

## MEDICAID PROVIDER BULLETIN

November 2019

### Improving the patient experience

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 Anthem Blue Cross and Blue Shield Medicaid 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).



<https://mediproviders.anthem.com/ky>

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