

Press Ganey Transparency Solution: Advisor Support

The readiness assessment is used to determine an organization’s state of readiness for a transparency program. Below is an outline on how your advisor can assist your organization with various steps along the transparency journey.

Keys for Successful Transparency Program

Readiness	Advisor Support
Meeting recommended minimum “n” size per provider	<ul style="list-style-type: none"> Support tools and guidance for increasing response rates and sampling review
Transparency Champions Identified	<ul style="list-style-type: none"> Guidance on how to select a champion Provide the champion with resources related to transparency, the value of a transparency program, and information on their role as the physician champion Support champion on creating appeals and data review process
Physician Communication and Buy-In	<ul style="list-style-type: none"> Resources to assist in overcoming provider objections Assess current state of data-sharing with providers Provide resources and recommendations for how to share data with providers Resources and guidance for establishing patient experience goals and setting realistic goal targets Evaluation of additional initiatives taking place at the same time during the transparency timeline to discuss potential barriers that may arise Provide physician & staff sample communication plan and support documents (email to providers/organization) Physician communication provider training support and resources

Internal Data Transparency	<ul style="list-style-type: none">• Determine current process for sharing data with providers and guidance towards full internal transparency
Physician Improvement Support	<ul style="list-style-type: none">• Provide provider improvement resources• Guidance for creating internal coaching program