

BLOOD PRESSURE CONTROL: WHAT MATTERS? LISTENING TO THE PATIENT

WHY

By asking patients for their feedback, you will create a culture where patients feel valued for their opinions and perspectives.



WHAT

Asking for patient feedback helps identify areas for improvement. This can improve the patient experience, support better patient outcomes, and improve office culture.



HOW

1. Shadow Patients: this can provide valuable insight into how patients experience your practice flow and communication.
2. Mini-surveys: these can be completed on paper or in person. Questions might include how the patient experienced calling the office, the ease of making appointments, wait times, access to records, the process for visit reminders, the ease of and satisfaction with the referral process, and billing concerns, etc.