



MTC's Roadmap to Excellence

What does a physician do when the patient satisfaction survey results show low scores? How can operations improve their front office scores? How can an organization build patient loyalty? Since 1998 MTC has delivered perhaps the most accurate, precise, credible and cost-effective patient satisfaction survey. Now MTC offers training to physicians, employees and organizational leaders that can make every patient interaction an excellent experience – every time.

MTC's Roadmap to Excellence is a tool to help simplify the process of hardwiring in every office the attitudes, beliefs, values and behaviors that build a culture of patient-centered excellence. MTC delivers outstanding Web-based content for use by physicians and office staff in 30 minute interactive training sessions at each doctor's office. The Roadmap to Excellence system includes modular training, discussion, a focus on specific ways to apply the principles and tracking the results.

How helpful would it be to have your priority of building a culture of excellence reinforced in practical ways every week and every month at every office? **MTC's Roadmap to Excellence** grows employee understanding and personal commitment to making each office a great place to work, a great place to practice medicine and a great place for patients to be treated. **Every time.**

Sample Roadmap to Excellence Training Modules

Engaging Employees Series – What Is In It for Me?

Equipping for Excellence: The Five Patient "Senses" Series

- Caring
- Listening
- Understanding
- Responding
- "Will It Work?"

Equipping for Excellence: Common Sense Communication

- First Impressions
- Telephone Etiquette
- Email Etiquette

Empowering for Excellence: Creating Service Excellence Teams

Self-Initiating/Self-Sustaining Excellence: Values Based Improvement Strategies

Roadmap to Excellence



Contact MTC at Consulting@MTHealth.com for more information or for non-MTC survey client pricing. Use **MTC's Roadmap to Excellence** to solve the problems of delivering consistent training and set up your healthcare teams to deliver excellent patient experiences for **every patient – and coworker – every time.**