



PATIENT VISIT REDESIGN™

Tools You Can Use

The Ideal Patient Visit

Since the goal of redesign is a patient-focused process, the best place to start is with the patient. When you are a patient, how do *you* want your visit to be with *your* primary care provider, for example? We have found this exercise to be the fastest and most effective way to get to the heart of what patients want.

Do this exercise in a group of four to six people. You'll need a quiet place where you can meet for 20 minutes, a flip chart, and some good markers. Oh, and make sure there aren't any interruptions—you'll need to focus on the exercise. And be forewarned: You are limited only by your imaginations, so don't limit yourselves!

Once you've settled around the flip chart, designate someone to keep time for ten minutes. Your timekeeper should give you a five minute warning and then interrupt when the ten minutes are up.

Working as a group (but staying in character as individual patients) outline on the flip chart all the steps, from beginning to end, of your ideal visit. Remember: Each of you is the patient in this visit. This is about *your* visit to *your* primary care provider. You know exactly what irks you and what satisfies you about your healthcare visits. So, don't hold back. Reach broad agreement on each step of the process but work quickly as a group and don't get bogged down.

Go through the visit step by step. Remember, in this exercise, **YOU** are the patient. To help remind yourself of this, your statements should include the word "I" (e.g. "When I walk into the clinic, they know me by name." "When I leave, I don't have to stand in line to pay.").

Describe your ideal visit and not how things work now. *This exercise is about what you personally want in a medical visit when you are the patient.* Be as bold and imaginative as you'd like. Remember, this is **YOUR** ideal visit. If it could be perfect, how would it be?

When the timekeeper announces the time is up, spend another ten minutes comparing your ideal visit with the typical patient experience at your clinic setting. What would it take to make your ideal visit a reality where you work? Can you imagine how happy patients would be if you succeeded?