Patient Satisfaction Every Time

The RSQ® Solutions - PatientSET™ Program provides healthcare organizations with a scalable solution to improve clinician-patient communication, the patient experience, and HCAHPS.

Unlike other programs that rely heavily upon a top-down strategy, this comprehensive online training suite ensures that all clinicians are empowered with the interpersonal skills needed to positively impact their bedside manner. The PatientSET™ Program mirrors the RSQ® Cycle that has been proven to change clinical behavior and improve patient outcomes over the past 15 years.

- PatientSET™ Education
- PatientSET™ List
- PatientSET™ Assessment

In addition to the direct impact this program has on patient experience scores, the organization may also notice a reduction in its total liability costs and its frequency of malpractice claims.
PatientSET™

Education

During these online, multimedia courses, Dr. Finefrock and nursing leadership demonstrate correct as well as incorrect clinician-patient encounters.

“...This was a particularly valuable activity and reminded/reinforced very basic but crucial interpersonal skills. I was also intrigued by the evidence correlating patient satisfaction with malpractice activity.”

Dr. Patrick Snowman
Hilton Head Medical Center

“This course provided very effective adult learning via clear/understandable objectives, multiple choice exams and visual aids (outstanding/real clinical re-enactments)!”

Roland Francia
HackensackUMC

“Great learning experience. I was able to see how certain situations should and should not be handled.”

Nicole Ciongoli
HackensackUMC
PatientSET™ List

Providing practitioners with evidence-based, real-time tools is imperative to achieve high performance in all areas of medicine. TSG has distilled all of the teaching elements from its online activities into a concise 10-step bedside checklist for clinicians to reference.

PatientSET™ Assessment

Through this analysis, organizations can provide their clinicians with objective feedback to improve their bedside manner and HCAHPS scores. Trained observers evaluate and capture data points during the actual patient encounter. Ultimately, this data rolls up into a detailed analysis that the patient experience leadership can review periodically to identify specific areas of improvement.
Dr. Doug Finefrock, an Emergency Medicine physician, has dedicated his career to teaching healthcare personnel effective ways to improve the patient experience. His academic career began in 2006 as a faculty instructor of medical students at Albert Einstein College of Medicine in Bronx, NY. He then became the Assistant EM Residency Program Director at Mount Sinai- Beth Israel Medical Center in Manhattan, NY, where he was voted “Faculty Teacher of the Year” in his first year.

Dr. Finefrock currently serves as the Vice-Chair of the Emergency Department at Hackensack University Medical Center in NJ, an ED that sees 120,000 patients annually. He is also the Director of the EM Residency Program that he founded in 2013. The program is now the largest in NJ with 36 total residents.

Dr. Finefrock founded the Council of Emergency Medicine Residency Directors “Patient Experience Education and Evaluation” national task force to improve patient communication training. Dr. Finefrock lectures nationally on patient communication techniques that help to improve patient satisfaction scores and the overall patient experience.

Dr. Finefrock has partnered with The Sullivan Group to create the online, video communication PatientSET™ Program that is designed to improve the patient experience as well as HCAHPS scores. Physicians and nurses in over 300 hospitals throughout the country have now used the PatientSET™ Program training. Visit BePatientCentered.com to see video training examples or to contact Dr. Finefrock.