

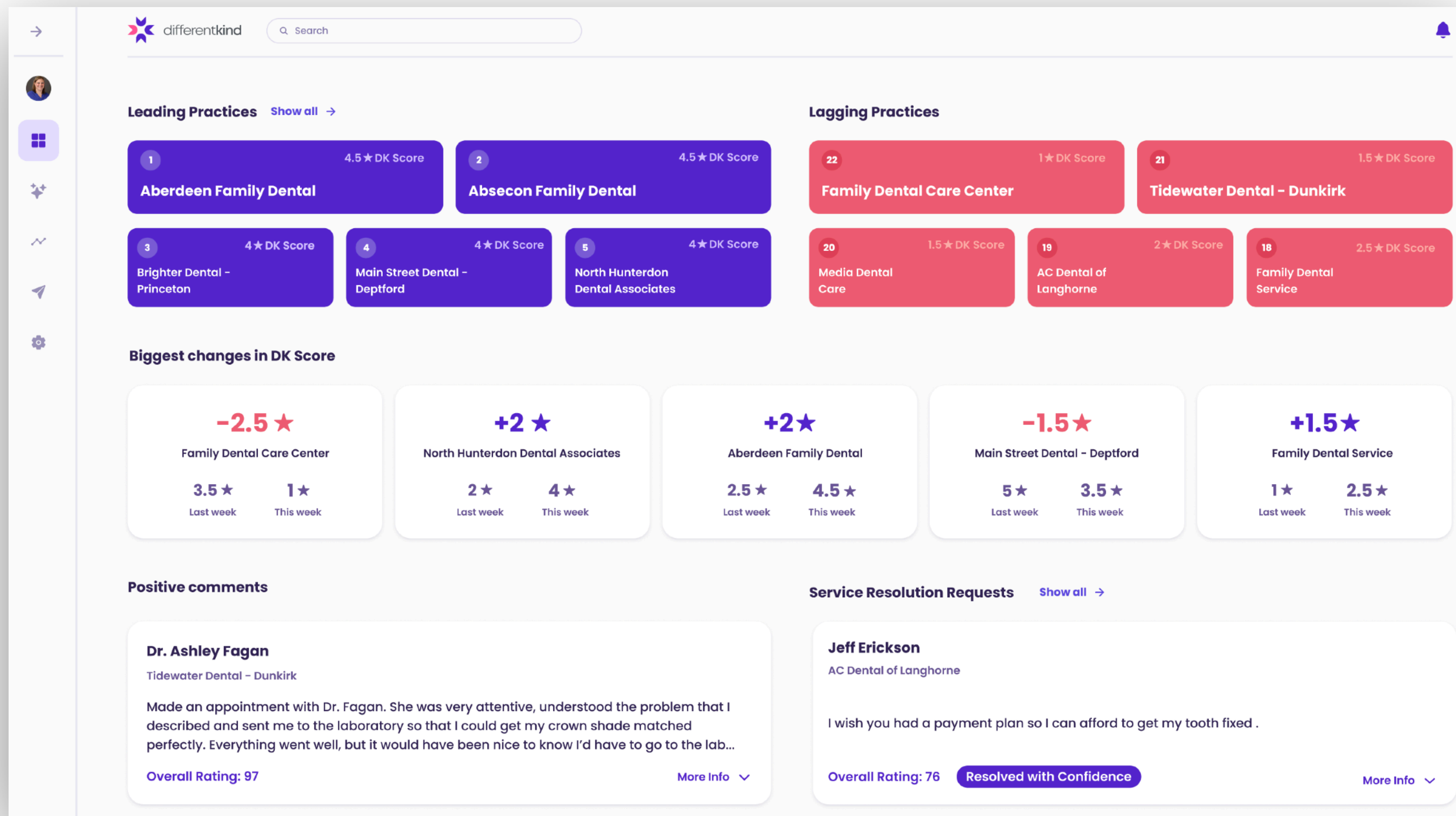


The Critical Role of Patient Experience Leaders in Oral Health

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differentkind

Measurably improving outcomes & experiences



Helping Dental Groups Discover What Matters Most



Immediate
Results in real-time



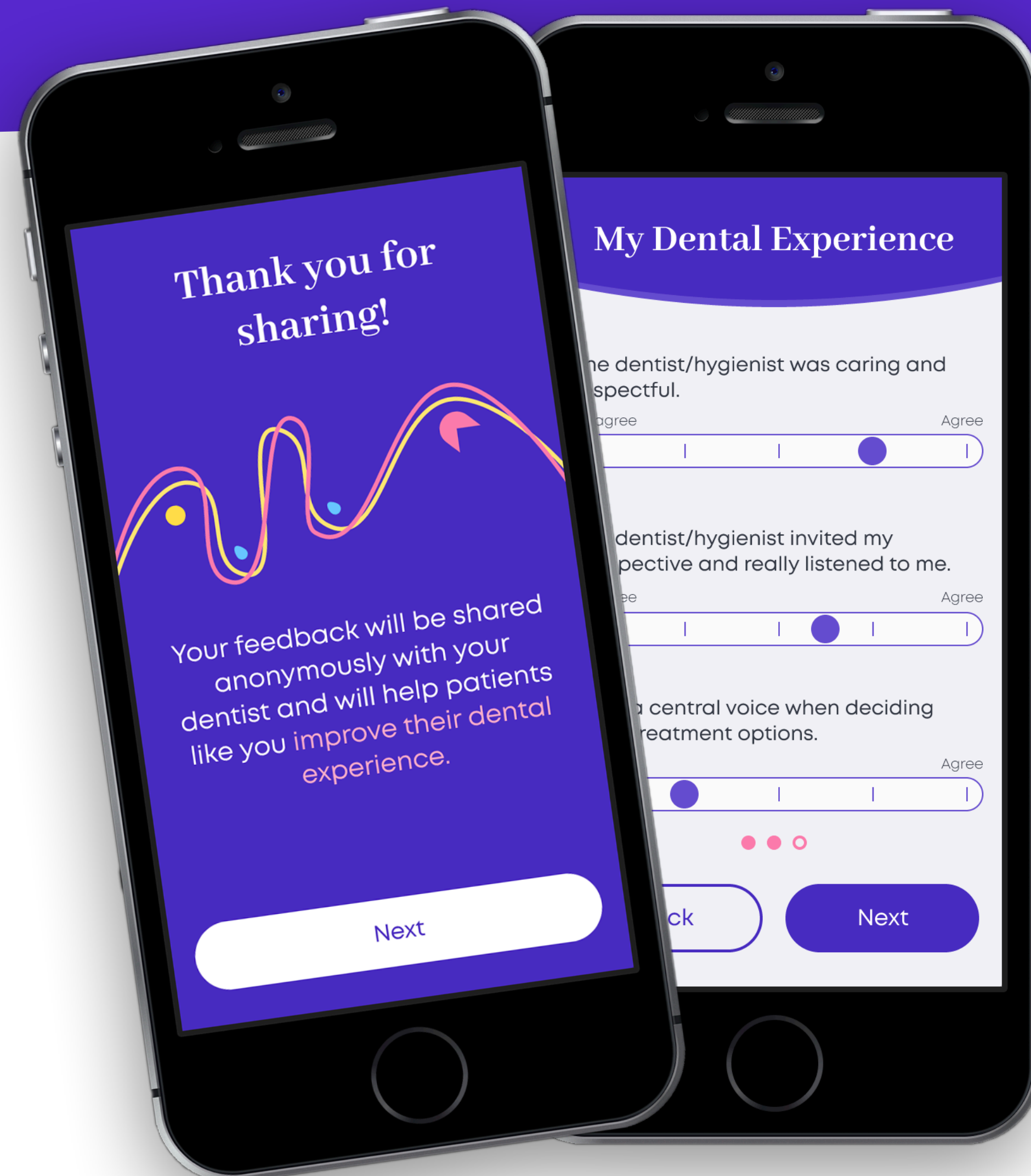
Actionable
AI-Fueled Insights With
Predictive Power



Automated
Connected to the EDR

differentkind

Measurably improving outcomes & experiences



Helping Dental Patients Have A Voice In Their Care



Evidence-Based
Meaningful Metrics



Convenient
Digital-first Experience



Personalized
Built-in Service Resolution



Purpose:

Learn from patient experience leaders in oral health organizations about what, why, how, and how much of patient experience roles

Plan:

Setting The Table: **10 minutes**

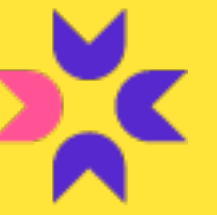
Why have a patient experience role?: **15 minutes**

How to have a patient experience role: **15 minutes**

Q&A: **10 minutes**

Outcome:

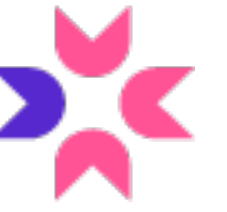
Give you the necessary information to determine if a patient experience role is currently right for your organization



Some Questions We'll Answer Today

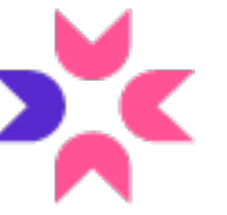
- What is patient experience (PX)?
- Why are patient experience leaders important in dental settings?
- What is a CXO?
- How do you monitor the success of your patient experience efforts?
- What advice would you give an organization that doesn't have a patient experience role at this time?
- Where do you see patient experience roles in oral health going over the next five years?
- What advice would you give to someone looking to get into a patient experience role?





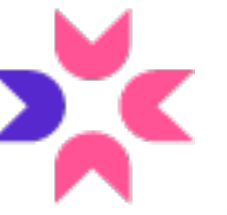
Patient experience (PX) is the sum of all interactions, shaped by an organization's culture, that influence the patient perceptions across the continuum of care.

The Beryl Institute



When Experience is seen as a way to do all things in an organization, rather than as another "to do," leaders are better able to enlist and equip everyone as architects of the Experience.

-The Experience Lab



Hospitals that have a formal CXO role are also more likely to have higher HCAHPS scores as determined by the patient recommendation question as well as the hospital overall rating.



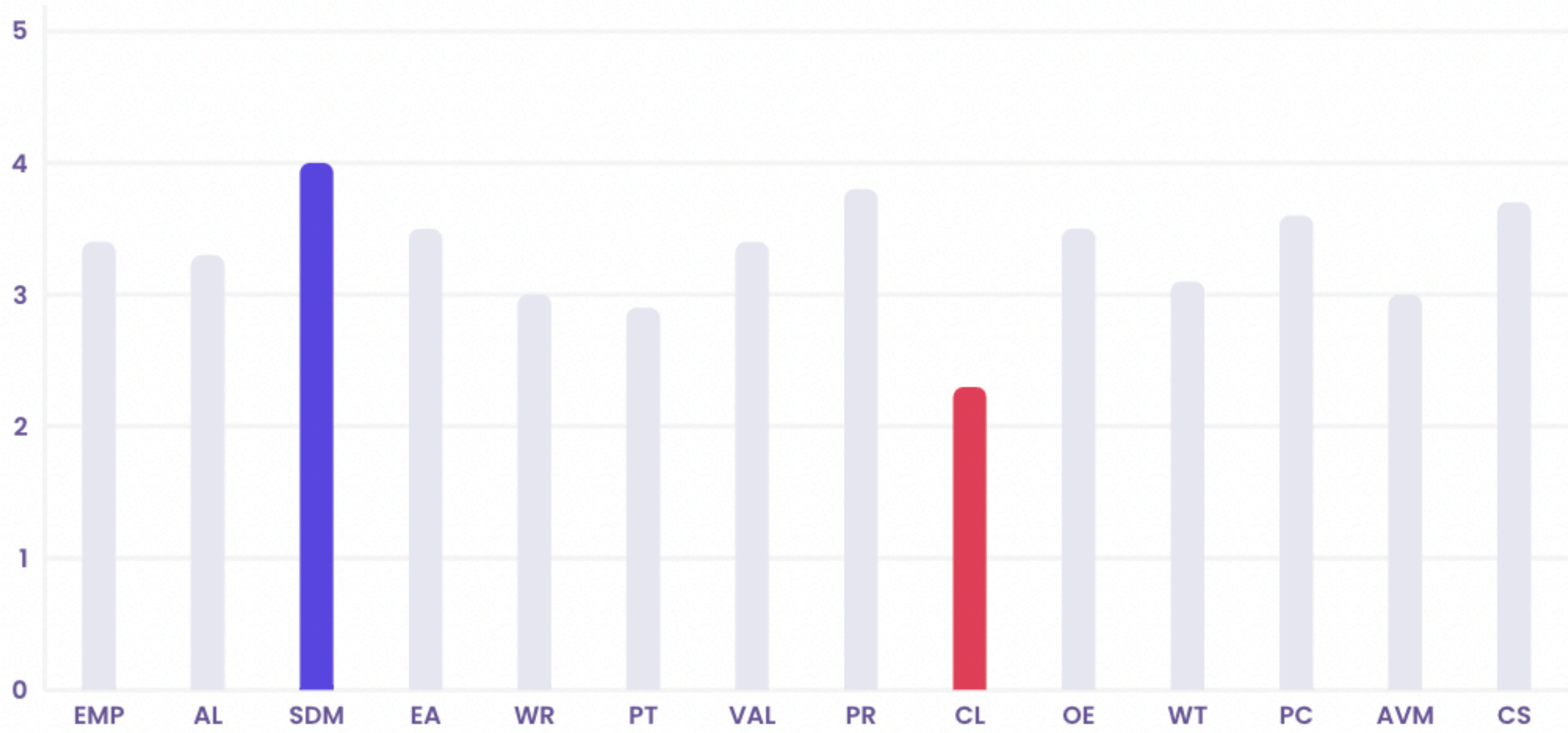
	Less Descriptive	More Descriptive
More Generalizable	<ul style="list-style-type: none">➤ Surveys➤ Comment Cards➤ Kiosk questions	<ul style="list-style-type: none">➤ In-depth interviews➤ Focus groups➤ Patient panels
Less Generalizable	<ul style="list-style-type: none">➤ Online ratings➤ Public meetings	<ul style="list-style-type: none">➤ Patient stories➤ Complaints and compliments➤ Photographs



Experience Rating



Mar 2023



Experience Change



Oct 2023

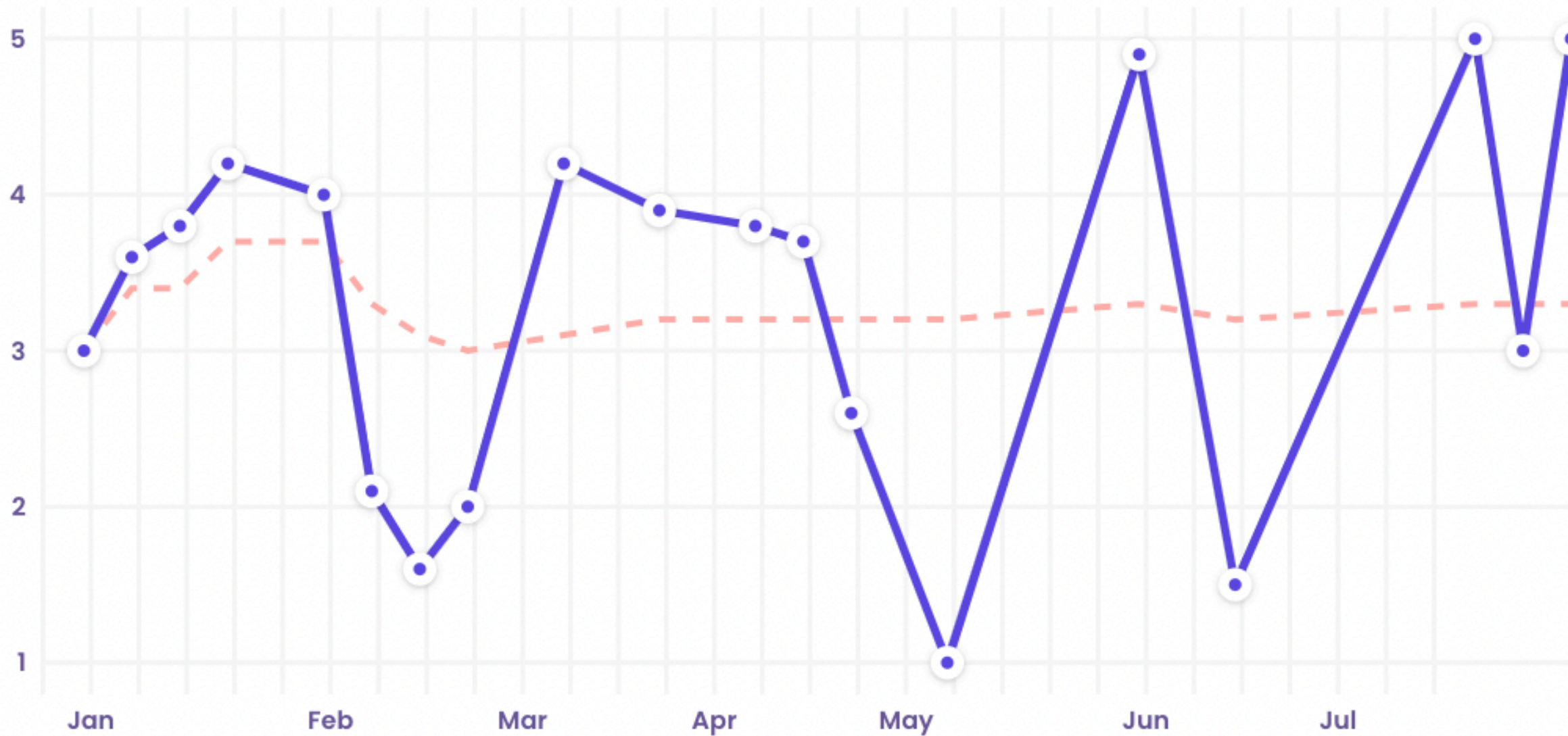




Experience Metric



Jan 2023 – Jul 2023 Shared Decision Making



Top outlier metric



Jan 2024 All

Shared Decision Making 2

Salida Dental (2)

Price Transparency 1

Salida Dental (1)

Shared Decision Making 1

Salida Dental (1)



How Patient Experience Leadership Will Shape Dentistry in The Coming Decade

A White Paper from DifferentKind

With insights from patient experience leaders at





Discussion/Questions



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