

INCREASED PATIENT SATISFACTION

ASCENSION PROVIDENCE HOSPITAL

INDEPENDENT
EMERGENCY
PHYSICIANS



CHALLENGE

IEP has always been in the business of providing the highest quality of patient care. But with new quality metrics, patient satisfaction became an important KPI and a top priority for IEP and its hospital partner, Ascension Providence Hospital. IEP sought to increase satisfaction among its patients, and to increase the understanding of the importance of patient satisfaction among its physicians.

SOLUTION

IEP led the development and implementation of a customer service training initiative in the ED. Physicians learned tools that gave them the ability to move the needle for patient satisfaction and provider engagement metrics. Research was conducted through patient surveys and results were given to providers. Physicians learned what patients valued and how to deliver that value, and IEP created incentives for physicians to increase their own personal satisfaction scores.

RESULTS

Patient satisfaction scores improved in the ED by 20%.

The hospital achieved the highest scores within its health system.

Improvements sustained in all categories, highest in "likely to recommend" and "overall physician care".

ASCENSION PROVIDENCE HOSPITAL WENT FROM BOTTOM TO **BENCHMARK IN 90 DAYS.**

RECOGNIZED AS A **BEST PRACTICE INITIATIVE AND IMPLEMENTED SYSTEM-WIDE.**