Ambulatory Care Community Connection Call:
Measurement in the Ambulatory Care Environment

February 17, 2021
Ground Rules

• All participant phone lines are muted.

• Participant contributions will be collected through the chat pod.

• Chat pod is for sharing of ideas, asking questions, interacting with participants; not for promoting services and products.

• Recording and chat notes will be available on our Ambulatory Care Community page following the call.

• This active dialogue will offer a wealth of information to all members of The Beryl Institute community. We thank you in advance for your contribution.
Please take a moment to **introduce yourself** via the chat and let us know where and how you are.
The global community of practice committed to elevating the human experience in healthcare.

We believe human experience is grounded in experiences of patients & families, those who work in healthcare and the communities they serve.
Changing healthcare by ensuring an unwavering commitment to the HUMAN EXPERIENCE
Panel Conversation
Our Panel

Kristie Andrews
Director, Customer & Physician Engagement
Emory Healthcare

Anita Brazill
Healthcare Communications Advisor
Tandigm Health

Anne Brown
Executive Director, Patient Experience
Cone Health

Christina Martin
Director, Service Strategy
Kaiser Permanente Georgia
Why do we measure patient satisfaction/experience in the ambulatory care environment?
What data/performance measures are you collecting?
How are you using this data to drive your improvement efforts/strategies?
Have your processes changed due to the current environment? If so, in what ways?
What else should we be discussing at this time or what questions do we have of one another?

(Now as time permits and continued in PX Connect)
Next Week’s Ambulatory Care Community Networking Social

Thursday, February 25 from 5 - 6 PM ET

Join us for our first Ambulatory Care Community Networking Social for a fun opportunity to connect with your peers. Grab your favorite drink and come prepared to connect with other ambulatory care leaders. We will also be doing a live giveaway basket of products from the PX Store.

Register here: https://bit.ly/3qwdqxg
THANK YOU, BE SAFE and STAY WELL!