



# Creating an Extraordinary Patient Experience: Leveraging Mandatory Tasks for Success

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**What Makes an Experience  
Extraordinary?**



# Consequence of an Extraordinary Experience Verses Neutral or Bad Experience?

# What About in Health Care?

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# Quality and Safety

**Registration**

**Patient Identification**

**Patient Prep**

**History and discussion of symptoms**

**End of exam, patient exit**

# Perception of Quality Care

Reliability of care delivered

Assurances provided

Tangibles available

Responsiveness to patient's needs

Empathy towards patient's needs

# First Impressions

# Greeting the Patient

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# Preparing the Patient for Their Exam

# Obtaining a History

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# End of the Exam Patient's Exit from the Facility

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# Special Considerations for MRI Exams

# Special Considerations for CT Exams

# Special Considerations for Mammography Exams

# Patients for Multiple Exams

# How Quality Assurance and Quality Improvement Initiatives Elevate the Patient Experience

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# Study Quality

# Interpretation Quality

# Timeliness of Results

# Routine Maintenance

# Routine Physicist Testing

Questions?



# Final Comments Thank You