

The problem is:

When we don't provide facts and proactively set expectations, patients will interpret what they see and hear to fill in the gaps. Because this is based on their perceptions, patients may be telling themselves the wrong story.

You need to know:

Patients expect:

- To be heard
- Care team to listen
- Clear explanations and instructions
- Updates on their care plan
- Compassionate treatment

Satisfaction
equals
exceeding
expectations

In uncertain situations, patients want to know:

- What's happening now
- What's next
- What are their options

Having information reduces anxiety, improves listening, retention, and engagement

Source: Claxus



Track your progress

Ask the patient about their expectations and how well they are being met. Explain what is being done to meet expectations and/or why expectations weren't met (e.g., I'm sorry to be 15 minutes late, but I needed to spend extra time with an earlier patient.)

Maximize improvements

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

Setting Expectations



Here's what you need to do...

Clinicians can reduce anxiety and increase satisfaction by consistently keeping patients informed and managing their expectations. Improve by following these action steps:

- **Review treatment plans**
(i.e., what to do next, what to do if condition worsens)
- **Share expected timelines**
(i.e., referrals, lab results, test results, follow up)
- **Explain care modality** *(i.e., virtual care, in-office visit)*
- **Teach them when and how to use the patient portal**
(i.e., view test results, renew prescriptions, message providers, online scheduling, view health record including allergies, immunizations and manage bills, etc.)
- **Ensure they know where to seek care**
(i.e., doctors office, walk-in clinic, urgent care, emergency room)