

NOAH Patient Experience Tracking

Everyone at NOAH cares about our patients. We believe in the work we do, the care we provide and the lives we change. That means following-up with patients when they have questions, concerns, and compliments to ensure their healthcare is well-managed, they feel supported and connected, and they continue coming to NOAH and telling friends and family to as well.

How We Are Doing It

We are instituting a new Patient Experience Tracking system to gather, share, and follow-up on patient experience feedback. Patient feedback can be provided in several different ways, including NOAH website, comment cards, in person, social media, phone, and Press Ganey.

We are going to record all feedback and any service recovery actions if the feedback requires it.

All patient feedback will need to be entered into the NOAH **Patient Experience** form.

<https://noahhelps.org/ptracking/>

Section 1: Patient Information

Patient Experience Tracking
Fields marked with an * are required

Patient Information Patient Feedback Service Recovery

Your Name * Your Email *

Patient First Name Patient Last Name

Patient Email Patient Phone

Health Center Location *
Cholla

1.1 The staff member who is entering the feedback will include their information and will receive a confirmation email once the form is submitted.

1.2 Enter the Patient Contact information.

1.3 Choose the **Health Center Location** for which the feedback is associated with so the leadership at that health center will receive notification of the feedback.

Section 2: Patient Feedback

The **Patient Feedback** page asks for detailed information to help follow-up and tracking. The below fields will be completed and depending on the **Source of Feedback**, will help identify what to do next.

- 2.1 Select the date of when the patient provided feedback.
- 2.2 If you have access to the date of the patient encounter, please provide for the site leadership.
- 2.3 Next, select the source of the patient feedback: Press Ganey, Comment Card, Online Review, NOAH website, In-Person, Phone Call, or Email/Letter.
- 2.4 For feedback sources from social media, comment cards, or online reviews, an additional question of “**What was the star rating**”, will appear. Please select the number of stars the patient associated to their experience.
- 2.5 Next, the submitter must decide the **Type of Feedback (Positive, Negative, or Both)** that the patient provided. Depending on the type of feedback, additional information will need to be selected regarding the patient feedback.
- 2.6 Finally, specific **Patient Comments** must be included to help follow-up or acknowledgement. Be as specific and helpful as possible.

The image displays four overlapping screenshots of a 'Patient Feedback' form, with red circles and arrows highlighting specific fields and callouts for steps 2.3, 2.4, 2.5, and 2.6.

- Step 2.3:** Points to the 'Source of Feedback' dropdown menu, which is currently set to 'Press Ganey'.
- Step 2.4:** Points to the 'What Was The Star Rating?' field, which shows a 5-star rating (★★★★★).
- Step 2.5:** Points to the 'Type of Feedback?' radio button options, where 'Positive' is selected.
- Step 2.6:** Points to the 'Patient Comments' text input field.

The form includes the following sections and fields:

- Navigation:** Patient Information, Patient Feedback (active), Service Recovery
- Input Fields:** Date of Patient Feedback *, Date of Patient Encounter
- Source of Feedback:** Press Ganey (selected)
- Type of Feedback:** Positive (selected), Negative, Both
- Area of Praise (for Positive feedback):** Provider Care, Customer Service, Phone Wait Time, Clinic Wait Time, Medical Records, Other
- Area of Concern (for Negative feedback):** Provider Care, Customer Service, Scheduling, Phone Wait Time, Clinic Wait Time, Referrals, Medical Records, Billing, Other
- Patient Comments:** Text input field

Section 3: Service Recovery

The next page is **Service Recovery** where it is noted what the next steps are for this feedback.

3.1 Service Recovery Completed is selected. You will be required to add a date the recovery was completed. Please give a detailed account of what the results were of your recovery efforts with the patient.

Patient Information Patient Feedback Service Recovery

What was the follow up? *

Service Recovery Completed

Needs Follow Up

No Follow Up Required

Date Concern Addressed

Recovery Results *

December

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

3.2 Needs Follow Up is selected. Please select the leadership team that will be assigned to follow up with the patient. This will trigger the email notification to the specific leadership team that will need to follow up with the patient.

Patient Information Patient Feedback Service Recovery

What was the follow up? *

Service Recovery Completed

Needs Follow Up

No Follow Up Required

Assign Action To *

Copperwood Management Team

Would You Like To Notify Another Staff Member?

3.3 No Follow Up Required is selected. No additional information is required. This would typically be used when patient feedback does not require follow up, such as a 5-star positive online review.

3.4 Would you like to notify another staff member? Check this if you would like to send the patient feedback to someone not associated with clinic leadership. *This is always optional.* An example would be an issue with billing or if you would like to send positive comments to another staff member. Once checked, please provide the email and a short note on why they are receiving this feedback. **Only one email can be included in the notification email.**

Patient Information Patient Feedback Service Recovery

What was the follow up? *

Service Recovery Completed

Needs Follow Up

No Follow Up Required

Would You Like To Notify Another Staff Member?

Notification Email

Add Note for Notification

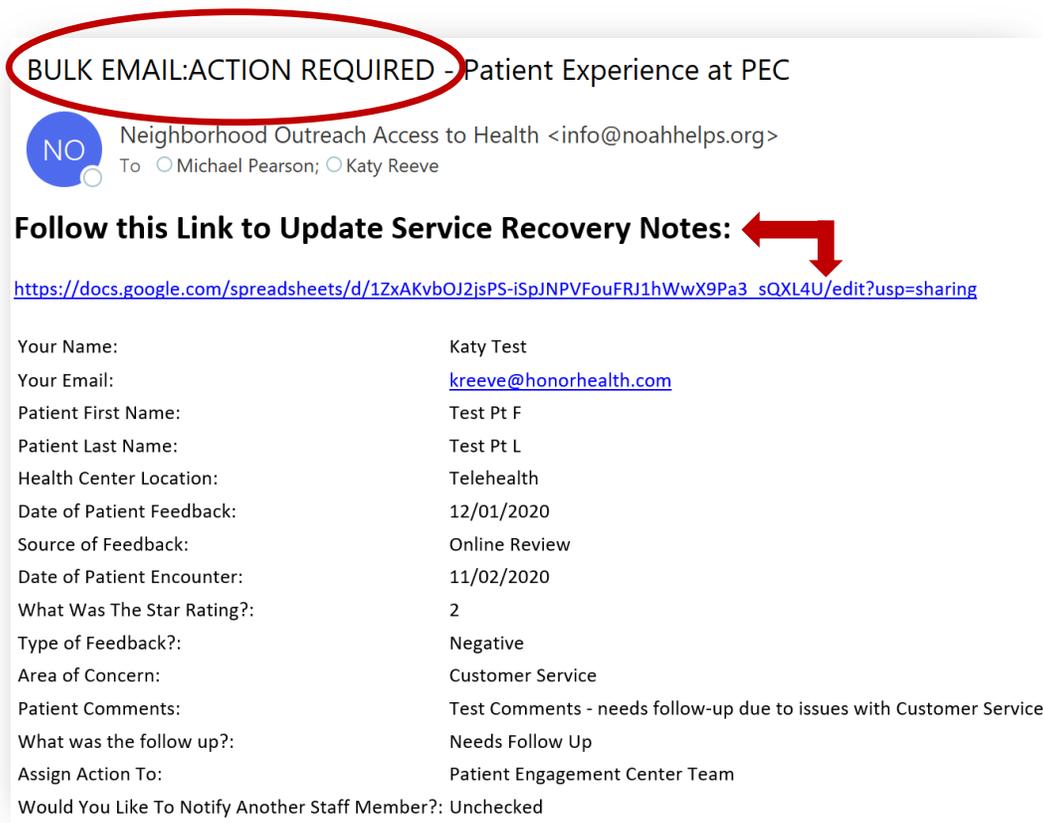
Section 4: Notification Emails

Once the form is submitted notification emails are sent automatically. The staff member submitting the patient feedback will receive a notification email, as well as the team assigned to the **Patient Experience**. If no follow-up is needed, for things like compliments, the appropriate team will still receive a notification.

Action Required Email:

The difference will be if a follow-up **Action is Required**. The email below is exactly what the leadership will receive when there is feedback about their location that has not been addressed. The next step is to take action.

First, location leadership will visit the **Link to Update Service Recovery Notes** which opens a Google Sheet, already populated with the information you need.



BULK EMAIL:ACTION REQUIRED - Patient Experience at PEC

Neighborhood Outreach Access to Health <info@noahhelps.org>
To: Michael Pearson; Katy Reeve

Follow this Link to Update Service Recovery Notes: 

https://docs.google.com/spreadsheets/d/1ZxAKvbOJ2jsPS-iSpJNPVFouFRJ1hWwX9Pa3_sQXL4U/edit?usp=sharing

Your Name:	Katy Test
Your Email:	kreeve@honorhealth.com
Patient First Name:	Test Pt F
Patient Last Name:	Test Pt L
Health Center Location:	Telehealth
Date of Patient Feedback:	12/01/2020
Source of Feedback:	Online Review
Date of Patient Encounter:	11/02/2020
What Was The Star Rating?:	2
Type of Feedback?:	Negative
Area of Concern:	Customer Service
Patient Comments:	Test Comments - needs follow-up due to issues with Customer Service
What was the follow up?:	Needs Follow Up
Assign Action To:	Patient Engagement Center Team
Would You Like To Notify Another Staff Member?:	Unchecked

Section 5: Service Recovery Notes

The **Service Recovery Notes** is a Google Sheets document that is automatically populated when someone submits a **Patient Experience Feedback** form. So, when someone is assigned to feedback follow-up, this information is already displayed.

Note the **Health Center Location** and **Assigned Action** columns for feedback to address. Entries can be sorted by **Health Center Location**. Then, the **Follow Up** column is where action is noted.

Date	Follow Up	Health Center Location	Assigned Action To	Date Concern Addressed	Service Recovery Results	Patient Comments
11/25/2020 21:44:00	completed no followup needed	Telehealth	Cholla_Team	12/20/2020		This is another tes
11/30/2020 23:24:41	completed	Telehealth	Copperwood_Team			This patient is mad.
12/1/2020 16:39:02	completed	Telehealth	PEC_Team	12/1/2020		Test Comments - ne issues with Custom
12/1/2020 19:08:09	followup	Telehealth	PEC_Team			Marketing is aweso RN's are the best

- 5.1 The **Follow Up** column will note what actions need to happen, and any that need **follow up** will also be highlighted red for urgency. The document is populated with contact information, patient comments, and the other information about the feedback.
- 5.2 As patient feedback follow-up is completed, additional detail will need to be completed in this document with rows labeled **Date Concern Addressed** and **Service Recovery Results**.
- 5.3 Complete the **Date Concern Addressed** in MM/DD/YYYY format as displayed below or double click on the cell for the drop-down calendar.
- 5.4 In the **Service Recovery Results** field, be detailed as to:
 - What initial, communication steps were taken (called patient, emailed patient, talked to team, etc.)
 - How the issue was or will be resolved (bill will be adjusted and reissued, rescheduled patient with different provider, lab results shared, etc.)

Date	Follow Up	Health Center Location	Assigned Action To	Date Concern Addressed	Service Recovery Results	Patient Comments
12/1/2020 16:39:02	followup	Telehealth	PEC_Team	12/1/2020		Test Comments - needs fo issues with Customer Ser
12/1/2020 19:08:09	completed	Telehealth	PEC_Team			Marketing is awesome exc RN's are the best
12/2/2020 16:23:10	no followup needed	Copperwood				My visit was excellent
12/2/2020 16:25:58	completed	Copperwood			called patient explained we have not recvd results, I called imaging they were able to fax results same day, provider gave results to patient	patient upset she has not weeks ago
12/2/2020 16:30:32	no followup needed	Copperwood				awesome experience gree

5.5 Once the **follow-up** has been completed, click the arrow in the cell and select **completed** from the list. The row will change from red to white indicating that the feedback follow-up is complete.

Date	Follow Up	Health Center Locatio	Assigned Action To	Date Concern Addressed	Service Recovery Results	Patient Comments
11/25/2020 21:44:00	completed	Telehealth	Cholla_Team	12/20/2020		This is another tes
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	completed					
	followup					
	no followup needed					

After the feedback follow-up is complete, this Patient Experience Feedback is done.
Congratulations!