

OMG Commons Article – Patient Advisory Walkthrough – July 12, 2011

On July 12th, Sonnet Skaar took our Patient advisory Council members on a tour of the Northside clinic in an effort to gather feedback on clinic design and signage. Our Patient Advisory Council contains a handful of our patients that volunteer their time each month to meet and provide feedback on various topics. During the walkthrough, our Patient Advisors mentioned that one of their biggest challenges while at their clinic was determining where to go after they have completed their visit. As a result, additional exit signs were placed on the wall directly across from each exam room at the Northside Clinic. They also talked about the hallways looking similar and felt they would easily get turned around if they weren't paying attention when initially being 'roomed'. After kicking around a few ideas, they determined that 'themed' hallways would be beneficial to patients when they are trying to find their way around the clinic. Based on this feedback, Sonnet was able to put these ideas into action at the Northside Clinic, with various "earth element" hallways, including mountains, trees, and fishing.

Seeing through the eyes of the patient has helped us implement something that we hope will be helpful to all patients using Oregon Medical Group's services.

A huge 'thanks' goes out to our Patient Advisors for their time and effort in helping us make Oregon Medical Group a comfortable place to receive care! And, thank you to Sonnet Skaar for being open to using patient feedback to implement ideas at OMG's newest clinic!

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