

# 23<sup>rd</sup> Best Practices Group (Austin, TX)

Best-Practice Patient Survey  
Measurement, Reporting,  
& Benchmarking





# Key Organizational Benefits

1. *Scorecard Reporting*: Service Excellence and PCMH scorecard for Senior Leadership
2. *Actionable Reporting*: Organizational scorecard and improvement tool with utility in the following areas:
  - Broad and refined measure of patient perceptions and need awareness (hearing “voice of the customer”)
    - Service excellence and quality patient care improvement
    - Strategic and operational planning measures
    - Advertisement, public relations, communication, and recruitment
    - Patient-centered-medical-home measures
  - Best-practice group score comparisons, aggregate data

# Key Report Components

*Samples Shown*

Core Reporting for Each CHC	
Aggregate Scores	Aggregate Verbatims
By-Site Scores	By-Department Scores
By-Provider Scores (balanced based on target)	Reception Report
By-Provider Verbatims	Leadership Cross-Tabulation
Appointment Wait Experience and Satisfaction Report	Provider Wait Experience & Satisfaction Report
National Benchmark	Peer Group Benchmark

# Sample Organizational By-Department Benchmark



# Sample Peer-Group *Overall Satisfaction* Score Benchmark



# Sample Peer-Group *Satisfaction* Score Benchmark



# Sample Peer-Group *PCMH Experience* Score Benchmark





# Future Contract Opportunities

- Customized questionnaire and report design (core and flex)
- Guaranteed sample sizes, deliverable dates, and provider sample balance
- Quarterly peer group best-practices benchmarking (medical, dental, behavioral health)
- Executive Summaries and start-up webinar included
- One-time project start-up fee (questionnaire and report design, project start-up); discounted per-survey rate
- Integrated pharmacy survey, employee survey, language, and/or **provider-retention** add-ons
- No long-term contract, no project management fees, only completed surveys invoiced

# Questions & Answers



# Crossroads Group (CG) Contact Information

Mark Robledo (President & CEO)

Direct: 817-591-1140

[merobledo@crossroadsgroup.com](mailto:merobledo@crossroadsgroup.com)