

# Improving Patient Experience

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with

**East Boston Neighborhood Health Center**

and

**High Plains Health Center**

Session 2C

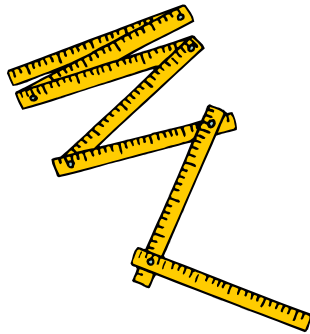
March 7, 3:45PM-5:00PM



MacColl Institute at  
Group Health Cooperative

# Improving.....

- What is involved
  - The definition
  - Measurement of our baseline
  - Making it “better”



# What is Patient Experience?

Patient experience is a measure of patient centeredness, one of six health care quality aims proposed by the Institute of Medicine. While “patient satisfaction” surveys obtain ratings of satisfaction with care, patient experience surveys elicit reports from patients on what they did or did not experience in their interactions with providers and the health care system.

MAY 2010 29:5 HEALTH AFFAIRS

# Why Measure Pt. Experience?

- Patient experience:
  - Directly impacts patient engagement
  - Affects adherence to providers' instructions, and clinical processes and outcomes.
  - Is correlated with prevention, disease management, and improved outcomes
  - Reflects how well our clinical systems are working
  - Is related to employee satisfaction and turnover rates
  - Is associated with malpractice claims
  - Is correlated with organizational financial measures

# Today's Talks

- **East Boston** staff members will talk about how they have improved their approach to measuring Patient Experience as well as the process for getting reliable valid data.
- **High Plains** will share what changes they have made related to the feedback they received concerning the experiences of the patients they serve