

# 10 WAYS

to Improve Patient Experience and Satisfaction



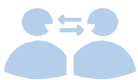
**L.A. Care**  
HEALTH PLAN®

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](http://www.lacare.org/providers/provider-resources/hedis-resources) or email us at [quality@lacare.org](mailto:quality@lacare.org)



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