

## 14 "Through the Eyes of Your Patients"

Gain insight into how your patients experience your practice. One simple way to understand both patient flow and patient experience through a practice is to experience the care through the eyes of a patient. Members of your staff should do a "walk through" of your practice. Try to make this experience as real as possible, this form can be used to document the experience.

You can also "Narrate the Walk" by making an audio or videotape to capture your comments and observations about the walk.

### Tips for making the "walk through" most productive:

1. Determine with your staff where the starting point and ending points should be, taking into consideration issues of appointment making, the actual office visit process, follow-up, and other issues you may suspect are problems.
2. Two members of the staff should do the walk through together if at all possible, with each playing a role: patient and partner or parent and child.
3. Set aside a reasonable amount of time to do this. Consider the usual amount of time patients spend in your clinic.
4. Make it real. Have a real appointment with a real clinician. Include time with lab tests and arranging for reports to be available. Sit where the patients sit. Wear what patients wear. Make a realistic paper trail of chart, lab reports, referrals, payment arrangements, etc.
5. During the walk through, note both positive and negative experiences, as well as any surprises. What was frustrating? What was gratifying? What was confusing? Again, an audio or video tape can be helpful.
6. Debrief your staff on what you did and what you learned.

Date: \_\_\_\_\_ Staff Members: \_\_\_\_\_

Walk Through Begins When: \_\_\_\_\_ Ends When: \_\_\_\_\_

Positives	Negatives	Surprises	Frustrating/Confusing	Gratifying