

Patient-Centered Practice Checklist

A self-assessment tool for physician office teams



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Instructions: Review this checklist as a team. Check all that apply.
Identify 1–2 areas for immediate action.

1. Listening & Communication

- ☐ We begin visits by asking, “What’s most important for you today?”
- ☐ Our staff avoids interrupting patients during their explanations.
- ☐ Providers use plain language and confirm patient understanding (*teach-back method*).
- ☐ We offer visit summaries or after-visit instructions in writing or electronically.

2. Access & Convenience

- ☐ Our appointment times accommodate working patients or parents (*early/late hours*).
- ☐ We offer same-day or next-day access for urgent needs.
- ☐ Patients can reach us easily by phone, portal, or text.
- ☐ Wait times in our office are typically under 15 minutes.

3. Shared Decision-Making

- ☐ Patients are invited to participate in decisions about their treatment.
- ☐ We provide decision aids or handouts for chronic disease options.
- ☐ Staff are trained to check for patient values, goals, and concerns during visits.

4. Cultural Sensitivity & Respect

- ☐ Our team is trained in culturally responsive care.
- ☐ We offer language interpretation and translate materials when needed.
- ☐ All patients are addressed by their preferred name and pronouns.
- ☐ Our environment (signage, images) reflects the diversity of our community.

5. Feedback & Improvement

- ☐ We routinely collect patient feedback (*via surveys, text, or paper*).
- ☐ Feedback is shared with staff and used for service improvements.
- ☐ We have a “You Said, We Did” process to close the loop with patients.

- ☐ Patients know how to provide input beyond just surveys (e.g., *suggestion cards*).
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Total Checked: ____ / 20

If you scored 16 or more: You're likely operating with a strong patient-centered foundation! Less than 16? Pick one area to explore together at your next huddle.

Staff Meeting Mini-Education: "Are We Patient-Centered?"

Time: 15–20 minutes

Format: Team huddle or lunch-and-learn; encourage to do this in a live meeting vs having staff either watch a ppt slide presentation or read from a handout.

Talking Points Outline:

1. What Is Patient-Centered Care?
 - It means prioritizing the patient's needs, voice, and values at every step.
2. Why It Matters
 - Improves outcomes, patient loyalty, and satisfaction.
 - Creates a more meaningful care experience — for both patient and team.
3. 5 Key Areas to Reflect On
 - Listening & Communication
 - Access & Convenience
 - Shared Decision-Making
 - Cultural Sensitivity & Respect
 - Feedback & Continuous Improvement
4. Quick Exercise: Ask Staff...
 - “What’s one thing we do well for patients?”
 - “What might be frustrating for our patients?”
 - “What small fix could we test this week?”
5. Commit to Action
 - Choose **one checkbox from the checklist** to improve by the next staff meeting.