

Loc SCORE

Training teams that elevate reputation.



Outcomes

Client partners position themselves to improve organizational performance through:

- Protecting and expanding market share
- Leveraging patient experience as a competitive advantage
- Improving payor mix and reimbursement
- Building reputation with patients and the community
- Empowering staff at every level to champion patient experience

What We Do

Lion Oakes reviews your patient experience program and delivers an executive report with clear strengths, gaps, and opportunities. We complement your existing staff and initiatives.

Deliverables

- Executive Summary Report with program strengths, risks, and strategic implications
- Lion Oakes Scorecard benchmarking patient experience performance
- Prioritized Recommendations with clear, measurable next steps
- 30 Days of Leadership Support following the executive presentation

What to Expect

- **Intake:** Remote review of your priorities, data, and existing initiatives
- **Assessment:** Conversations with leaders, frontline staff, and support services
- **Report:** Executive-ready summary with benchmarks, observations, and prioritized recommendations
- **Executive Presentation:** Session with leadership to review findings and set direction. Lion Oakes remains available for 30 days to support leadership as changes begin.

Why Lion Oakes

- Physicians who turn patient experience into measurable results
- Trusted by clinicians and understood by executives
- Evidence-based strategies that improve reputation, retention, and reimbursement