

M3 Patient Experience

***Going Far Beyond Ordinary
Patient Satisfaction Surveys.***

M3-Patient Experience Version 2.0 System Tutorial



**M3 Patient Experience
Continuously Monitors,
Measures, and
Maximizes
Patient Retention
and Patient Loyalty.**

MedicalGPS™, LLC

M3-Patient Experience Tutorial

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The M3-Patient Experience survey system and this tutorial were developed by MedicalGPS, LLC, PMB 266, 2020 Fieldstone Parkway, Franklin, Tennessee 37069.

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Table of Contents

SYSTEM OVERVIEW	6
INSTALLING	10
ACCESSING & MANAGING.....	14
ASSIGNING USERS.....	20
MANAGE YOUR ACCOUNT.....	25
EDITING YOUR SURVEY.....	27
Editing Your Survey – Locations	30
Editing Your Survey – Providers.....	33
Editing Your Survey – Selecting Questions ...	34
Editing Your Survey – Custom Questions	35
Editing Your Survey – Clinic Name	36
Editing Your Survey – Preview	37
REPORTING.....	39
MAXIMIZING PATIENT PARTICIPATION	57

Acknowledgements

Congratulations! By investing in M3-Patient Experience your healthcare organization has demonstrated its genuine dedication to serving and caring for each and every patient in an extraordinary way. On behalf of MedicalGPS, LLC, we welcome you to the growing family of healthcare organizations leading the healthcare industry to a higher-level of patient-centered care.

Fred Lee, the author of the best selling book, *If Disney Ran your Hospital 9 ½ Things You Would Do Differently*, states, *“There are three levels of caring – competence, courtesy and compassion.”*

It is our sincere desire that each of your patients will indeed experience that highest level of care – compassion. Thank you for allowing MedicalGPS to assist you and the other healthcare professionals within your organization with that passion and mission.

A very special “Thank you” to Fred Lee. After spending a considerable amount of time and energy reviewing and evaluating MedicalGPS’ M3-Patient Experience survey system, Mr. Lee offered the following;

“I liked all the questions in your survey and could honestly not think of anything I felt was not covered. It is really an electronic work of art. You are to be highly commended. I can recommend it highly, and you can quote me on that!”

- Fred Lee

We hope you and your staff find the M3-Patient Experience survey system empowering; both as a way to recognize your front-line staff whenever they create that favorable memorable experience for your patients, and, as a way to sustain a culture of continuous -- patient-centered -- quality improvement.



System Overview

M3-Patient Experience is Efficient

M3-Patient Experience captures patient feedback electronically utilizing a web-enabled survey instrument. All patient responses are stored on a HIPAA compliant secure server, updated real-time or near real-time, eliminating manual survey tabulation. Survey results are delivered on-demand via a secure web-portal utilizing GPSMapping™, MedicalGPS' business intelligence solution.

As an M3-Patient Experience client, you have the option of collecting on-going patient feedback via two means; 1) utilizing the on-line secure web-portal that patients access from the comfort of their home via their personal computer, and, 2) touch-screen kiosks purchased from MedicalGPS and placed in and around the healthcare facility.

Note: If your organization did not opt to purchase and install the touch screen kiosks with this initial M3 purchase, kiosks may be added at a later date without compromising any of the features or functionality of the M3 system.

M3-Patient Experience is Comprehensive

The M3-Patient Experience survey instrument allows patients to evaluate and provide feedback related to all aspects of clinical operations. Each segment of their experience is thoroughly covered, from beginning to end, including; appointment scheduling, check-in, rooming, vitals, the provider/patient encounter, ancillaries, checkout and billing.

M3-Patient Experience is Patient-Centered

One innovative feature of M3-Patient Experience includes continuous monitoring and immediate notification to leadership -- real-time -- whenever patient feedback warrants follow-up. M3-Patient Experience will automatically monitor every patient response and “push” an e-mail to authorized leadership within your organization whenever one of three conditions are met; 1) the patient leaves a general comment (favorable or not), 2) the patient clicks the “please have someone contact me” radio-button, or 3) the patient gives a less than favorable response to the *“Would you recommend us to family and friends”* question.

M3-Patient Experience is Actionable

M3-Patient Experience allows senior management the opportunity to express gratitude to patients for their continued support and patronage on an on-going basis, especially those patients that offer “glowing” comments and feedback. Likewise, when patient expectations are not met, patient concerns can be addressed promptly -- usually the same day as the patient’s visit. Contacting patients very soon after their visit, sometimes before they leave the building, and offering a simple, “we’re sorry”, may defuse the situation and can maximize patient retention. Patient follow-up can happen long before the patient has had an opportunity to share their unfavorable experience with their friends or family members.

M3-Patient Experience allows leadership the opportunity to coach and counsel with front-line staff whenever a patient provides positive or negative feedback. Providing immediate feedback to staff will reinforce and preserve the patient-centered culture your healthcare organization has worked so hard to create.



Installing The System

Installing M3-Patient Experience

Upon initial set-up of the M3-Patient Experience survey for your organization, a URL (Uniform Resource Locator) was created which connects to the customized survey for your healthcare organization. This URL is the “internet address” that allows patients to access and take the survey via a secure web-portal, on-line. You, or someone familiar with your website, should copy

1. Your Order Receipt

To print copy of the order receipt, access your account via MedicalGPS’ on-line store (your account name and password is

and attach the URL to the organization’s website. You can find the URL in each of the three places as shown; see #1,(your receipt



page), #2 (e-mailed at purchase) and #3 (stored in the M3 system).



Vital: Ensure the survey URL for your organization is linked to your website.

2. E-mailed Receipt

E-mailed to you upon



Note: For assistance with developing a website, connecting your survey URL to your website, or other IT help, please feel free to contact us. (Normal consulting fees will apply).

3. Stored in the M3 System

Retrieve the URL from the M3 system (see p.38)





TIP

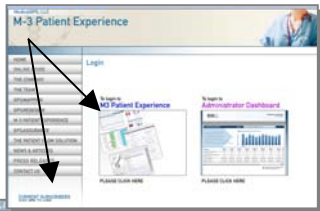
To substantially increase the number of patient responses coming from your web site, post the survey link (URL) somewhere on your website so that patients will find it quickly and easily. Usually the top, left-hand corner of the “home-page” works well.



Accessing & Managing

Accessing the M3-Patient Experience System

To access the M3-Patient Experience system, go to www.medicalgps.com, click “Current Subscribers” and click the “M3-Patient Experience” icon. Sign-in using the user name and password you created when you originally made your M3 purchase.



After signing in, you’ll be presented with several options to manage your survey(s).



Managing Your Survey

From the “Managing Your Survey” screen, you’ll find all of the features and functionality necessary to effectively manage your M3 system. Here’s a brief recap of those features, each of which is covered in more detail later in this tutorial.