



NAHAM Q1 2024 Discussion Questions

A New Equation for Patient Satisfaction

By Gerald Dunlap

- How can healthcare organizations improve the patient experience by integrating both technology and human-centered approaches?
- In addressing patient privacy concerns, how can healthcare providers build trust, especially during resource constraints or system strains?

First-call Resolutions: A Comprehensive Approach for Improved Service

By LaKeisha Price, MHA, and Anthony Moore

- What specific measures can healthcare organizations take to streamline contact center operations for achieving first-call resolutions and minimizing access barriers for patients?
- How do contact centers contribute to organizational efficiency, while boosting patient satisfaction?

Streamlining Patient Care With Remote Checkouts

By Natacha Caballero, CHAM

- How can healthcare organizations make remote checkouts work for patients' follow-up care?
- What considerations should organizations keep in mind to balance efficiency and safety when adopting remote checkouts?

The Impact of Daniel Coyle's "The Culture Code"

By Nicole Fountain, CRCE-I, CHAM

- How can the ideas in "The Culture Code" be applied by Patient Access professionals, whether in leadership roles or not, to improve teamwork and personal career growth?
- Can you think of any examples from your own experience where a strong team culture positively impacted Patient Access outcomes? What elements of culture were at play in those instances?