
Course Description

This course empowers office staff with ways to improve the senior patient experience through effective care coordination, which leads to improved Consumer Assessment of Healthcare Providers and Systems (CAHPS) scores and higher-quality ratings. With a focus on patient-centered care, this course outlines 5-Star best practices your offices can implement to positively impact the senior patient experience.

Purpose

Effective care coordination leads to a better patient experience and improved health outcomes. Through focused training and demonstration of professional service skills, staff members will have a positive impact on care, which leads to higher patient satisfaction and overall quality ratings.

Learning Objectives

By the end of the session, participants will be able to:

- Define CAHPS.
- Discuss how patient experience impacts healthcare.
- Discuss the 5-Star quality measures related to care coordination.
- Identify the difference between patient experience and patient satisfaction.

Target Audience

- Licensed vocational nurses
- Medical assistants
- Office managers
- Registered nurses
- Social workers
- Other administrative personnel

Training Time and Set Up

- Set up: 15 to 30 minutes
- Training: 60 minutes

Required Materials

- Evaluation form
- Ice breaker tool kit
- Interactional activities
- Handouts/tip sheets
- Sign-in sheet
- Slide deck
- Class notes

Expected Outcome

At the end of this training session, the staff members will be able to:

- Incorporate the elements needed to provide high quality care.
- Distinguish between patient experience and patient satisfaction.
- Describe the impact of best practice quality care on the healthcare system.
- Integrate 5-Star best practices learned into their daily practice.

Discussion Prompts

- Using examples from your own experience, explain the difference between a good and a bad patient experience.
- How does office staff impact the patient experience?

Interactive Techniques

Red card/green card. This is similar to the red light/green light game you might have played as a child. In this case, red means “stop” or “no” and green means “yes” or “go.” For example, when connecting with patients, have you ever addressed them as

“madam” or “sir” rather than using their names? If someone holds up a green card (“yes”), ask him or her to explain how patients reacted and why he or she didn’t use the patients’ first or last names.

Care coordination game. Develop a “game” or “map” of care coordination to show what the best-practice route is versus the less-desirable route.

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