

A starter guide for kicking off your health center's Patient Reported Experience Measure (PREM) process.

STEP 1

DEVELOP WORKFLOWS



Identify the "what":

The PREM survey includes the 4-question NQF-endorsed Patient Centered Contraceptive Counseling Measure that asks patients if they **were listened to, respected, taken seriously, and given enough information** during their birth control visit.

Identify the "why":

We're committed to providing TRUER care: **Trauma Informed, Respectful, Unconscious Bias Checked, Evidence Based, and Reproductive Well-Being Centered**. Asking for feedback helps us center patient voices to improve our quality of care.

Identify the "when":

Every patient counseled on birth control (virtual & in person) should be offered the PREM survey **at the end of their visit**.

Identify the "who":

The following staff are responsible for offering the PREM survey to patients (provider, front desk, check in/out, etc):

Identify the "where":

We will ensure the PREM survey (posters, handouts, virtual survey etc) is **always available in the following areas** to facilitate capture (exam room, waiting areas, patient portal, etc):

STEP 2

ENGAGE STAFF



Share your workflow

Provide staff with guidance on implementing your PREM workflow. Building a new habit takes time so be sure to communicate often, starting with a **PREM announcement** at a team meeting and follow up with regular reminders. Patients who are directly asked to complete the survey and told their feedback matters are more likely to share their experience. Provide your staff with a script to help them get started. You might also consider printing and posting a **Birth Control Bill of Rights** to remind providers of TRUER care best practices and ensure patients know what to expect during their visit.

STEP 3

BEGIN CAPTURE



Disseminate PREM assets

Place PREM [survey links](#) in waiting and exam areas where they are clearly visible. You might consider adding the survey to your patient portal as follow up in person or virtual visits. If you need additional PREM materials, you can print posters directly from the ICAN! website or email jhatcher@alliancechicago.org.

STEP 4

RECOGNIZE YOUR TEAM



Review & share feedback.

ICAN! will provide routine reports of your health centers PREM responses. **Integrate PREM data into your existing quality improvement process** as an indicator for customer service and patient satisfaction. PREM can also be used to advance your organizations [diversity, equity and inclusion](#) efforts.

Share data widely through staff meetings and communications. **Recognize staff for what they did well** and be specific on where there's room for improvement:

- Quality: What didn't go well? How can this be avoided next time? What went well? How can this be replicated? How can we recognize staff who patients feel are providing exceptional care (employee of the month, shout out, etc)?
- Number of surveys captured: Each site will work to capture a minimum of 50 surveys. If uptake is low, where is the bottleneck? Are surveys available and visible? Do staff understand why and to whom they should be offering the survey? Identify areas that need additional training or support and reinforce with staff.

My PREM data review team will include the following staff:

We will review PREM data during:

Staff will receive PREM updates and recognition via:
