

Voices of Physician Practices and Medical Groups: Exploring the State of Patient Experience



Voices of Physician Practices and Medical Groups: Exploring the State of Patient Experience

Jason A. Wolf, Ph.D.
President, The Beryl Institute
Barbara Lewis, MBA
Founder, Joan's Family Bill of Rights



This paper discovers the importance of the patient experience in physician practices and medical groups by highlighting the necessity of expanding the dialogue to the various segments of the healthcare continuum impacted by patient experience. Beginning with a review of The Beryl Institute’s 2013 Benchmarking study, *The State of Patient Experience in American Hospitals*, the paper then expands into an exploration of the topic with a series of interviews focused on determining proven practices, drivers of patient experience success and roadblocks to improving the patient experience.

The interviewees reveal that patient experience is the top priority among Physician Practices and Medical Groups. Further evidence shows that when an organization has a formal patient experience mandate and structure, plus designated personnel who are responsible and accountable, patient satisfaction survey scores increase. Support from leaders and physicians remains critical in changing culture to one that is patient-centered, and one way to obtain buy-in is through training programs for all employees, especially those who seek to improve communication.

Authored by Jason Wolf, President, The Beryl Institute, and Barbara Lewis, Founder, Joan’s Family Bill of Rights, this paper’s discussions allow for deeper exploration of core ideas, reveal and reinforce proven practices, and reinforce data on current efforts. The paper brings out a common theme that patient experience must be a priority and a “way of being” in healthcare today in order for the patient experience movement to expand its reach to all areas of healthcare.

To download the complete paper and access other patient experience resources, visit www.theberylinstitute.org/?page=PUBLICATIONS.

TO UNDERSTAND WHERE ORGANIZATIONS ARE FOCUSING THEIR ACTIVITIES, EFFORTS AND ACTIONS, PLEASE REVIEW THE ITEMS LISTED BELOW AND IDENTIFY WHAT YOU BELIEVE WILL BE YOUR ORGANIZATION’S TOP 3 PRIORITIES FOR THE NEXT 3 YEARS.

Answer	Bar	%
Patient experience/Patient Satisfaction		65.91%
Accountable Care Organization (ACO development/implementation)		36.36%
Electronic health or medical records/Meaningful Use/IT		36.36%
Patient centered medical home implementation		34.09%
Quality/Patient safety		29.55%
Physician recruitment, employment and retention		20.45%

Percentages from top 32 choices

About The Beryl Institute

The Beryl Institute is the global community of practice and premier thought leader on improving the patient experience. The Institute defines the patient experience as “the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.”