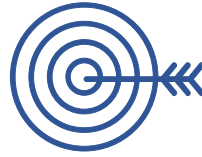




**Your Needs...Our Skills...Your Success**



### **Your Needs**

Employers and healthcare professionals increasingly express the need for individuals and families to have positive experiences with healthcare providers and systems. They realize patients who have positive experiences tend to have more trust and confidence in receiving equitable care that aligns with their needs, values, goals, and they consume fewer healthcare dollars.

Employers and healthcare professionals need individuals and families to engage with patient-centered providers and systems who will care for them culturally competently and deliver care that ranks high in patient experience outcomes.

### **Our Skills**

We are skilled in collecting, analyzing, and reporting patient experience data to identify performance gaps.

We have unique analytical techniques that align patient experience data with patient-centered medical home domains.

We have experience in designing culturally competent patient-centered training to close gaps and improve patient experience outcomes.

We have skills and experience in designing employee training to increase awareness of culturally competent, patient-centered training to improve health equity positive interactions with healthcare providers and systems.

### **Your Success**

Providers will see an increase in reported patient experience scores and recognize increased revenue from Pay for Value reimbursement and Patient-Centered Medical Home transformation incentives.

Employers will see better healthcare equity among their diverse employees. Employees will become skilled consumers of healthcare, which can lead to decreased cost, absenteeism, presenteeism, and increased human performance outcomes.

**Let Us Show You How We Can Contribute to Your Success**

**[www.concordanthealth.com](http://www.concordanthealth.com)**