

Partner with Patients

The problem is:

Communication between a provider and a patient is all about connecting and individualizing their care. Despite our best intentions, we do not always hear what is said, nor do we ask the patient what their biggest concern is. Instead, we often assume we know based on the limited information we have.

You need to know:

Asking a question such as “What health concerns would you like to talk about today?” takes seconds, and the response and engagement you get from the patient is time well spent.

Patients typically have a list of concerns that they want addressed during the visit.

Knowing the patient’s list as soon as possible will help them feel they have been heard and will help the provider zero in on what is most important to the patient.

Source: AAFP



Track your progress

Measure how many times per day the questions about patients' health concerns were asked.

Measure how many times per day patients' took notes about the visit and their next steps..

Maximize Improvements

Action items and tactics are intended to improve patient experience, safety, preventive screening, quality indicators and health outcomes.



Here’s what you need to do...

- Set the agenda for the current visit by asking...
 - “What do you want to accomplish during today’s visit?”
 - “What is the one thing that is most important we discuss today?”
- Develop a shared agenda for today’s visit
- Mutually agree to treatment goals
- Consider tools to help patients focus, such as notes for today's visit

Save time by having patients jot down their concerns in the waiting room. This keeps them focused and prevents missed issues that might require follow-up after the visit. Encourage this habit for every visit.