Patient Experience Grid Example

Goals for the patient experience	Process to accomplish goals
- Relationship building	- Ask patients open ended questions to learn more about them, brainstorm questions to ask - Determine where this information will be noted in your system - Use the patient's name regularly when talking with them - Review PST's "Language shapes Perception" document and incorporate language strategies
- Short wait times	- Use block scheduling to reduce chance of running late - Invite patients to enjoy a cup of coffee or water - Keep patient informed if they are waiting more than 10 min. - Bring new patients back for a consult if needed to reduce wait time for other scheduled patients - Schedule emergencies strategically
- Knowledge of technology	- Use IO camera during exams regularly - New patients have IO photos of entire mouth, tour of facility to point out technology - Social Media posts highlight technology - Website photos highlight technology
- Build value for continued hygiene visits	- Review and incorporate PST resources related to building value for hygiene visits