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Better Health

A Weekly Update
for Asante Employees

Every patient,
every day, every time.

ASANTE® News

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Women's Imaging: Consistent Excellence

Asante Imaging has accomplished for the past six months what no other unit at Asante Rogue Regional Medical Center has done in at least five years. The imaging unit has achieved the 99th percentile in patient satisfaction during each month since August.



On the patient satisfaction scale, the 1st percentile is lowest and the 99th percentile is highest, and no other unit at Asante Rogue Regional has hit the top ranking for six consecutive months in at least the past five years, said Laura Nicholson, the hospital's coordinator of patient experience and volunteers.

Laura said the entire Asante Imaging mammography staff deserves recognition. The unit's leadership team consists of office coordinator Michelle Trambly, supervisor Linda Harrison, imaging manager Geri Gehr and director of imaging services Stephen Weymouth.

"The team started their journey toward creating a consistent patient experience four years ago," Laura said. "They've provided outstanding care for years. However, the team recognized that

when a patient's experience wasn't the best ... it was often due to variance.

"The team came together to talk about the variance that occurs in communication," she said. "They developed key phrases for all team members to use when talking to every patient, every time."

Patient feedback is now shared with the team monthly, and action plans are developed to address any issues that arise.

"Their willingness to modify what and how they communicate is just another example of their dedication to making patients feel comfortable during an uncomfortable procedure," Laura said.

She offered some examples of recent comments from Asante Imaging patients:

"I really liked them," one patient said. "When I came in, I was greeted, (and) they were very pleasant. When I went in the back, the lady that was doing the test was very kind and very pleasant – she had a good, positive attitude. She was very good at answering my questions. When we did the exam, she was very thorough and she explained everything in detail. It was a good visit."

Another patient said the person helping with her mammogram "had a concern about how the billing was going to be handled through my insurance. She called my doctor's office to get a verification, and I greatly appreciated that because I could have been hit with a large bill. She was right on it and took care of the situation, and I didn't have to get involved with the doctor's office – they handled it for me. I was so very appreciative of that."

Asante News is published every Tuesday. Deadline for submission of articles is every Friday. Send via e-mail to asantenews@asante.org.
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