

Customer Service Optimization

It makes sense that high patient satisfaction in your Emergency Department (ED) is important to you and your patients. It's a win-win-win: Good for your patients, good for your healthcare team and good for your bottom line. BestPractices utilizes a number of tools, techniques and targeted improvements to optimize patient satisfaction in your ED:

- An assessment of the ED patient flow and performance
- Evaluation of current patient satisfaction assessment instruments (ex: Press Ganey, Gallup, PRC), scores and their implications
- Tracked and trended individual clinician patient satisfaction scores as well as the overall facility's scores.
- Creating focused hospital, departmental, and clinician plans to improve and optimize your patient satisfaction scores
- Focused patient satisfaction coaching and mentoring – provider-specific recommendations rooted in the underlying components of each clinician's current results

BestPractices will provide a comprehensive write up of analysis, insights, and recommendations along with an action plan and suggested timeline.