



Practice Management Institute Distance Learning Series

Brought to you by



Instructor



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Target Audience

Medical office managers, clinicians, and office staff

General Information

Live webinar and digital materials provided. Course lecture delivered in two 90-minute webinars: April 19 & 26 from 1:00 pm to 2:30 p.m. Eastern Time. (Missed live sessions are available to registrants 48 hours after the recording date).

Fee

\$199 per person

CEUs

PMI awards 3 CEUs to registrants at course completion. Those seeking CEUs from other organizations other than PMI should verify approval prior to enrollment

Registration

*Save 10% off registration fee when you enter coupon code **MCMS10**

REGISTER ONLINE:

pmimd.com/programs/DL-OPE.asp

All-New Webinar Course – Limited Enrollment

Optimizing the Patient Experience: A Team Approach

Patients that are both satisfied and engaged are most likely to achieve better outcomes, from which MACRA's financial incentives and penalties are associated. This course helps lay the groundwork in pursuit of better patient care and improved outcomes.

Course Highlights

- Define the team's role in patient satisfaction and patient engagement as part of the overall patient experience and the connection between quality measures and reporting.
- Discuss the impact of Internet-based ratings such as *Physician Compare*, *HealthGrades*, and peer-to-peer provider measurement websites.
- Put together a patient survey, review grades given by patients and caregivers about their experience, and learn how these categories correlate with performance measures, actions and results.
- Create a timeline for your office that includes a patient experience continuum and improvement goals.
- Map out a plan for future gains in performance measures.
- Establish and enforce patient discharge criteria and procedures.

Your team will learn how to:

- maximize patient satisfaction and engagement to improve outcomes and incentive payments,
- involve patients and their families with surveys and clinical engagement methods,
- measure patient satisfaction and boost quality measures,
- create a plan to follow-up and act on negative patient feedback,
- learn when and how to discharge patients not following their care plan.

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