

SUCCESS STORY

# IMPROVED PATIENT SATISFACTION THROUGH ON-DEMAND COACHING



## ABOUT

### Saint Luke's Physician Group

18 hospital campuses

Physician Group has over 2,200+ clinicians

Serves 67 counties located in Missouri and Kansas

## GOAL

top-quartile patient experience scores

## SITUATION

Experience scores are a serious matter for Saint Luke's Physician Group (SLPG).

An assessment of clinician, employee, and patient experience uncovered the following:

- Absence of a focused strategy to optimize the patient experience
- Unengaged workforce concerning service excellence
- Limited tools to scale improvement across SLPG

SLPG learned of the Clinician Experience Project's reputation for having a proven, practical, and scalable system of coaching patient experience for clinicians, nursing, and staff.

## SOLUTION

# DEPLOYING THE AMBULATORY EXPERIENCE PROGRAM

The Clinician Experience Project team partnered with SLPG to deploy two programs: **the Ambulatory Patient Experience Program and the Advanced Ambulatory Patient Experience Program:**

- Five minute, video-based skill-building tips were mapped to organizational objectives and specific clinician roles
- The team created a prescriptive implementation and communication plan with pre-and post- success measures
- Clinician Experience Project mobile app was launched to all 2,220 clinicians, staff, and nurses
- Care team members were “nudged” weekly on “next skill up” and meetings integrated coaching tip discussions their agendas
- Clinicians received certifications and CME credits
- Analytics were used to track participation at individual and group levels, and patient experience scores were updated weekly

## THE AMBULATORY PATIENT EXPERIENCE AND ADVANCED AMBULATORY PATIENT EXPERIENCE PROGRAMS

The programs include short evidence-derived, actionable tips that create coordinated coaching experiences and a common approach for every team member in less than five minutes per week.

The program’s content focused on:

BUILDING RAPPORT  
CREATING PATIENT CONFIDENCE  
LISTENING WELL  
CONVEYING COMPASSION

FINISHING STRONG  
EXPLAINING CARE  
ENGAGING PATIENTS  
TIME PERCEPTION

RESPECTING PATIENTS  
CONNECTING AS A TEAM  
CARE AS A TEAM





“ Our medical group of **more than 2,200 clinicians, nurses, and staff** participated together in the Ambulatory Patient Experience program. Learning these key skills together led to better team collaboration, more meaningful patient connections, and significant patient experience survey metric improvements! ”

- Dr. Gina Lawson, Chief Medical Officer, Saint Luke's Physician Group

## RESULTS

### ENGAGED STAFF AND IMPROVED SCORES

**2,200+**

clinicians, nurses,  
and staff enrolled

**150,000+**

tips watched while wrestling the im-  
pact of the COVID-19 pandemic

**97%**

clinician participation in the  
CEP Ambulatory Patient  
Experience Program

**16**

percentile ranking point  
improvement to the 75th percentile  
for Staff Worked Together To Care  
For You

**11**

percentile ranking point  
improvement to the 78th percentile  
for Likelihood of Recommending  
Practice

### ABOUT PRACTICING EXCELLENCE

Practicing Excellence is a health care coaching and development company that empowers clinicians, leaders, and teams to be their best. By using micro-learning delivered in five-minute intervals, Practicing Excellence is uniquely able to build and sustain clinician engagement and drive measurable change. Practicing Excellence works with over thirty provider organizations and has a **net promoter score of 79**.

Learn more about the Clinician Experience Project: [connect@practicingexcellence.com](mailto:connect@practicingexcellence.com) | [practicingexcellence.com](http://practicingexcellence.com)