

Project Description / Purpose

Project Name:	Improving Patient Experience
Clinic:	Optima Medical
Process:	Identifying specific needs and expanding resources to address them
TIP 2.0 Process Milestone:	Health Equity
Project Description / Purpose	
Healthcare disparities persist among underserved communities, impacting patient satisfaction and overall health outcomes. Optima Medical currently uses a consistent, evidence-based screening practice for all patients of the practice to identify improvement opportunities but does not specifically study demographics specific results. This project aims to identify and address these disparities through targeted interventions and improvements in service delivery.	

Project Overview

Problem Summary:	Daily patient satisfaction surveys were implemented in 2021; however, the average experience rating among patients representing underserved communities is 45% lower compared to the rest of the patient base. This means that these patients are reporting shortcomings in the care they receive, thereby impacting their overall satisfaction. This population may be impacted by a lack of attention to their diverse needs of the population.
Desired Outcome(s):	Increase the overall patient experience and consequent satisfaction for patients representing underserved communities.
Benefits:	The success of this project will meet the diverse needs of our underserved patients, leading to lower healthcare expenses through improved patient adherence and reduced use of high-cost and otherwise unnecessary services.

Timeline

	Description of Task and Completion Dates
Task 1	Evaluate staff (i.e., patient facing and administrative) on current QA policies (August 1 st)
Task 2	Analyze TTM patient satisfaction ratings for at risk / underserved patients (August 9 th)
Task 3	Identify solutions in the form of additional resources and community partnerships (September 12 th)
Task 4	Update our QA screening protocol, cross-train staff (September 27 th)
Task 5	Circulate announcement concerning new resources to the applicable patients (October 1 st)

Project Scope

In Scope Project Objectives
The primary objective of this project is to use quality assurance strategies to identify the needs of our patients and implement quality improvement strategies to expand the resources we provide patients. We will look at barriers related to limited coverage, cultural and language barriers, and access to transportation.
Out of Scope Project Objectives or Activities
We are not addressing problems experienced by affluent or non-underserved patients, adding additional staff, hiring ride share companies, or making any other major adjustments to our current policies and procedures.


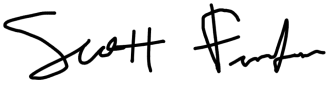
Project Team

Team Lead:	Will Martin	Project Champion:	Dr. Scott Finkbeiner
Process Owner:	Eric Battis	Process Manager:	Howard Benn

Stakeholders			
Stakeholder	Title	Department	Organization
Will Martin	Director of BD and VBC	Senior Management	Optima Medical
Scott Finkbeiner, M.D.	Chief Medical Officer	Executive	Optima Medical
Eric Battis	Chief Operations Officer	Executive	Optima Medical

Project Team Members	
Name	Team Role
Howard Benn	Quality assurance expert
Adela Padilla	Patient support
JD Rios	Care management support
Gabbi Hancock	Practice management support

Signatures

Process Owner	
Project Champion	
Team Leader	