



### Obtain Staff Buy-in at All Levels

The appearance and cleanliness of the CHC, demeanor of frontline staff, and staff's ability to interact with patients in a culturally competent manner strongly impacts patient experience.

Among low-income patients who say that someone at their healthcare facility knows them fairly well, **64%** rate their care as excellent or very good. That drops sharply – to **40%** – for those who lack a personal connection.



### Enhance Ability to Communicate

To effectively connect with patients, staff and providers must be able to clearly explain situations, invite questions, and help patients comfortably express their needs and preferences.

Among patients who feel informed about their health, **67%** are comfortable asking questions of their providers; and among the most informed nearly **7 in 10** are strongly confident in their ability to participate in decision making.



### Implement New Models of Care

Utilizing a team-based care model helps build a sense of connectedness between patients and their care facilities, enhances patients' information, and bolsters satisfaction.

Among patients who have team-based care, **57%** feel very informed about their health. That sense of feeling informed falls sharply, to **38%**, among those without team care.



### Help Patients Take an Active Role

Encouraging patient involvement by simply inviting them to participate in decisions about their care helps patients feel more involved and satisfied with their role in decision making.

Among patients who don't feel encouraged to participate, a mere **36%** are satisfied with their care.



### Use Mobile and Web Technologies

Communicating through email and text messages, and providing online information, communication resources and decision aids, can help providers build engagement and improve the patient experience.

Currently just **23%** of low-income patients communicate with their providers by email, and only **16%** by text. However, among those who do, a full **87%** say they find it useful, including **53%** who say it's "very" useful.



#### Asian Health Services

...completed "Treating Patients with C.A.R.E.," a train-the-trainer program focused on improving communication among the clinic's staff and between staff to patients. The program focused on connecting and making sure that patients understood that staff were hearing their needs, appreciating patients' cultural beliefs, and responding in an effective manner with the goal of empowering patients to advocate for what they need in the healthcare system.



#### La Clinica de la Raza

...is participating in "The Expanding Access through Team Care" program designed to guide participating clinics to expand access to primary care services. Specifically, La Clinica is focusing on care team development and how clinics can redesign processes and team roles to distribute responsibilities typically delegated to providers through the use of "standing orders," which allow Medical Assistants and other staff to flag necessary procedures to the provider and begin preparations.



#### West County Health Centers

...leveraged technology tools such as text messaging, instant messaging and video conferencing to improve communication and collaboration within the health center staff and care delivery team. In particular, enhancing internal communication with regard to provider schedules, and giving staff the tools necessary to directly update patients with information about appointments and wait times, has significantly increased patient satisfaction.