Patient Experience

Case Study

Strengthening patient experience with a strong pre-service collection program

How education + engagement improved patient experience for two different clients

CLIENT A

Size:
$4.3B NPR; 20+ hospitals

Location:
Ohio + Kentucky

Relationship:
Live since March 2016

CLIENT B

Size:
$488M NPR; 1 hospital

Location:
Ohio

Relationship:
Live since March 2018

Problem

Inconsistent patient experience across various registration areas

Lack of service delivery + recovery training to ensure pre-service collection is not abandoned at the first sign of patient dissatisfaction

Lack of educational support for associates regarding the importance of pre-service collection processes + execution

Lack of support from staff + leaders outside of Patient Access in following the pre-service collection strategies

Solution

> **Provided focused training** on deductibles, co-insurances, benefits + pre-service collection education

> **Implemented consistent communication plans** on collections, new tools + patient reactions

> **Monitored patient experience scores** with monthly cross-functional team meeting to review results

> **Formed collaborative advocacy groups** with clinical + Patient Access teams to ensure consistent messaging

Measuring Success

PROFILE A

0.8%
increase in Top Box Scores*

2.1%
increase in Personal Insurance Information scores

PROFILE B

4.0%
increase in Top Box Scores*

2.1%
increase in Personal Insurance Information scores

* Top Box Scores are the percentage of respondents who gave the highest response possible on the survey scale

ENSEMBLE HEALTH PARTNERS

Ensemble Health Partners Patient Experience Overview

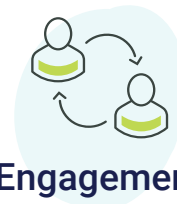Great patient experience is a function of improving three components:

Empathy

Whether inherent or learned, empathy helps associates sense + anticipate a patient's spoken or unspoken needs

Empowerment

Empowering your team makes a difference by improving processes, work environments + experiences

Engagement

Engagement is fostered using open communication, encouraging stretch goals, plus personal + professional development

The most effective best practices to quickly create focus + improvement:

Analysis

Patient Experience survey data must be thoroughly analyzed: total department, section + question scores, along wiht comments, to ensure we fully understand the organization's reputation in the community

Intervention

Ensemble creates data-backed, targeted interventions to address opportunities for improvement with intensity

Education

Finally, Ensemble offers a variety of education through webinars, facilitator-led instruction, newsletters, staff meetings, daily huddles and more to ensure a clear expectation for exceptional service

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