



The 5 Star Clinic™



Assess, Design, & Hardwire a Culture of Healing Kindness

powered by:



The 5 Star Clinic™ High Reliability Assessment Tool

STEP

1.

Complete the 5-Star High Reliability Assessment Tool

A small team consisting of the practice manager, a provider, and caregiver (preferably an SEA) jointly complete this tool for each clinic focusing on a total of 114 operational practices, organized in five areas:

1. Summary of Key Patient Experience Survey and Provider Best Practices
2. Getting Timely Access
3. Responsiveness, Helpful Office Staff
4. Care Coordination/Follow Up
5. Overall Rating Physician / Provider



STEP

2.

Conduct the two-day Onsite Blueprint for Success Interviews and Focus Groups

- Your assigned CLS VP of Process Improvement conducts a two-day onsite review of clinic policies and procedures covering 27 fields of operating practices, benchmarked against national standards
- This includes interviews, focus groups and first-hand observation sessions to capture daily experiences and insights from patients, caregivers, practice leaders, Physicians and Advanced care Practitioners

The Blueprint for Success

The 5 Star Clinic™ Rapid Cycle Improvement Report



STEP 3.

Schedule a Live Executive Debrief of the 5 Star Blueprint Rapid Cycle Improvement report

- The CLS VP, CEO & COO will conduct a live debrief with your Executive Team and Key Clinic leaders
- Includes actional specific recommendations for improvement
- With a draft timeline including assigned accountabilities for implementation



"The Custom Learning 5 Star Blueprint for Success provided our Madison County Health Care System Clinic team with a comprehensive step by step guide to improve operations, enhance patient experience and staff engagement and move us along towards our destination of becoming a 5 Star Patient Centered Clinic."

– **Marcia Hendricks** CEO
Madison County Health Care System
Winterset, Iowa

STEP 4.

Appoint an OASIS Performance Improvement LEAD Team to implement & hardwire the 5 Star Plan

Based upon the objective findings and implementation recommendations, your VP will coordinate the efforts of an OASIS Team, that includes support from your Implementation Coordinator, Clinic Practice Manager and Service Excellence Advisors.

The 5 Star Clinic
OASIS Improvement
Team™



LEAD Team™



"You don't rise to level of your goals, you fall to the level of your system."

James Clear, Atomic Habits



Would you prefer?

your patients post their negative experience on Google, Facebook & RateMD where you can't do anything about it, or communicate directly with someone who can...YOU!

STEP 5.

Install the CareSay® Reviews application to gain real-time unfiltered feedback about their clinic experience

- Short-circuit negative social media ratings
- Ensure every patient experiences a 5 Star service level every time
- Deliver preemptive Service Recovery
- Receive important patient requests



STEP 6.

Launch an immediate educational plan to empower clinic leaders, caregivers and providers

- Real-time patient insights
- Instantly benchmark results
- Quick and easy patient-initiated feedback
- Demystifies a typically complex patient listening process
- Reduces time lag of improvement process from months to days
- Cost effective, value-added improvement tool

CareSay Snapshot





STEP 7.

Gain an Impressive Internet 5-Star Reputation using the Automated Google CareSay® Tool

- A patient initiated internal rating of a 4 or 5 automatically triggers an email request that connects your patient to your Google rating site
- Watch your website Google Clinic Star Rating soar as you continuously improve



STEP 8.

Launch an immediate educational plan to empower clinic leaders, caregivers & providers

Based upon the objective findings and implementation recommendations, your VP will coordinate with your OASIS LEAD Team, Implementation Coordinator, and Service Excellence Advisors to educate all Clinic Leaders, Caregivers & Providers utilizing the Everyone's a Caregiver™ micro-webinar system, the 5 Star Way in 5 Minutes a day



Reviews

"Makes you feel inspired to put the patient first."

– Rebecca Ricci, Clinical Manager, Family Care Center, Concordia, KS

"I feel like I know most of these principles but still struggle to inspire change. This content included some great tools for implementing good ideas."

– Kurt Forsyth, Director Physician Services, Community Medical Center, Falls City, NE

"Truly impactful with great insights and suggestions with one common thread: remember the patient."

– Jerome Flores, CFO, Kahuku Medical Center, Kahuka, HI

powered by:



The 5 Star Clinic™

Empowering Providers and Caregivers to Deliver a Timely Patient Experience



Engage WHO SHOULD LISTEN, WATCH AND LEARN?

Medical Office Assistants, Nurses, Physicians, NPs, PAs, Dentist, Lab Techs, Imaging Techs, Practice Managers, Receptionists, Social Workers and everyone who support patients in an outpatient clinic setting directly or indirectly



Educate TIMELY, RELEVANT EDUCATIONAL CONTENT

Everyone's a Caregiver 5 Star Clinic™ is designed to educate clinic personnel as Patient Relationship Experts in the five CG CAHPS domains:

- Getting Timely Access (10)
- Care Coordination/Follow Up (5)
- Responsive, Helpful Office Staff (22)
- Overall Rating Physician/Provider (4)
- Physician/Provider Communication (9)



Inspire LEARN HOW TO

- Systematically implement the 5 imperatives of exceptional patient experience
- Improve scores to the 90th percentile
- Educate leaders to lead motivational and positive huddles and meetings
- Engage physicians by managing their expectations
- Create a culture of engagement driven by frontline "super-influencers"
- Transform caregivers from renters to owners

Meet Your Faculty Members



Brian Lee CSP HoF
Chief Executive Officer,
Custom Learning Systems



Jean L. Eaton
Your Practical Privacy Coach and
Practice Management Mentor with
Information Managers Ltd.



Dr. Janet Craig
Family Physician
Edmonton, AB



Dr. Michael Klein
Chief Medical Officer,
Custom Learning Systems



Bruce Lee
Director of Service Development,
Everyone's a Caregiver

The 5 Star Clinic™

Micro-Webinar System

Getting Timely Access

- PART A** 1 The CG CAHPS Survey and How It's Organized
- 2 Timely Access Questions and Why They Matter
- 3 Getting Appointments
- 4 Same Day Appointments
- 5 Managing Clinic Time Expectations
- PART B** 6 Managing Patient Time Expectations
- 7 Third Next Appointment
- 8 Reception Room Line Management
- 9 Reception Room Patient Communication
- 10 Reception Room Comfort

Physician/Provider Communication & Overall Rating

- PART A** 1 Provider Communication with Patient Questions and Why They Matter
- 2 Physician Risks and Rewards of Patient Experience
- 3 What Patients REALLY Want
- 4 Patients Want Skillful Manners
- 5 Patients Want Skillful Listening
- 6 Patients Want Skillful Teaching
- 7 Empathy H.E.A.L.S
- 8 Your Voice is an Instrument
- PART B** 9 Three Thoughtful Questions that Guarantee Improved CG CAHPS Scores
- 10 Rating of the Provider Questions and Why They Matter
- 11 The Patient Reality Check
- 12 Inspiring Stories
- 13 Ideas Worth Quoting and Reading

Responsive, Helpful Office Staff

- PART A** 1 Helpful, Courteous, and Respectful Office Staff Questions and Why They Matter
- 2 Why the Patient Experience is Important
- 3 Non-Verbal Communication
- 4 "Yes, We Can" Phone Skills
- 5 Phone Transferring Expertise
- 6 Phone Mastery
- 7 Patient Delay Apology/Service Recovery
- PART B** 8 We're All Caregivers
- 9 What Gets Measured, Gets Treasured
- 10 Managing Patient Expectations
- 11 Avoiding Expectation Failure
- 12 Expectations and the Mother Test
- 13 Consistently Manage Expectations
- 14 Respectful Communication
- PART C** 15 Mindful Listening
- 16 Daily Service Huddle
- 17 If Attitude was Contagious
- 18 Attitude is Everything
- 19 AIDET
- 20 The Six-Foot-Rule
- 21 The "Live-it" - Platinum Rule
- 22 Managing Up

Care Coordination/Follow Up

- 1 Follow Up on Test Results Questions and Why They Matter
- 2 Timely Test Results
- 3 Medication Education Questions and Why They Matter
- 4 New Medication Education Checklist
- 5 Medication Education Teach Back

More Information

Rhonda Stel

1.800.667.7325 x5200

rhonda@customlearning.com

