What Matters Most: Improving the Patient Experience CME

Are you looking for innovative ways to improve your patients’ experiences?
Numerous studies have shown a patient’s primary health care experience and their health care outcomes are largely dependent upon health care provider and patient interactions. Recently, Dell Children’s Health Plan announced the launch of a new online learning course — What Matters Most: Improving the Patient Experience — to offer approaches to communication with patients. This curriculum is available at no cost to you and your your clinical staff.

Did you know?
- Substantial evidence points to a positive association between the patient experience and health outcomes.
- Patients with chronic conditions, such as Diabetes, demonstrate greater self-management skills and quality of life when they report positive interactions with their health care providers.
- Patients reporting the poorest-quality relationships with their physicians were three times more likely to voluntarily leave the physician's practice than patients with the highest-quality relationships.

How will this benefit you and your office staff?
Learn new practices through compelling real-life stories that convey practical strategies for implementing patient care.

You’ll learn tips and techniques to:
- Improve communication skills.
- Build patient trust and commitment.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Get CME credit!
Completion of this course may be applied toward continuing medical education (CME) credit certification. The training has been reviewed and is acceptable for up to one (1) prescribed credit by the American Academy of Family Physicians.*

Like you, Dell Children’s Health Plan is committed to improving the patient experience in all interactions, and we are proud to work collaboratively with you to provide support and tools to reach our goals.

Take the course today!

Sources
CAHPS®: Assessing Health Care Quality From the Patient's Perspective Agency for Healthcare Research and Quality, Rockville, MD. (Content last reviewed March 2016.)
http://www.ahrq.gov/cahps/about-cahps/cahps-program/cahps_brief.html


* This Enduring Material activity, What Matters Most: Improving the Patient Experience, has been reviewed and is acceptable for up to 1.00 Elective credit(s) by the American Academy of Family Physicians. AAFP certification begins April 30 2018. Term of approval is for one year from this date. Physicians should claim only the credit commensurate with the extent of their participation in the activity.