



**Neighborhood  
Health**

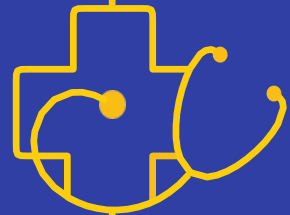
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# Improving Patient Experience

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CHC LEADERSHIP INSTITUTE LEARNING PROGRAM 2018-2019

CAPSTONE TEACH-BACK: JUNE 12, 2019





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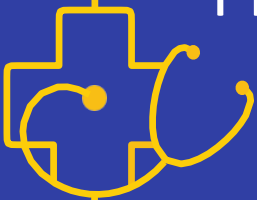
# ABOUT US

Neighborhood Health has been providing high-quality primary health care in Northern Virginia for 21 years. We have 12 clinics in Alexandria, Arlington and Fairfax County.

## HRSA QUALITY AWARDS

Neighborhood Health is the recipient of HRSA Quality Awards for Exceeding National Quality Benchmarks in Preventive Care and Chronic Disease Management.

**2014 through 2018**



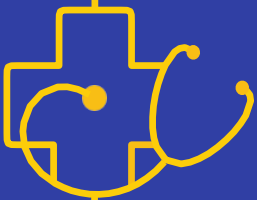


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# FOCUS

To improve and maintain an effective customer relation and service programs among the front lines; specifically the Front Desk, Call Center, Eligibility, and Clinical staff in order to enhance patient's experience when visiting Neighborhood Health's sites.



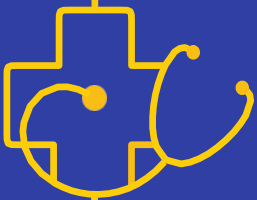


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# TEAM

- Alberto Amurrio, *Site Manager*
- Debrath Bonilla, *Dental Office Manager*
- Eduardo Mantilla-Torres, *Outreach & Enrollment Manager*
- John Eason, *Facilities Manager*
- Rhiza Estoesta, *Site Manager*
- Sandra Loza, *Site Manager*
- Trish Gordon, *Patient Access Manager*





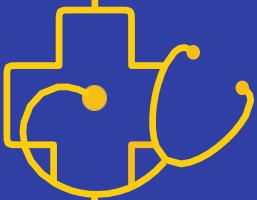
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# NEED

## Customer Service Improvement Areas

- ☒ Greeting of patients
- ☒ Willing to go the extra mile when providing services
- ☒ Training on the various department services



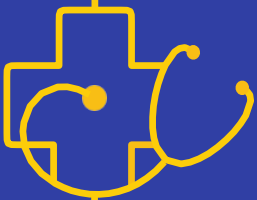


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# OBJECTIVES

- Identify areas to enhance staff's knowledge
- Create a Training Manual
- Enhance Employees Evaluations and Feedback
- Conduct Front Desk Audit and Employee Coaching



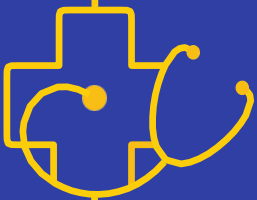


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# ASSETS

- Front Desk and Registration Departments
- Call Center Department
- Dental Department
- Eligibility Department
- Facilities Department
- Electronic Medical Records (eClinical Works/eCW)



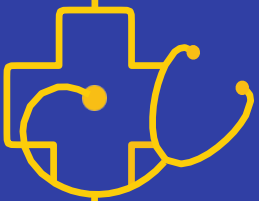


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# ACTION STRATEGIES

- ❑ Review/Evaluate Front Desk policies and procedures
- ❑ Create a plan of action for improved Customer Service
- ❑ Action plan implementation
- ❑ Daily checklist
- ❑ Additional Staffing





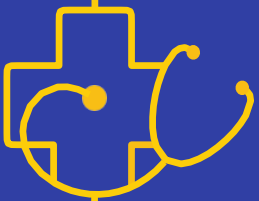


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# TEAM DEVELOPMENT

- ☒ Strategic Planning
- ☒ Webinars/conference calls
- ☒ Team Meetings
- ☒ Staff Meetings
- ☒ Front Line Personal training



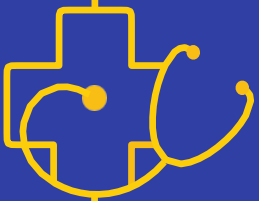


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# TESTING AND REFINEMENT

- Reviewed and updated front desk training manual
- Created and implemented auditing procedures for front line personnel (e. g. Front Desk, Call Center)



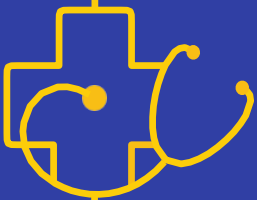


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# RESULTS TO DATE

- ❏ Front Desk process flow improved
- ❏ Decreased number of patients and staff complaints in regards to the phone system
- ❏ Additional Staff Added (Front Desk Representatives, Managers, Call Center Representatives)
- ❏ Improve consistency in policies and procedures



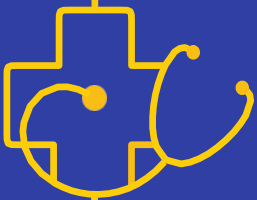


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# LESSONS LEARNED

- ❑ Alberto Amurrio, *Site Manager*
- ❑ Debrath Bonilla, *Dental Office Manager*
- ❑ Eduardo Mantilla-Torres, *Outreach & Enrollment Manager*
- ❑ John Eason, *Facilities Manager*
- ❑ Rhiza Estoesta, *Site Manager*
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# FUTURE PLANS

- ❑ Continue to evaluate future survey results including customer service satisfaction .
- ❑ Continue to perform Audits and provide training for staff.

