

**Patient
Access**
Two-Pronged
Approach

Education and Gamification
Patient Experience



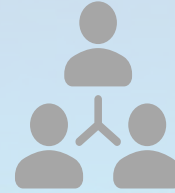
Scripps Health



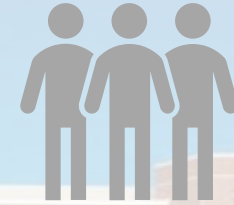
5 Hospitals
1500+ Beds



Ambulatory Clinics



**Community
Connect Clinics**



**Affiliated Physicians
Patients**

U.S. News & World Report “Best Hospitals”

Scripps Health’s Orthopedics program is the best in the San Diego Region

National Rankings

Orthopedics (No. 28) | Cardiology (No. 23) | Obstetrics and Gynecology (No. 35) | Gastroenterology and GI Surgery (No. 34) | Geriatrics (No. 39)

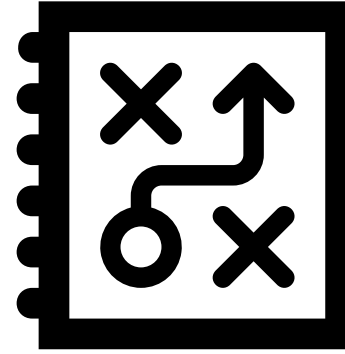
Quality

Respect

Efficiency

Investing in Patient Access Staff:

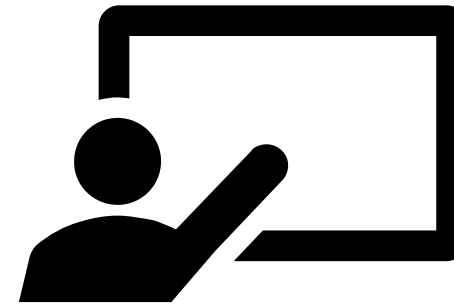
Education & Gamification



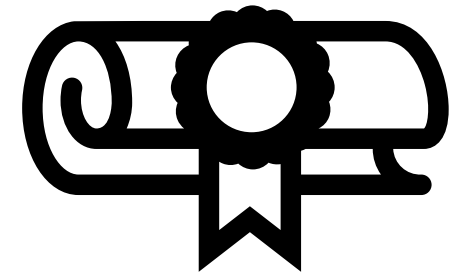
Weekly
Challenges



Weekly Workgroups
and Email Briefings



Monthly Training
Packages



Certification
Offerings

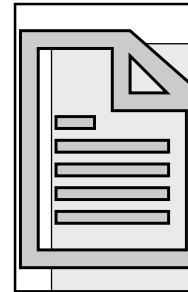
Investing in Patient Access Staff:

Education &
Gamification

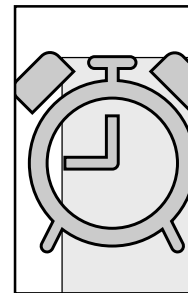
Weekly Workgroups and Email Briefings



Frontload
Leaders



Easy to digest



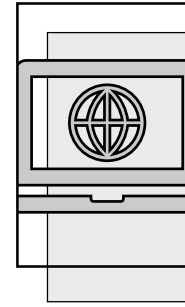
Immediate
Access to Info



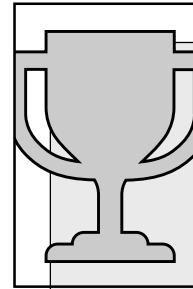
**Investing in
Patient Access Staff:**

Education &
Gamification

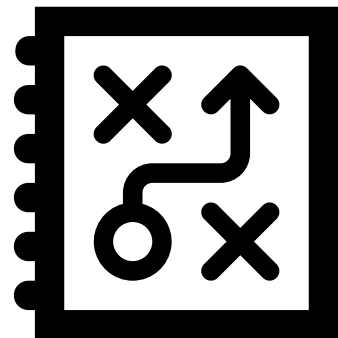
Weekly Challenges



Hot Topics



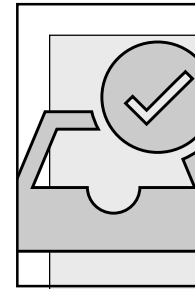
Competition



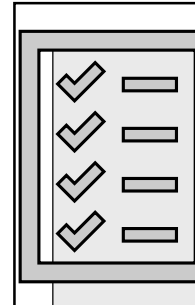
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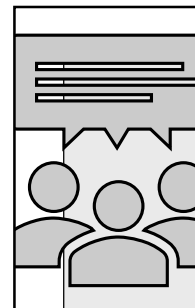
Monthly Training Packages



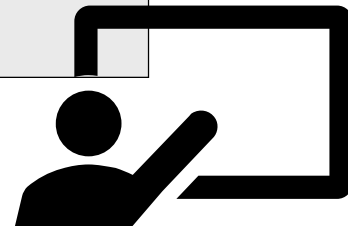
Monthly Training packages are mandatory



Packages include Guides or Tip Sheets



Superusers & Leader resources included



Approach – Communication Packages & Support

Manager-Led Communication & Education

- » Each initiative will have a communication package that managers will use to communicate change and educate staff during staff meetings and as they round with staff
- » A scripted PPT presentation and Manager Hot Sheet are included in the package

Super User Rounding

- » Super Users round with staff to ensure they can access job aids and other resources, have completed any e-learning lessons, check understanding, and answer questions
- » Super User Checklist for each initiative is provided in the communication package

Staff Learning Resources

- » Job aids and other documentation will be available on Inside Scripps and linked in Learning Home Dashboard
- » Online e-learning lessons or recorded demonstrations will be provided where available/appropriate

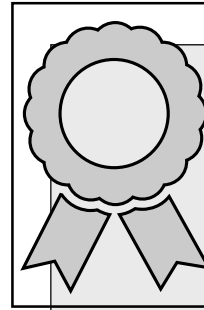
Additional Support

- » Look first to Resources:
 - » Digital Material | Access Website & Learning Home Dashboard
 - » Support | Teams Channel, Superusers, Leaders
- » Coordinate At the Elbow support as needed

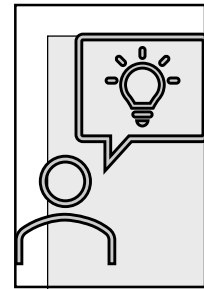
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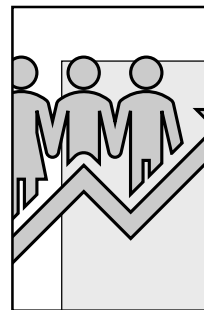
Certification Offerings



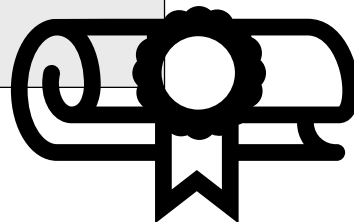
Nationally
recognized



Cultivate Culture

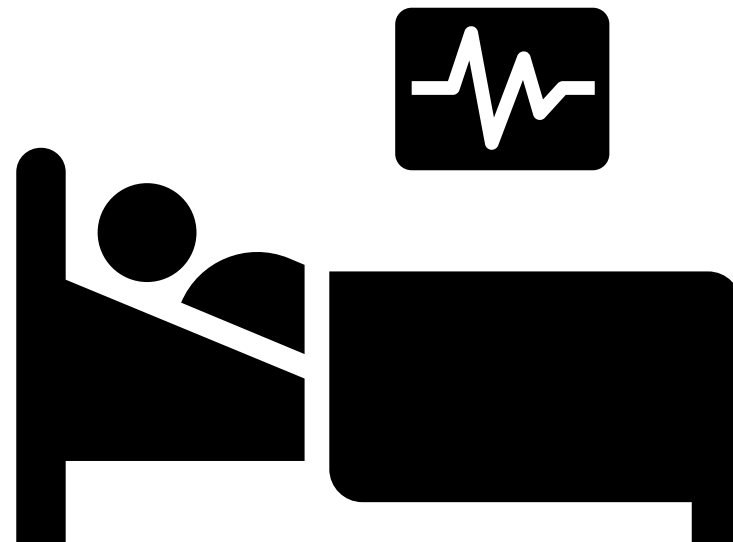


Growth

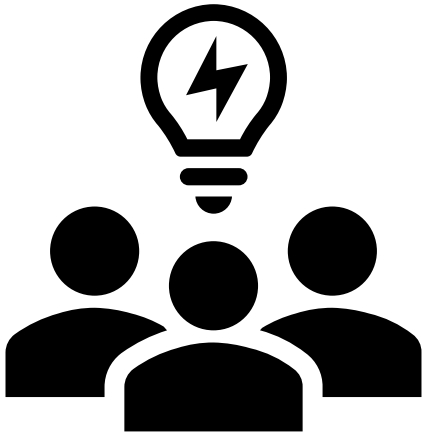


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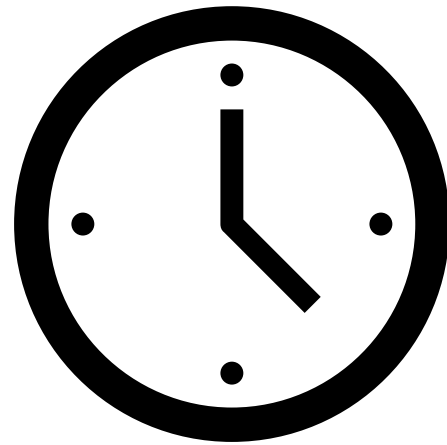
Patient Experience



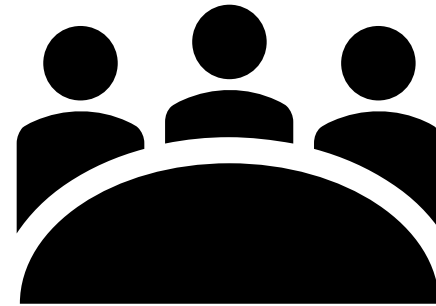
Patient Experience Ambassador Program



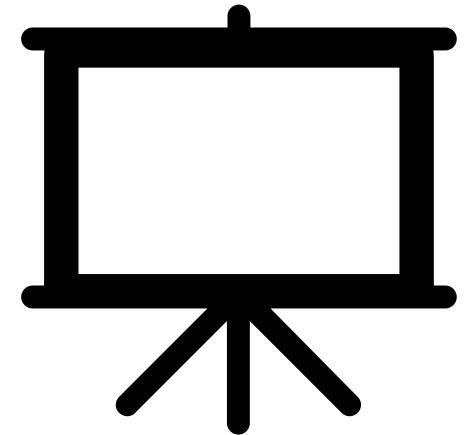
Participant
Nomination and
Selection



6-Month Program
Timeline



Collaboration with
Program Alumni



Cohort Projects

Education &
Gamification

Patient Experience

Empowering

