

## Effect of Positive Quotations on After Visit Summary (AVS)

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# Effect of Positive Quotations on After Visit Summary (AVS)

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## Abstract

Positive quotes or phrases can be uplifting to many people, including patients who are acutely or chronically ill.

The atmosphere of the overall patient and staff experience was improved after a patient was given a positive quote attached to the after-visit summary (AVS).

## Methods

- Every LVPG Family Medicine–Blandon staff member chose positive quotes.
- Positive quotes were reproduced on bright fluorescent paper and attached to each AVS at checkout.
- Patient experience surveys were monitored for improvements.
- Staff communicated positive comments from patients to project leaders.

## Results

- Stable patient surveys scored monthly.
- Positive indirect feedback from patients on effect of the quote.
- Reduction of HIPPA violations during measurement time to 0 (from 1).
- Positive feedback received from the staff on the process and effect of positive quotes.

## Conclusion

- Patient experience levels were monitored, improved monthly, and stayed above average in the office.
- Patients actually read their AVS as the fluorescent paper and quote attracted them to the contents of the AVS.
- Less HIPPA violations as staff were required to review the name on the AVS much closer.
- Staff were empowered to select certain quotes for certain patients.

Every day there are 1,440 minutes. That means you have 1,440 daily opportunities to make a positive impact.

You are never too old to set another goal or to dream a new dream.

To handle yourself, use your head; to handle others, use your heart.

Inspiration comes from within yourself. One has to be positive. When you're positive, good things happen.

Don't allow your past or present condition to control you. It's just a process that you're going through to get you to the next level.

In the middle of every difficulty lies opportunity.

– Albert Einstein

I can't change the direction of the wind, but I can adjust my sails to always reach my destination.

If you want to lift yourself up, lift up someone else.

No matter what people tell you, words and ideas can change the world.

