



10 ESSENTIAL TIPS ---to---

improve outpatient service

1. Review patient/member satisfaction survey responses with the entire team at weekly meetings and huddles.
2. Connect with patients by making eye contact and addressing patients by name.
3. Keep patients informed by explaining everything you're doing and all of the next steps.
4. Update patients every 10 to 15 minutes on wait times if there's a delay.
5. Thank patients and members for choosing Kaiser Permanente for their care. Always ask, "Is there anything else I can do for you?"
6. Provide a "wow" experience during a new member's first visit.
7. Address wait times by trying changes like an "all hands on deck" approach, so when wait times hit a certain threshold, all available staff members drop what they're doing and help reduce long lines.
8. Make sure phone calls are answered and messages are returned as quickly as possible.
9. Encourage members to sign up for **kp.org**.
10. If a patient is upset or has had a bad experience, offer a sincere apology and ask, "What can I do to make this better for you?"

How would you want your mother or grandmother to be treated if she came in for an outpatient appointment at Kaiser Permanente? That's how we want to treat all of KP's members. Thousands of unit-based teams are working to make sure every KP member receives top-notch service, from the first phone call to the visit with the care provider to the member's departure from the facility. Providing great service will make our members' lives better.

For more service tips, visit www.LMPartnership.org/service.

These practices are gleaned from reporting done by LMP Communications across Kaiser Permanente regions and from data entered into UBT Tracker. They are intended not as a definitive list but as a starting point for team discussions and brainstorming. Go to LMPartnership.org/tentips for links to stories and tools to help you and your team increase patient safety.