

PATIENT

EXPERIENCE

IMPROVEMENT

TOOLKIT

Patient Experience Improvement Assessment

Domain	Element	1= NEVER	2= RARELY	3= SOMETIMES	4= USUALLY	5= ALWAYS
Systems	Our patients can get an appointment to see a provider on the same or next day.					
	Our patients do not have to wait more than 10 minutes before they are seen.					
	Our patients get in and out of our clinic in 45 minutes or less.					
	Patients choose to come here even if they are insured.					
Physical Environment	Our clinic is well-maintained (equipment is in good shape, walls have clean coat of paint/paper, magazines in waiting room replaced regularly, etc.).					
	Our clinic is clean and uncluttered.					
	Our patients are able to move around the clinic without asking staff for directions.					
	Our clinic is handicap accessible.					
Patient Interactions	Staff make a welcoming statement to patients upon arrival.					
	Staff use friendly words and tone of voice.					
	Staff demonstrate empathy when a patient expresses difficult emotions.					
	Staff use positive phrasing when communicating with patients.					
	Staff use terms that patients understand when explaining medical procedures or devices.					
	Staff offer options when a patient is having a difficult time understanding/complying with the clinic protocols.					
Quality Care	Patients come here because we provide excellent care.					