

# Managing Satisfaction for your Practice and for Profits



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## **AGENDA:**

- ▶ Eight Strategies to Achieve patient, employee and physician satisfaction
- ▶ The Impact of HCAHPS in Healthcare today and in the future
- ▶ The Role of Physicians for competitive, yet compassionate Care

## **TARGET AUDIENCE:**

Designed for all physicians who manage the care of patients in the office setting or as inpatients.

## **OBJECTIVES:**

- ▶ Create a model medical practice with a reputation for World Class Customer Satisfaction
- ▶ Identify the top six factors that dissatisfy patients
- ▶ Manage the financial implications of HCAHPS to their practice
- ▶ Engage employees to consistently make a positive impact on patient healing
- ▶ Grow your business by securing customer loyalty and keeping your customers for life