



An Anthem Company

## NEW YORK Provider Communications

### Improving the patient experience

Published: Jan 1, 2020 - **State & Federal** / Medicaid

#### Category: Medicaid

Are you looking for innovative ways to improve your patients' health care experiences?

Numerous studies have shown a patient's primary health care experience and, to some extent, their health care outcomes, are largely dependent upon health care provider and patient interactions. That's why Empire BlueCross BlueShield HealthPlus has an online learning site called *My Diverse Patients* that offers insight on how to communicate with your diverse patient population, including a course titled: [What Matters Most: Improving the Patient Experience](#). Learn more by visiting the course link or on the *My Diverse Patients* site at [www.mydiversepatients.com](http://www.mydiversepatients.com).

NYE-NU-0175-19 November 2019

**URL:** <https://providernews.empireblue.com/article/improving-the-patient-experience>

**Featured In:**

January 2020 Empire Provider News

Services provided by Empire HealthChoice HMO, Inc. and/or Empire HealthChoice Assurance, Inc. licensees of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans, serving residents and businesses in the 28 eastern and southeastern counties of New York State. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association. All external sites will open in a new browser window. Please view our Website Privacy Policy for more information.