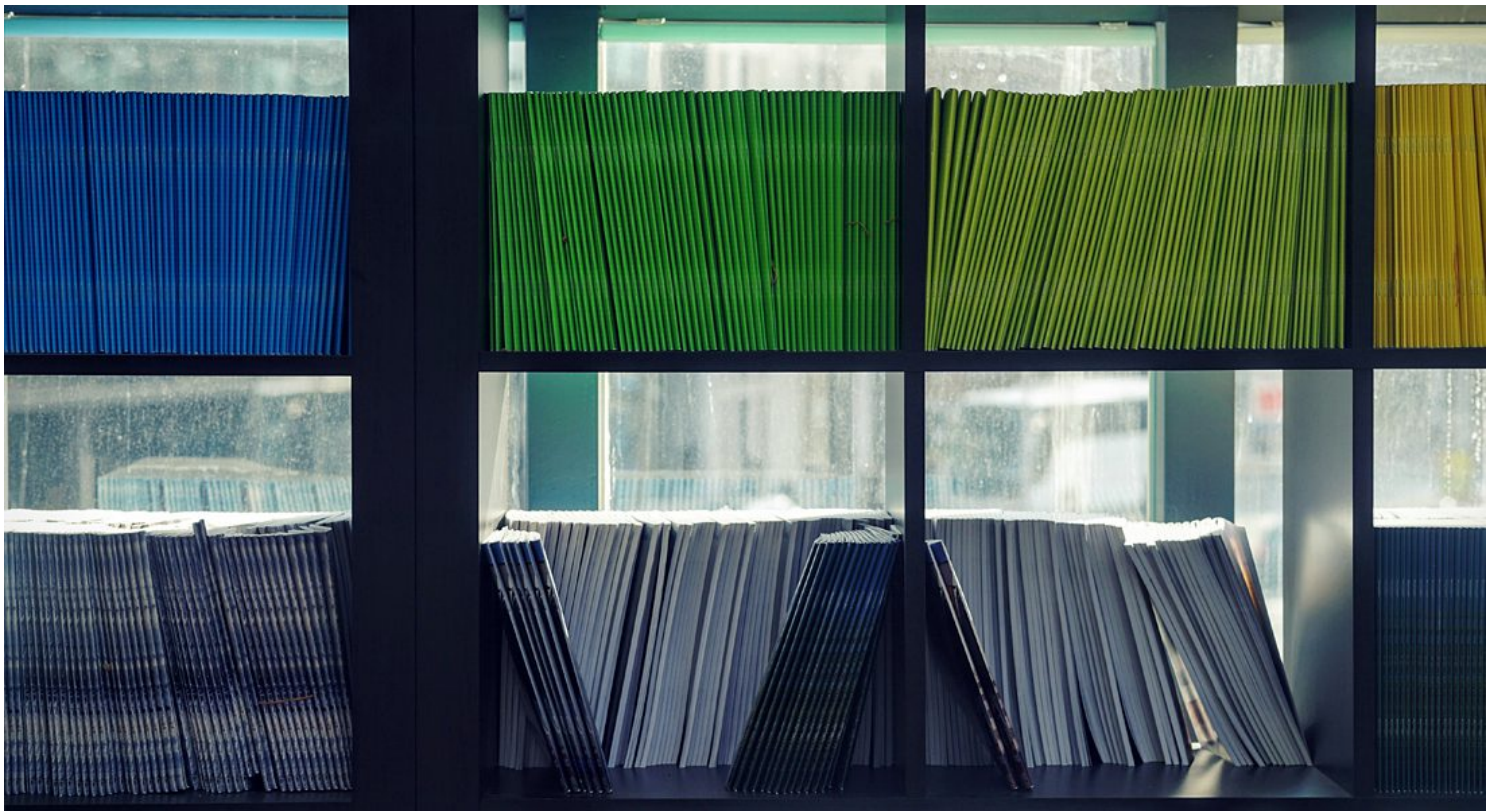


NEWS & INSIGHTS

Five Star Service - Excellence in GI

BY: [JAMES W. SAXTON](#) | [INSIGHTS](#) | [RESOURCE](#)

JANUARY 1, 2016



The lines have crossed in a historic fashion significantly increasing the importance of classic service excellence or enhancing the patient experience. It has long been a subject of research and studies showing that the better the patient experience the less likelihood of a medical professional liability claim. If anything, the relationship between the two has been undervalued! What is now coming into clearer focus is the correlation between high scores in the patient experience arena and positive economic consequences to a practice, particularly as value-based reimbursement becomes more dominant.

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