

Fresh Eyes Walk-Through

An integral part of a positive patient experience is the external and internal appearance of your clinic. The patient's first impression is critical. Use this tool to evaluate your clinic for opportunities to improve the professional appearance using a fresh pair of eyes.

Instructions: Complete a walk-through of your clinic in all of the areas listed below. Evaluate each item and area for improvement opportunities. In each cell, place 1) a "✓" if the area does not require any action nor a follow-up plan or 2) place an "X" if the area does require an action and follow-up plan. For items with an "X", create an action and follow-up plan with a follow-up date to resolve the concern. Make notes on additional action items or items to discuss with your Regional Director.

| | Outside of Building (entrances, front doors, etc.) | Waiting Rooms | Exam Rooms | Restrooms | Patient Facing Work Stations | Hallways | Action Needed and Follow-Up Plan |
|---|---|---------------|------------|-----------|------------------------------|----------|----------------------------------|
| Repairs | | | | | | | |
| Check for needed maintenance repairs (i.e. holes in walls, chipped paint, power washing, etc.). | | | | | | | |
| Cleanliness | | | | | | | |
| Check for overall cleanliness (i.e. cobwebs, dust, overflowing trash cans, etc.). | | | | | | | |
| Posted Communications | | | | | | | |
| Remove taped notices, flyers, and unofficial communications from doors, walls, windows, and desks. | | | | | | | |
| Ensure required postings are in a frame on the wall. | | | X | X | X | X | |
| Ensure seasonal postings (i.e. COVID-19, flu, etc.) are displayed in a Lucite table top frame or laminated. | | | X | X | X | X | |
| Remove external advertising (i.e. pharmaceuticals, long-term care facilities, DME, etc.). | X | | | X | X | X | |
| Ensure patient instructions have company branding and are laminated (i.e. CHI St. Vincent logo or clinic logo). | X | | | | X | | |
| Remove taped Post-it notes. Instead, use the notes application on the computer or create a resource binder. | X | X | | X | | X | |
| De-Clutter | | | | | | | |
| Check that areas are tidy and free of trash, debris, and clutter. | | | | | | | |
| Remove uncommonly used items. | X | | | | | | |
| Ensure equipment has a designated storage location when not in use. | X | X | | X | | | |
| Limit personal items in patient-facing workspaces. | X | | X | X | | X | |
| Remove holiday and celebration decorations in a timely manner. | | | | | | | |
| Limit number of plants and ensure all plants are healthy. | | | | | | | |
| Ensure electrical cords are hidden. | X | | | X | | X | |