# Patient Satisfaction & MIPS Quality

#### Disclosure

I have no relevant financial relationships or affiliations with commercial interests to disclose

## What Are we Going to Cover?

AN INTRODUCTION TO CLINIC PATIENT SATISFACTION &
A CLIFF NOTE ON M.I.P.S.

### Clinic Patient Satisfaction

### First things first...Why should you care?

• Trying to help people is the right thing to do.

• On the average, patients are more compliant when satisfied.

• Which is easier to deal with, a patient who is satisfied or one who is dissatisfied?

## Where do we start?

WITH YOU

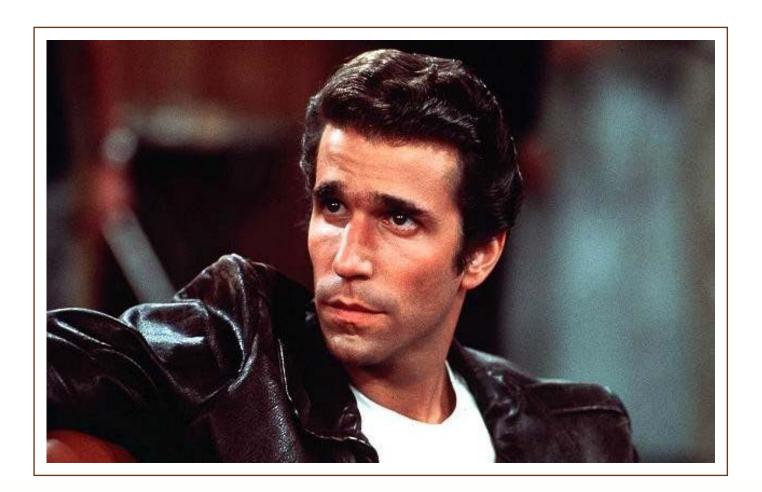
### If a clinic is a high school, you are the cool kid

• You are the one that sets the tone.

• If you think it's important, everyone around you will think so too.

• If you run it down, no one will care about patient satisfaction.

#### For BOOMERS- You are... Fonzie



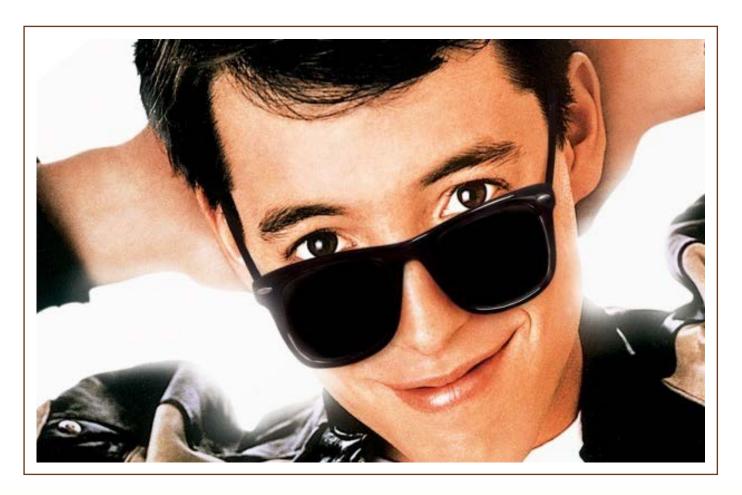
Everyone looked up to Fonzie.

He was the one that had the magic touch.

When he walked in, everyone's attention turned to him.

He set the tone in that group.

### For you X'ers- You are... Farris Bueller



Farris influenced everyone around him.

He was a risk taker.

EVERYONE knew him and was concerned about what he felt was important

He also was the one that solved problems.

#### For you Millennials- You are... Buffy Summers



Buffy had special abilities.

She was the center of a team that could not function without her.

She was always cool under pressure.

Full disclosure, I did not watch this show much.

## Truth Statement

IF YOU CARE, MOST EVERYONE WILL

## Second first thing

OBVIOUS IS OBVIOUS

### If you know it's a problem... it's a problem

• If there is someone in your office that folks hate dealing with, deal with it.

• If there is a process in your office that everyone finds terrible, change it.

## Thirdly

YOU HAVE TO REALLY MEASURE

## Measure above and beyond

• Home grown systems will give you home grown answers.

• Most systems are pretty much the same, and they are all pretty good.

## Truth Statement

## IF YOU DOUBT THE DATA, EVERYONE WILL

## Forth and Foremost

DON'T OVERREACT

## Stay calm and carry on

• Never make whole sale changes to a process or a staff based on 1 month's data.

• Never have a blowout celebration over 1 month's data.

## Five and Dime

## FOCUS ON THE COMMENTS AS MUCH AS THE SCORE

## Equal importance

• Scores and comments are equally valuable.

• Normally, comments are good. Duplicate those comments wherever possible.

• Scores help focus your efforts.

## Sixth Slick

NORMALLY THERE ARE TWO KEYS TO SUCCESS:

LISTEN AND RESPECT

### Pretty much everywhere- 2 keys

• Every place I have seen 2 key correlations exist:

Provider listened to the patient

• Respect shown by the provider for the patient

#### How to increase "Provider listened"

• Start with something personal (Post-it notes)

• Sit down in the room, not at the computer

Repeat backs

• #1 thing a person wants to hear, is their own name

### How to increase "Provider Respect"

- Ask questions:
  - "What do you think?"
  - "What worked for you in the past?"

• Touch the patient

• Use words like "partnership" and "together"

### Seventh or So

SCORES GO UP WITH TEACHING TO THE TEST

### If the goal is higher scores...

- Use the magic words that are on the survey
  - Respect
  - Privacy
  - Excellent
- Don't be a car lot guy

• Be careful to be focused on satisfaction not the score

## Lastly

DON'T FORGET TO LOOK

# MIPS A CAUTIONARY TALE

### MIPS is....

• One of the systems CMS is using to reduce cost and "improve care"

• 2018 is the second full year of MIPS

• It will affect 2020 CMS reimbursement

## Does MIPS Improve Care?

IT CAN IF WE CHOOSE

## How to Improve in MIPS

## Same rules apply as Satisfaction

• Care about it

• Pick measures that are accessible and actionable

• MAKE "PATH TO SUCCESS INSTRUCTIONS"

### Watch out for new changes in 2018

MIPS Performance Categories for Year 2 (2018)



### What do we do about cost?

• Make sure all patient issues are documented and order them correctly

• Remember, it's cost not charges

• See patients quickly after discharge

### Questions?