SURVEY SAYS

Things to Know
Part of improving the patient and family experience is enabling patients and families to share their experiences. A survey can be an excellent way to understand the areas that you want to improve. It's important to utilize the results of the survey and keep your patients informed about how you plan to implement the changes.

Frequently Asked Questions:
How can I get help implementing a survey?
Ask your practice facilitator for help implementing a patient/family experience survey. They can also provide you information about what other practices are doing to improve the experience for their patients.

Where can I find information on implementing surveys in my clinic?

How long should the survey be?
There is no set rule to how long a survey should be. Some clinics take it slow and ask one question per week.
GET PAID

Things to Know
Entering the correct codes is not only imperative for getting your clinic paid, it is also important because HEDIS measures are taken from what codes you bill. When you get the compensation you deserve, you are able to provide better care for your patients.

Frequently Asked Questions:
Where can I get training on IC10 codes?
Check out this AMA Steps Forward module on ICD 10 codes, https://www.stepsforward.org/modules/ICD-10-implementation-plan.

How much can my practice facilitator assist me with billing issues?
Your practice facilitator cannot specifically tell you how to bill or what ICD10 codes to use. Your practice facilitator can help you work with your managed care organizations to better understand your billing.

Resources
For more information on coding, check out the AAP Pediatric Coding Newsletter: https://coding.solutions.aap.org/Coding-Newsletter.aspx.
CELEBRATE SUCCESS

Things to Know
According to a 2016 Nursing Solutions report see resources below, the average turnover in the nursing industry has reached 16.5 percent, with an average turnover cost of $50k. The report shows the current situation in the healthcare industry is driven by the inherently stressful responsibilities of the employees and employee recognition and satisfaction. Lack of appreciation from the management is one of the top drivers of low job satisfaction, and consequently, the main reason behind the high turnover rate.

Frequently Asked Questions
What if my clinic doesn't have time to celebrate success?
Find time for a few minutes after work to celebrate with a walk and a coffee, or hand out gift certificates for a job well done.

What if my clinic doesn't have money to pay for incentives like gift cards?
Look for things that bring joy but don't cost a lot of money. Can a couple of your clinicians make cupcakes for the staff?

Resources