

## CARE EXPERIENCE SETTING

A 63-year-old patient presented at ECU Health's Monk Geriatric Center for follow-up regarding his recent centrilobular emphysema diagnosis. The patient wished to discuss the diagnosis with his primary care physician, who has been helping him manage multiple chronic conditions for the past 21 years.


## CARE EXPERIENCE DETAILS

### 5 Examples of Patient-Centered Care from the Monk Geriatric Center



**Clean, accessible office**

- Ample parking and clear signs to clinic
- Clean, large office space
- Large hallways to accommodate for walkers/wheelchairs




**Friendly, efficient staff**

- All staff member were friendly, knew patient on first-name basis
- Zero wait time after checking-in
- Quickly scheduled referral appointment during checkout, provided patient with clear, written instructions to find office



**Detailed after visit summary**

- Doctor clearly documented all informaton during visit, reviewed printed summary with patient before visit discharge
- Important medication information and phone numbers highlighted



**Patient engagement**

- Shared decision-making to develop smoking cessation plan for patient
- Doctor searched for web images to educate patient on his emphysema diagnosis
- Doctor utilized teach-back method to ensure patient understood care plan

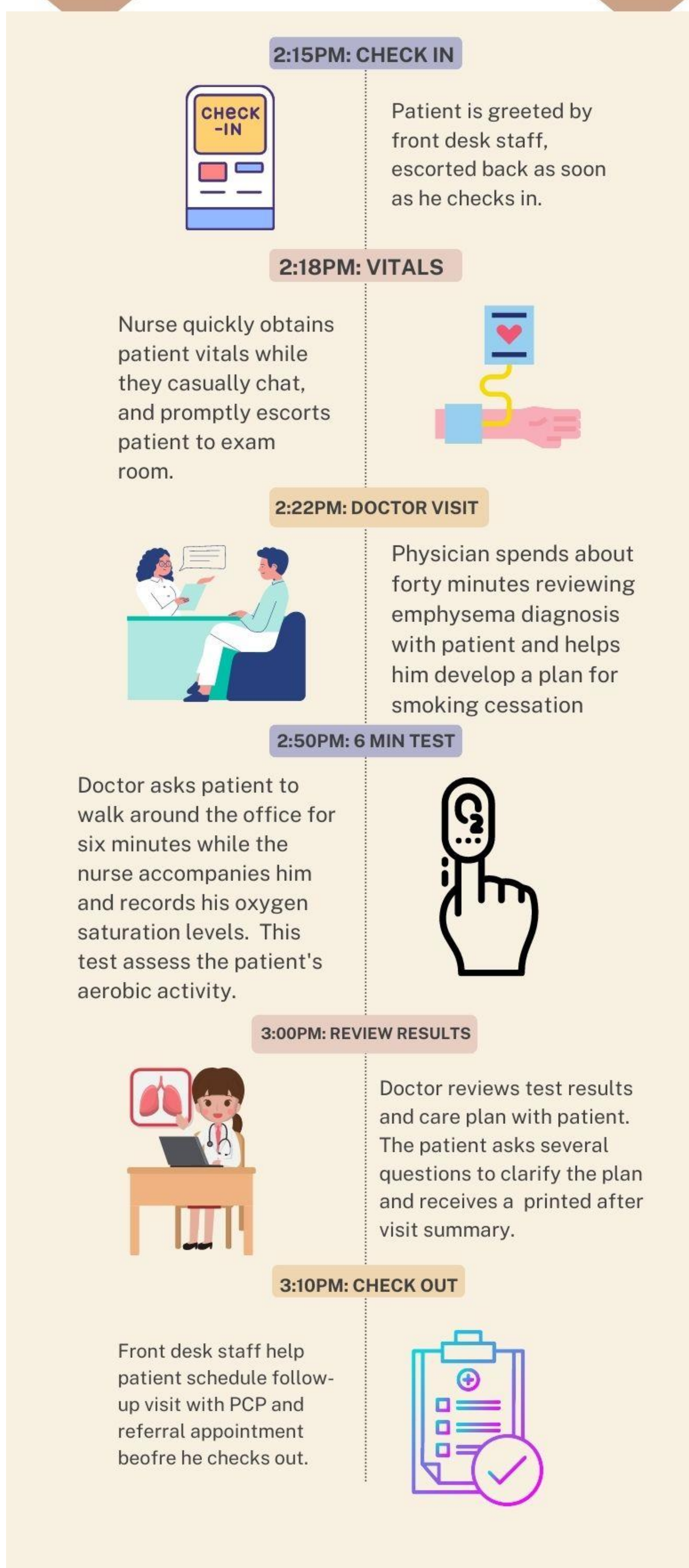


**Strong doctor-patient relationship**

- Patient has seen doctor for the past twenty years
- Medical guidance informed by patient preferences and values
- Nonjudgemental, compassionate care

### Appointment Timeline

Follow up visit at Monk Geriatric Center to discuss recent emphysema diagnosis with PCP



## STRENGTHS

The patient knew every team member he saw on a first-name basis, and I was impressed by the jovial nature of their interactions. He was highly satisfied with his experience and said that the provider showed him a level of care and respect that he had never encountered in any other clinical setting.

## RECOMMENDATIONS

The practice may benefit from improving its efficiency and increasing patient volume. The follow-up visit lasted an entire hour, and there were no other patients in the waiting room. Shorter follow-up visits would allow the physicians to see more patients per day, thereby increasing revenue while delivering high-quality care to a greater number of aging patients in our community.



ECU Physicians Monk Geriatric Center