



**There are 2 Ps we must have**

Providers willing to Change and  
Patients willing to show up



# Do we understand the 2 Ps?

- Providers

- Their personality
- Their goals
- Their failures
- Their frustrations
- Their pet peeves
- Their wants
- Their life stage

- ~~Patients~~ Patrons

- Their personality
- Their goals
- Their failures
- Their frustrations
- Their pet peeves
- Their wants
- Their life stage



# What do we need to see in our Providers



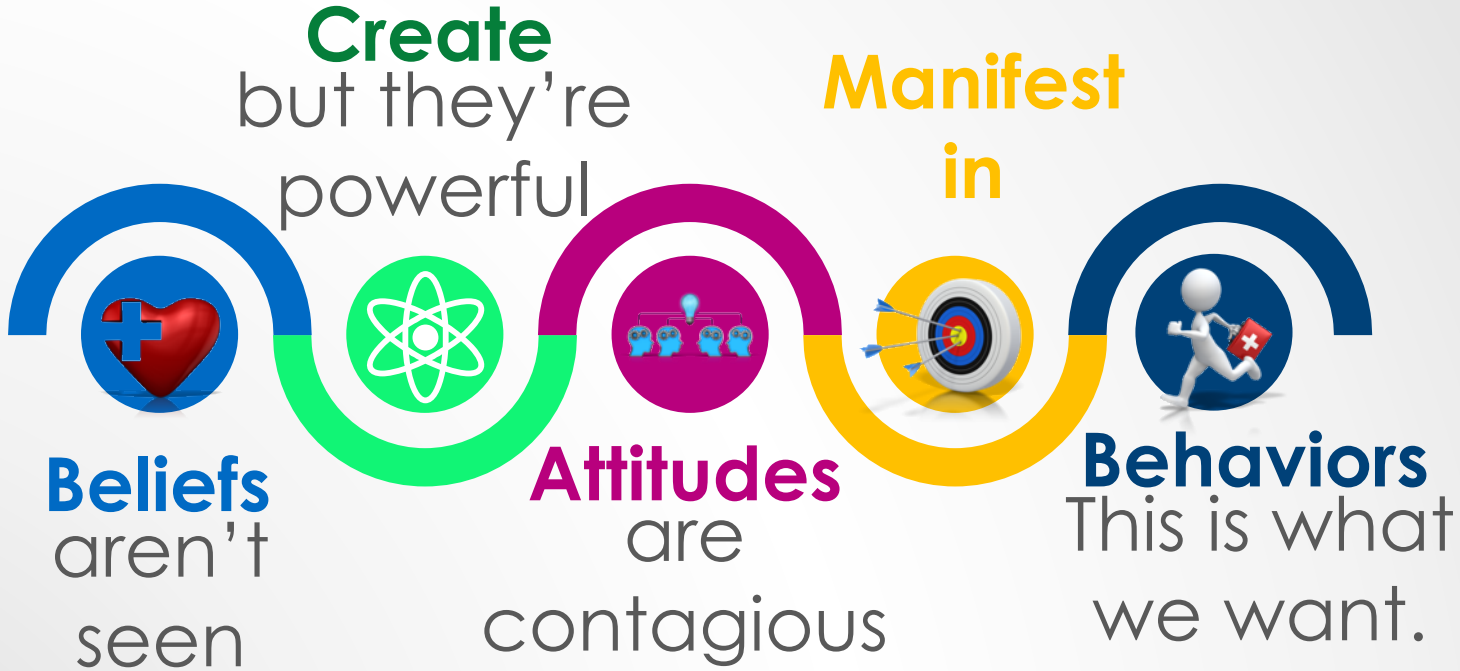
- Patient centered
- Team Player
- Courteous
- Accommodating
- Respectful
- A grip on the Trends in Healthcare



# We need ~~Patients~~ Patrons to show up



- What kind of Patron
- Where is the Patron
- How do these Patrons make decisions
- What is their schedule
- When do they want to show up



**Good Behavior** | is a by-product

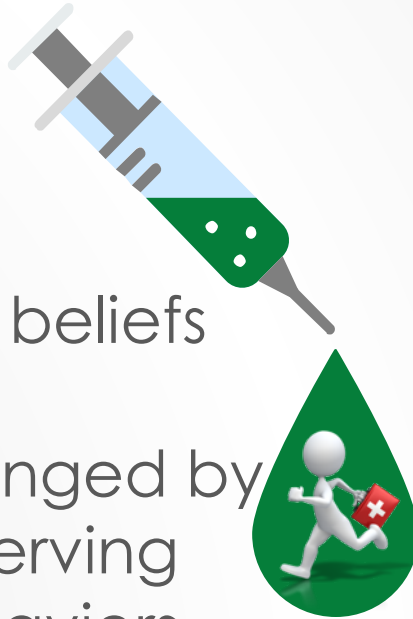


# We want Behaviors to Change but How?

To change behaviors, you must change beliefs.



But, beliefs are changed by observing behaviors.



Beliefs are usually caught, not taught.





Things Providers need from Administration and Staff



# Seeing Your Clinic from your ~~Patient's~~ Patron's Point of View

- Ease of Scheduling
- Paperwork or Process Burden
- Redundancy
- Staff Attitude
- Wait Times (front & back)
- Convenience
- Do I feel welcomed and appreciated?
- Did I receive quality of care?





# Steps to encourage your providers



Listen  
to  
them



Don't miss  
things that  
can be  
praised



Take  
them to  
lunch  
with no  
agenda



Include  
them in  
the vision  
meetings



Don't let  
them stay  
on the  
island



Preach  
the vision  
& use  
words if  
you have  
to



Watch your P's and Q's

No, not Q's just  
the Q

Be Empowered by the Q

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**Thanks for your  
commitment to Rural  
Health!**