets
- Follow up with them
- Asking open ended questions
- Clinic advocates
- Results over phone
- Follow-up calls after appointment
- Social events (ex. Bingo night)
 - Include fund educational game
 - Movie nite, field trip
 - Quarterly magazine
- Coming up with a non-business related question/statement
 - Weather
 - What are you wearing
 - Questions are in the charts
 - Take notes and remember what you talk to patient about
 - Patient always gets a call from the same person
 - Giving the doctor a small personal detail of the patient before they go in
 - Navigator
 - Staying loyal to patients, being transparent