

From: Suarez, Kirsten
Sent: Wednesday, July , 2019 12:47 PM
To: D'Alba, Debi <Debi.D'Alba@greenwichhospital.org>; Mardh, Ellika <Ellika.Mardh@greenwichhospital.org>
Subject: RE: 7. 19 Actionable for your attn.

I spoke with the patient and reviewed the following areas that were of concern on her survey:

The patient received the survey in English and her language in registration was listed as English but from the moment the patient called me back she asked for someone in Spanish. I asked her what language she preferred to communicate in and she said Spanish so I updated that in Epic.

Ease of scheduling your appointment: (fair)

(Checked the schedule and next available Dermatology apt is December. Patient only comes to us for Dermatology her primary care is elsewhere

Looks like patient originally was booked in June for November of last year and was moved up to a sooner appointment in September and has had 2 appointments since then at the doctors recommended intervals.)

Patient felt that it was a long wait for the appointment and that is why she rated us as fair

Degree to which you were informed about delays and Wait time at clinic from arriving to leaving. (fair)

She stated that she felt that she was being prescribed a cream and that didn't work so she would come back and that she felt she wasn't getting a resolution so she brought her daughter with her so that she could talk to the physician. Daughter ended up having to leave because the wait was too long. So the issue wasn't that she wasn't informed it was simply the amount of time she had to wait.

Concern the care provider showed for your questions or worries (fair)

Explanation the care provider gave you about your problem or condition (fair)

Care Providers discussion of any proposed treatment (options, risks, benefits, etc) (fair)

Likelihood of you recommending this care provider to others (fair)

We spoke about her overall experience with the physicians and she said this physician was better than some of the others. She was happy he ordered her a blood test in hopes of getting her some answers. She was concerned that she has seen a different person every time and if they know what has already been done. I took some time to assure her that the nurse provides each specialist with information about what was done at the previous visit so the physician can determine next steps after meeting with the patient. She seemed very reassured by that. Her biggest concern was time with the physician. She felt that she waited months to see the physician and they waited an hour in the waiting room to only get 5-10 minutes face to face with the physician.

Overall I spent time explaining the process to the patient and listening to her concerns. I told her I appreciated her feedback and that we use this kind of feedback to see where we can make improvements. I gave her my number and asked her to call me if she ever has any questions or concerns. She was much more at ease at the end of the call and thanked me for calling her.

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From: D'Alba, Debi
Sent: Monday, July 22, 2019 10:45 AM
To: Suarez, Kirsten <Kirsten.Suarez@greenwichhospital.org>; Mardh, Ellika <Ellika.Mardh@greenwichhospital.org>
Subject: 7. 19 Actionable for your attn. FBK#

Requires Telephone Call

Feedback File #

Patient: -

MR#:

Telephone # See EPIC

Here is an actionable for your attention.
Please investigate and call patient.
Respond to this email with your findings so this specific entry can be formally closed.
Let me know if you need anything else.

Thanks,

Debi D'Alba, CPXP
Director Patient Experience

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