

10 WAYS

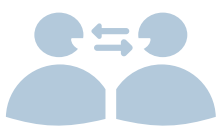
to Improve Patient Experience and Satisfaction



L.A. Care wants to help you improve patient satisfaction. Value-based payments are well underway and patient satisfaction is more important than ever. Patient satisfaction may impact your Pay-for-Performance payouts and, more importantly, improve health outcomes. Use these tips to maximize your award.

INCREASE PATIENT SATISFACTION BY IMPLEMENTING THESE IMPORTANT TIPS INTO YOUR PRACTICE.

RESPECT AND COMMUNICATION IS KEY



- Greet your patient by name and introduce yourself
- Give an accurate time expectation for waiting to be seen and how long the visit may take
- Explain procedures step-by-step, why the service is important, and how to ask additional questions
- Use the “teach back” method to ensure patients understand what you are saying
- Thank your patients for coming in to see you
- Ask your patients (formally or informally) if they were satisfied with their care

IMPROVE ACCESS TO CARE



- Hold evening and/or weekends clinics
- Block time for same-day appointments to reduce your “no-show” rates by up to 50%

HAPPY STAFF = HAPPY PATIENTS



- Celebrate and encourage great customer service when you see it or hear it
- Offer staff training on customer service to improve self-confidence

For more tips on improving patient satisfaction, visit our website at www.lacare.org/providers/provider-resources/hedis-resources or email us at quality@lacare.org



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