



Video Transcript: How to Provide a Positive Family Planning Experience

Narrator (00:00):

How to Provide a Positive Family Planning Experience. Introducing the Patient Experience Improvement Toolkit. This video was created by the Reproductive Health National Training Center, RHNTC.

Narrator (00:12):

How patients experience their reproductive healthcare is important. Why is patient experience important? Patient-centered care improves health outcomes and equity, and providing patient-centered care increases staff satisfaction and engagement. There are many things you can do to help patients have a positive experience.

Narrator (00:31):

First, improve clinic systems. Make it easy to make and keep appointments. Consider offering online appointments and text reminders, evening and weekend hours, and same and next-day appointments. Respect patients' time. Help patients move through their visits quickly and minimize wait time.

Narrator (00:51):

Second, improve interactions with patients. Approach patients with sensitivity, respect, and cultural humility. Make virtual visits great. Provide patient-centered, inclusive, appropriate materials.

Narrator (01:04):

Third, improve the clinic environment. The clinic environment should protect patient privacy and confidentiality and make patients feel welcome, comfortable, and respected. And don't forget about your website. Make it easy to find and understand.

Narrator (01:20):

Fourth, improve staff experience. Staff are satisfied when they can deliver high-quality, patient-centered care. Assess staff satisfaction, engage staff in improving patient experience, foster communication across staff, and acknowledge staff who provide excellent care.

Narrator (01:38):

Find resources, training, and tools to get started at rhntc.org, including the Patient Experience Improvement Toolkit. Brought to you by the Reproductive Health National Training Center. Visit us at rhhntc.org.