Some Facts about PacMed

- 68 Primary Care Providers
- 97 Specialists
- Designated Provider for the US Department of Defense
9 Sites in Greater Puget Sound Area
It’s all about the communication…
Communicate: Why We Survey

Don’t assume everyone knows why…

What we hope to accomplish by surveying patients:

• Assess patient satisfaction with our services
• Compare survey results against national benchmarks
• Identify system problems
• Evaluate effectiveness of clinical improvement processes
• Identify best practices
Communicate: **Our Goals**

- 83% of patients who visit our clinics will rate their overall visit as excellent

- Places us within the top 25% (75th percentile) of group practices

- All employees share in PacMed’s success

- This is an annual quality measure
Communicate: Results

Target 83%
Organization 83%
Communicate: What Patients Want

- To live their best life
- To have a positive experience overall
- To have an open dialog and interactive relationship
- To be treated as an individual
- To feel attended to and comfortable
- To consider their bigger health picture
Communicate: Staff/Provider Role

- Treat all as “customers” not “patients”
- Show respect for them and their lives
- Help them be active participants in their care, empower
- Provide an ongoing dialogue to discuss their whole health picture
- Personalize care
Some Projects We’ve Initiated to Improve Patient Engagement...
Quality Measures

• Tracking/reporting of LDL, HgA1C, Blood Pressure, Cervical & Breast Exams, Colon Cancer Screening

• High level of commitment for all staff and providers

• Personalized outreach

• Patients know it’s beneficial

• Many stories about lives being saved as a result
Patient Centered Medical Home Project

- Improved experience of health care
- Increased health literacy
- Medication reconciliation
- Consistent referrals and follow-up care
Practice Simplification Team

Reviewed current patient experience
- Challenges articulated by a team of staff and providers
- Solutions required to be patient centric

First Order of Business: The Call Center
- Extended phone wait times
- Patient needs not being met in one call
- Rerouted messaging to clinics
- Call Center now has time to make appointments
Other Key Patient Satisfiers...
Assure Patient Friendly Ancillary Services
Provide Extra Touch: Clinic Tours
Hire & Retain Engaged Staff
Empower Staff

• Empower staff to make decisions on a local level
  – Engages them in the process
  – Contributes to employee satisfaction
  – In turn contributes to patient satisfaction
Questions???