



QI Weekly



Patient Satisfaction



Improving the overall patient experience is one of the ways we can better serve patients and help them live healthier lives. We are now participating in many patient satisfaction incentive programs that focus on patient surveys. These surveys are separate and different from our in-house surveys and come directly from the payer groups.

There are three components within the patient satisfaction survey that we are focusing on to improve scores and incentive money for our MA programs. These elements can be found in the Annual Wellness Visit note.

Bladder Control

Discuss with women if they have experienced any issues with leaking of urine.

Fall Risk

Discuss with patients if they have had a recent fall, or if they have any issues with dizziness, balance, or walking.

Physical Activity

Discuss physical activity with your patient. Document the typical amount of activity that they get on a weekly basis.

For UHC MA we have the potential of earning an additional \$15 per patient annually based on their feedback and survey scores. Some of our other payers also reimburse for high patient satisfaction scores.