L.A. Care wants to help you improve patient satisfaction. Value-based payments are well underway and patient satisfaction is more important than ever. Patient satisfaction may impact your Pay-for-Performance payouts and, more importantly, improve health outcomes. Use these tips to maximize your award.

**INCREASE PATIENT SATISFACTION BY IMPLEMENTING THESE IMPORTANT TIPS INTO YOUR PRACTICE.**

**RESPECT AND COMMUNICATION IS KEY**
- Greet your patient by name and introduce yourself
- Give an accurate time expectation for waiting to be seen and how long the visit may take
- Explain procedures step-by-step, why the service is important, and how to ask additional questions
- Use the “teach back” method to ensure patients understand what you are saying
- Thank your patients for coming in to see you
- Ask your patients (formally or informally) if they were satisfied with their care

**IMPROVE ACCESS TO CARE**
- Hold evening and/or weekends clinics
- Block time for same-day appointments to reduce your “no-show”, rates by up to 50%

**HAPPY STAFF = HAPPY PATIENTS**
- Celebrate and encourage great customer service when you see it or hear it
- Offer staff training on customer service to improve self-confidence

For more tips on improving patient satisfaction visit our website at www.lacare.org/providers/provider-resources/hedis-resources or email us at quality@lacare.org