

Regional Health Network

Monthly Patient Experience

Report

Executive Summary

3.9 Network DK Score

2742 Patient Responses

The pilot network launched with strong patient advocacy foundations, achieving a 3.9 DK score across participating practices. Key strengths emerge in patient consideration (4.8) and empathy delivery (4.4), with both categories representing care philosophy that resonates deeply with patients. Primary friction areas center on after-visit management (3.7) and cultural sensitivity (3.8), indicating operational processes need refinement rather than fundamental care approach changes.

Network Highlights

- **Exceptional patient consideration:** 4.8 DK score demonstrates network-wide commitment to patient comfort and procedural care, with multiple practices receiving recognition for pain management protocols
- **Strong empathy delivery:** 4.4 DK score reflects consistent caring approach across locations, particularly noted in Spanish-speaking patient feedback
- **After-visit process gaps:** 3.7 DK score indicates systematic opportunities to improve discharge procedures and follow-up communication

Top 3 Enterprise Levers for Q4

1. **Team-Based Care Excellence:** Standardize comprehensive team coordination protocols network-wide, building on multiple patient recognitions of "entire staff" performance including receptionists, clinical teams, and support staff working cohesively
2. **Cultural Competency Enhancement:** Expand Spanish-language service delivery and cultural sensitivity training, building on the 3.8 baseline to reach parity with empathy scores

Top Insights

Regional DSO

840 Responses

4.2 DK Score

Top strengths: Patient Consideration, Clinical Skill

Representative quotes:

Patient praised comprehensive care approach: "Everyone at the downtown location was very kind, committed, and communicated everything that was going on"

Business-level insight: This organization demonstrates excellence in procedural transparency and staff coordination at several locations, but the several locations lag behind other sites. The emphasis on continuous communication throughout treatment creates patient confidence and reduces anxiety. The organization should work on standardizing this communication protocol across all locations.

Local Private Practice

120 Responses

4.3 DK Score Average

Top strengths: Empathy

Biggest Friction Areas: Active Listening, Wait Time

Representative quotes:

Spanish-speaking patients consistently noted: "The clean and tidy place and the receptionist very friendly" and appreciation for "the attention they gave me"

Business-level insight: This practice excels in cultural competency and environmental management, particularly serving Spanish-speaking patients. Their bilingual service delivery and facility presentation standards should be replicated network-wide to address the 3.8 cultural sensitivity baseline.

Next Actions:

- **Monthly DK Score Tracking:** Establish baseline improvement targets of 0.2 points quarterly for after-visit management and cultural sensitivity categories for top performers to consider pay-for-value application
- **Best Practice Documentation:** Create playbook of successful patient communication approaches for network-wide adoption