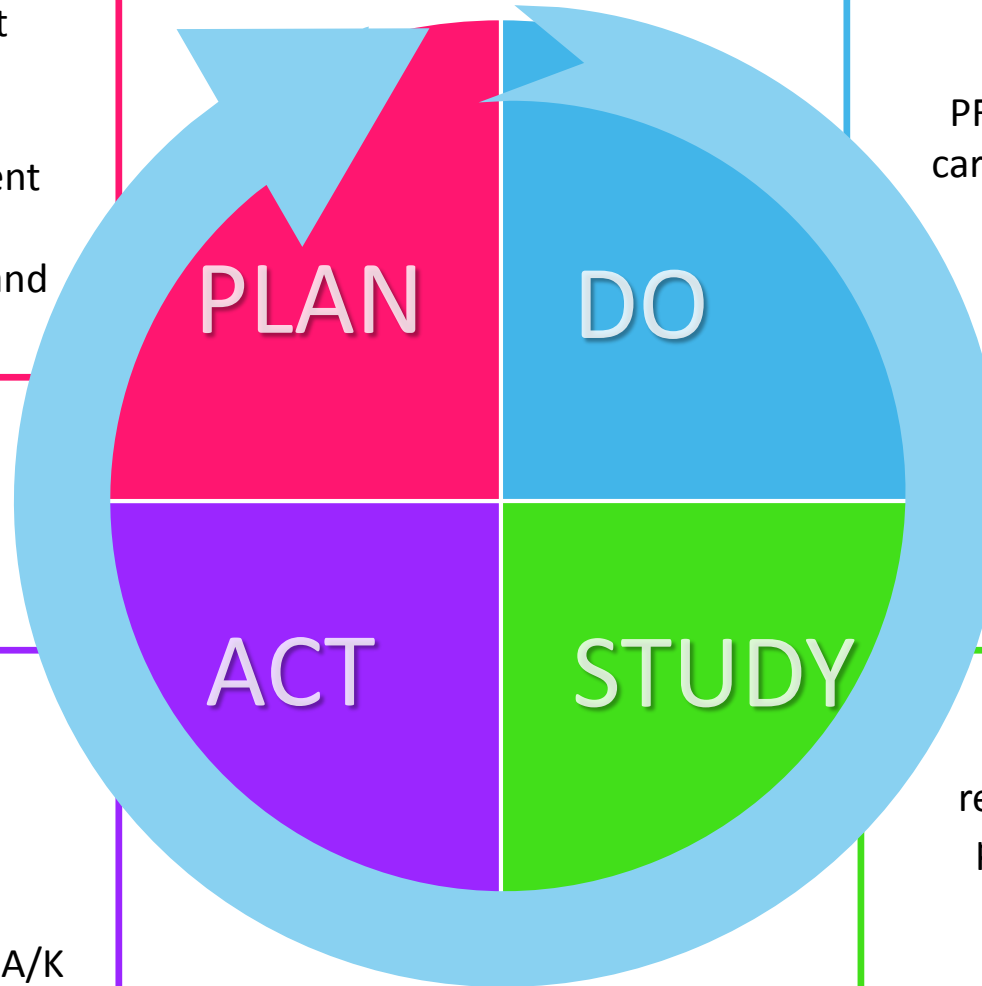


# Problem: PFAs identified that improved response to patients at reception may ease patient distress and improve appointment experience for patient, provider and reception staff

PFAs reviewed literature: Reception experience impacts appointment with provider and treatment adherence. Consulted with receptionist known to ease patient distress. Planned reception staff workshop including PFA stories and Start with Heart.

PFA led workshops for primary care reception staff will occur on June 18 & June 20, 2019.



To be determined:  
Consider PFA led workshop for reception staff in other WZ networks.  
Consider PFA led follow-up workshop for reception staff in A/K network.

Measures include: Patient complaints and compliments; reception staff confidence to ease patient distress, Start With Heart pre and post survey.