

CARE EXPERIENCE SETTING

- Pediatric Cardiology Clinic
- Hispanic 8 year-old female accompanied by mother
 - Presented with exercise-induced chest pain alleviated by rest

TOUCHPOINTS (Job/Person)

- Check-in/Receptionist
- Vitals, EKG/Nurse
- Medical History/Medical Student
- Ultrasound/ Ultrasound Technician
- Explanation/ Physician
- Checkout/Receptionist

STRENGTHS

- Child-friendly setting, decorations
- Minimal wait time
- Largely friendly, welcoming staff
- Efficient use of transition time
 - Patient prompted to change into and out of the gown during provider transition periods

CARE EXPERIENCE REPORT: CHRONOLOGY

Step 1 Reception:

- Excellent; less than 5 min wait time.
- Friendly welcome.

Step 2: Vitals:

- Efficient; measurements taken immediately after being called out of waiting room.
- Child friendly explanations of measurement methods throughout.

Step 3: Taken to exam room, EKG taken:

- EKG materials gathered while patient changed into gown; good use of transition time.

Step 4: Medical history received:

- Medical student was friendly, spoke to patient / parent as needed.

Step 5: Ultrasound obtained by technician:

- Technician spoke little; patient and parent reacted with curiosity to images on the monitor and sounds of the exam.

Step 6: Physician diagnosis and explanation:

- Test results explained to parent. Medical condition explained using a printout image of the heart.

Step 7: Checkout:

- Friendly; patient given a sticker.

Total Appointment Time: 40 minutes



OPPORTUNITIES FOR GROWTH

- Providers occasionally did not address the patient upon entry into the examination room
- There was little dialogue during the ultrasound exam, despite evident patient curiosity in the sights and sounds experienced
- Explanation of patient's condition included use of colloquial words like "lub" and "dub" with no previous allusion to these words correlation with a heartbeat
 - Note: patient and mother spoke English as a second language and therefore might be unfamiliar with such vernacular

RECOMMENDATIONS

- Address the patient first, and often, at every touchpoint
- Explain the sights and sounds of various tests to alleviate patient curiosity
- Add visual cues and gestures to better explain mechanical processes
 - Ex: The "lub-dub" pumping motion of a heartbeat