
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

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IF YOU CARE, MOST
EVERYONE WILL

Second first thing

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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

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IF YOU DOUBT THE DATA,
EVERYONE WILL

Forth and Foremost



DON'T OVERREACT

Stay calm and carry on

- Never make wholesale 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

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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?

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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?
