

The Patient Experience

Passed



Failed



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Key Ingredient

Quality control
Passed ☒
Failed ☐

- Let the patient know how honored and privileged we feel that they entrust us with something they hold most precious; *their health and their life.*



Goal = Cadillac Care

Quality control

Passed ☒

Failed ☐



Quality control

Passed ☒

Failed ☐

Associated Behaviors



Organizational Attributes

Quality control

Passed ☒

Failed ☐

Vision

Mission

Physician Leadership

Focus on Quality

Innovation

Motivation

Purpose

Aligned behaviors

Team approach

Attention to detail

Organizational Drivers

Quality control
Passed ☒
Failed ☐

Cross pollination of medical group and IPA internal and external best practice

Continuing education initiatives

Win-win goals for all participants

Reporting of results based on leadership, systems and outcomes

Continual feedback and rewards

Organizational Culture

Quality control
Passed ☒
Failed ☐

Happy
employees
deliver excellent
service

Focus on fellow
employees and
patients as the
primary customers

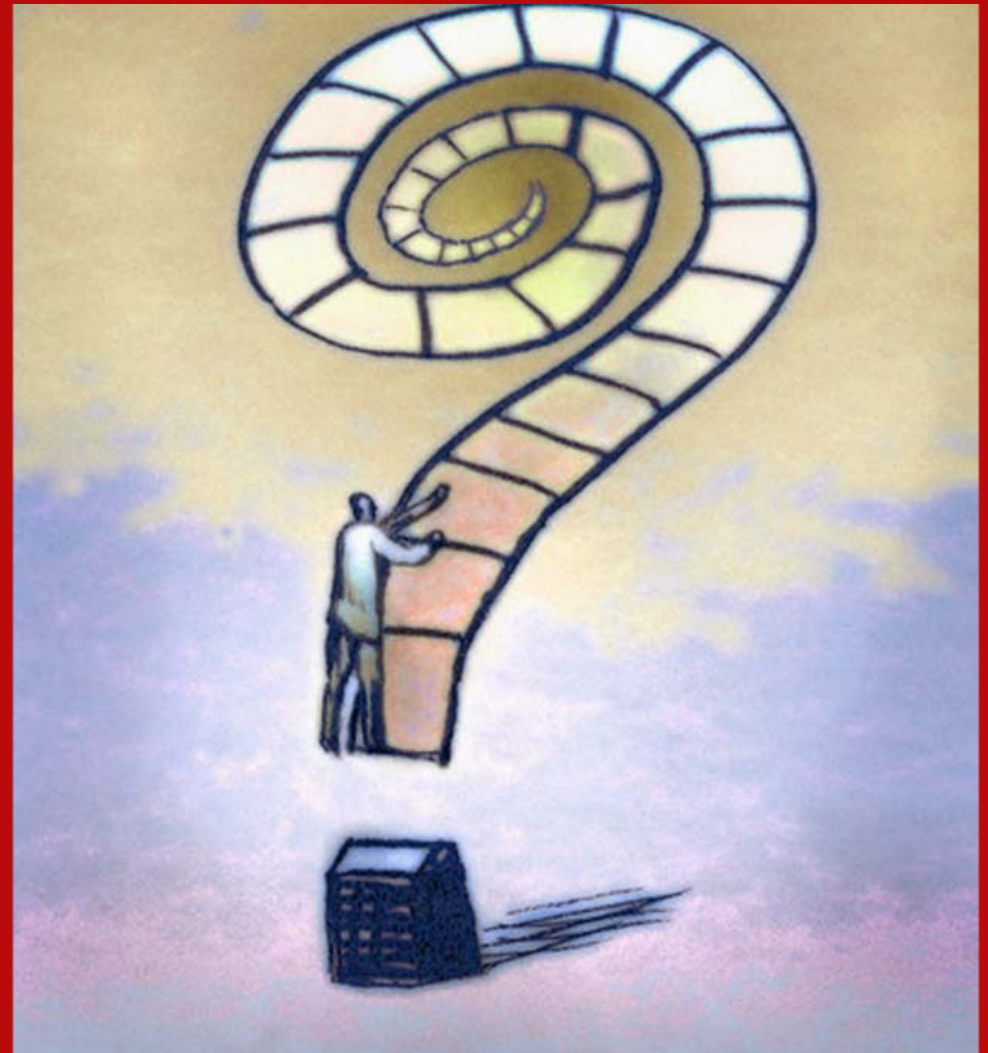
Empower the team
(Physician, MA,
parking attendant,
cleaning crew) to
satisfy the customer

Quality control

Passed ☒

Failed ☐

What Do Patients Want?



The Patient - Center of the Universe

Quality control
Passed ☒
Failed ☐

Patients want to feel attended to

Patients and their families want to be heard

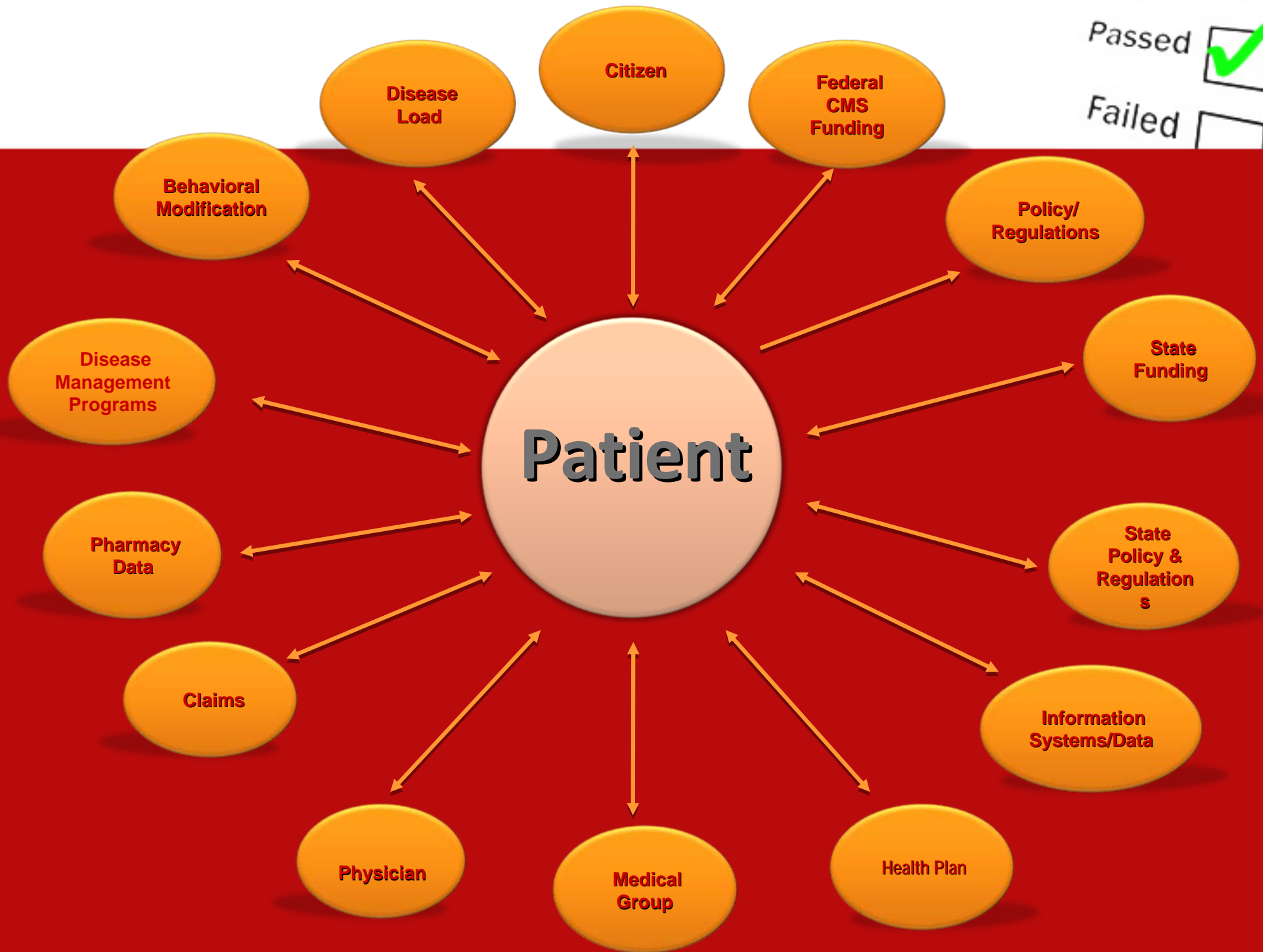
When given a choice, patients generally select the least interventional and least expensive option for care

Benefit Demand Never Works

Personalize the patient care

- Optimize appointment schedules
- Keep Promises
- Take an interest in the entire patient as a social, thinking human being

Quality control
Passed ☒
Failed ☐



Quality control

Passed ☒

Failed ☐

Clinical Interventions



Premier Access

Quality control

Passed ☒

Failed ☐

It Works

Work off the backlog

Keep off the backlog

Do today's work today

Hard to start, even harder to maintain

Mindset

Motivational Interviewing

Quality control
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Failed ☐

Totally new way for physicians to interact with patients

Empower the patient and family

Want to understand the patient and their motivation for partnership

Feel foolish as practicing

Apply in chronic disease management

High Risk Programs for the Chronically Frail

Quality control
Passed ☒
Failed ☐

Direct Access to Medical Home

Direct Access to their Physician

Access to Care Management

Home Monitoring

Patient Designated Agent

Quality control
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Failed ☐

Involve Families

Empower them to share the patient's voice

Patients and Families access to the Patient Portal

Advanced Care Planning- bringing it all together

Keep family members/caregivers informed (even with bad news)

Meetings with patient and their personal supporters

Clinician Education and Training

Quality control
Passed ☒
Failed ☐

Seminars

HCP University

Physician Shadowing

Physician Coaching

Care Team Redesign for Group and IPA

Physician Incentives

Quality control

Passed ☒

Failed ☐

Employed Group Physicians- Part
of ACE and Incentive Program

IPA Physicians- part of their
Incentive Program



Clinically Putting it Together

Quality control
Passed ☒
Failed ☐

Team Care

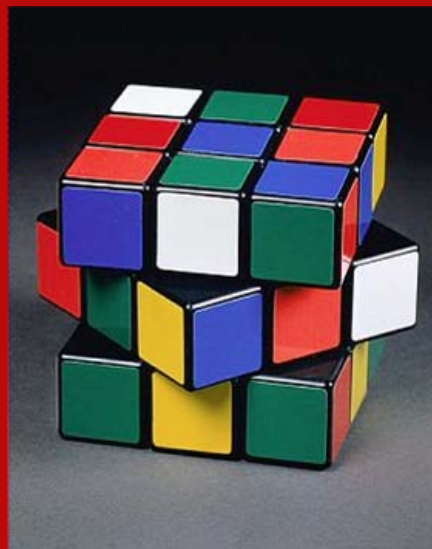
Baton Hand
Offs

Care
Transitions

Risk
Stratification

Collaboration

Administrative
Coordination
and Support
.....



Quality control

Passed ☒

Failed ☐

Process Predicts Outcomes



Quality control

Passed ☒

Failed ☐

Process Predicts Outcomes

Improve
Processes of
Care will
improve patient
outcome

Patient
Experience +
Patient
Outcome =
Health Reform

Improve Patient
Experience will
Improve Patient
outcome

Use of Technology

Quality control
Passed ☒
Failed ☐

Home Monitoring

EMR

Electronic Communication

Team Clinical Care- connected via technology

Technology does not fix a broken system

Access to allow patients to e-mail physician

Retrieve lab and x-ray results

General Questions

Best Practices

Quality control
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Failed ☐

HCP- made up of an amalgamation of Excellent Medical Groups

Physician Associates- IPA Centric Care and focused on Patient Experience/ Satisfaction- Incentives and Training

Talbert Medical Group- TMG4Me

HCP - Long Tradition of Patient Satisfaction

Learn from Starbucks (Show the customer that they matter)

Constantly improve processes

Listen to the 'people doing the job' for recommended improvements (Undercover Boss)

After Hours Access

Quality control

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Failed ☐

Nurse Line

24/7 Urgent Care and Hospitalist Access

EMR Access of patient information

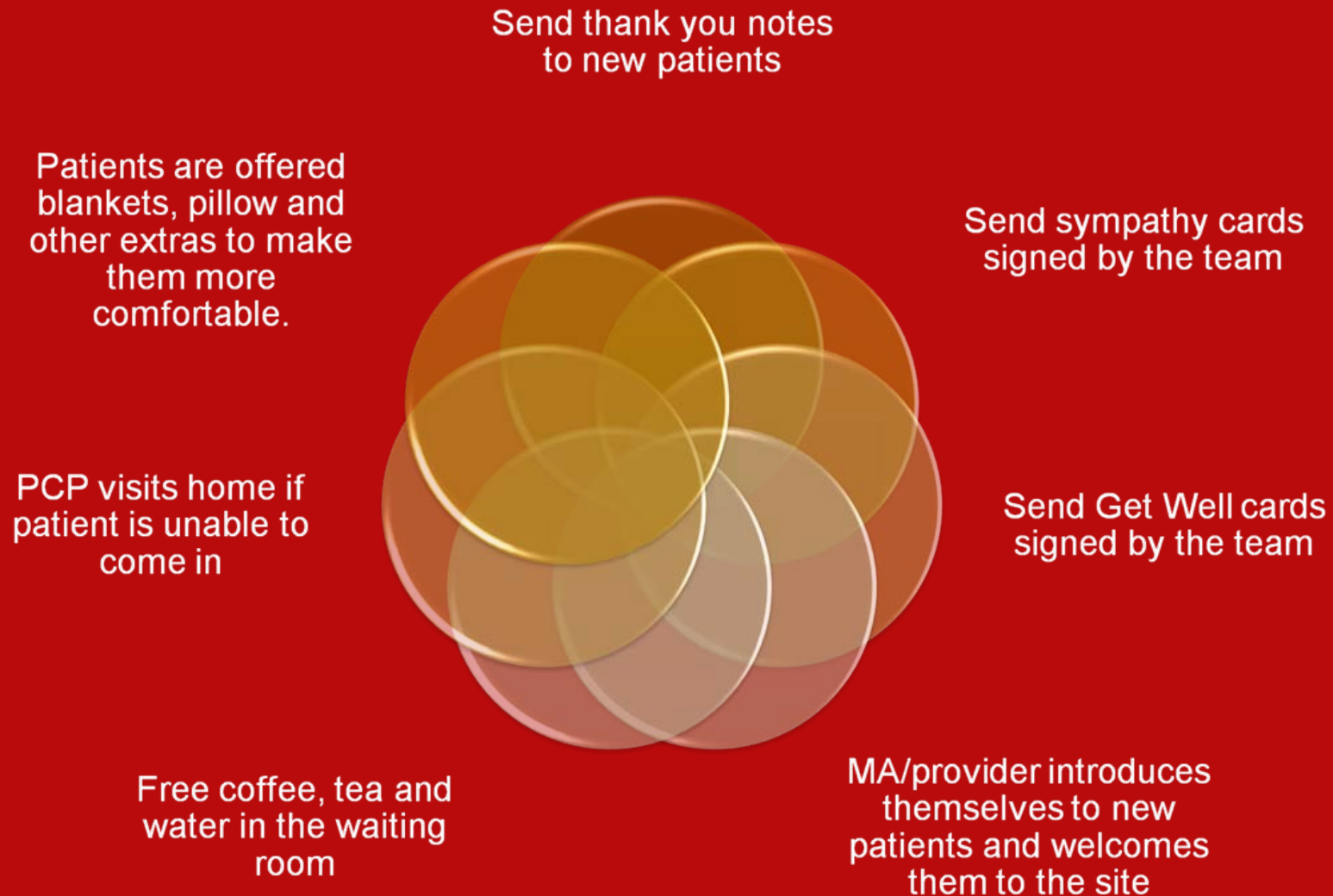
Clinical Viewer

Small Touches

Quality control

Passed ☒

Failed ☐

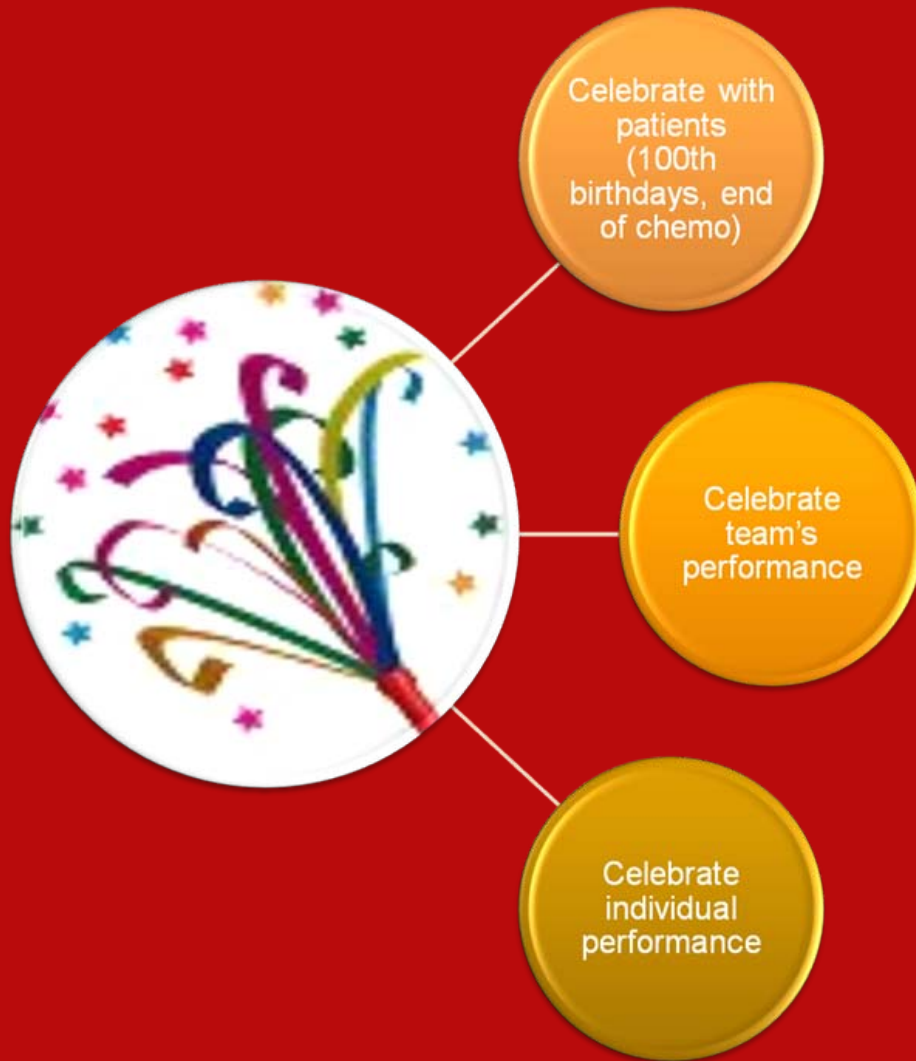


Celebrate

Quality control

Passed ☒

Failed ☐



Grievances

Quality control
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Failed ☐

Every grievance is an opportunity.....

- If the grievance is about an employee have that employee apologize
- Thank the patient for making the complaint
- Engage staff in the resolution
- Change processes if needed

Expectations

Quality control
Passed ☒
Failed ☐

Expect



as your standard

Remember

Quality control
Passed ☒
Failed ☐



Purpose



Motivation



Aligned Incentives



Team Approach



Innovation



Shared Best Practices



Excellence



Empowerment



Attention to Detail