

Patient Experience Improvement Incentive Program

To: Select PCPs

From: IEHP- Quality Programs

Date: September 10, 2026

Subject: **Patient Experience Support Call – Special Tools & Resources Available on September 16, 2026!**

Thank you for your continued participation in the Patient Experience Improvement Incentive Program!

To further support your improvement work, IEHP hosts Patient Experience Support Calls twice monthly. These sessions offer an open forum to ask questions, share challenges, and learn practical strategies to strengthen your improvement efforts.



We are pleased to share that the September 16, 2026, session will feature expanded support, with our Press Ganey colleagues joining specifically to provide additional tools, best practices, and measurement strategies to help you evaluate the success of your project.

IEHP Patient Experience Support Calls

Program Support Calls provide an open forum for participants to celebrate successes, ask questions, share challenges, and learn from one another. Discussions emphasize practical improvement strategies and real-time problem-solving to help teams identify opportunities and overcome obstacles.

Support calls are offered twice monthly from September 2026 through January 2027. Pre-registration is not needed. Participants can join on any of the listed dates/times:

- Option 1: **2nd Thursday of each month, 12:00 PM – 1:00 PM PST**
- Option 2: **3rd Wednesday of each month, 12:00 PM – 1:00 PM PST**

How to Join the IEHP Patient Experience Support Calls

To make participation easy, a single Teams meeting link will be used for all sessions. Providers can join using the link, meeting ID, or call-in number provided below.



Microsoft Teams Meeting

<https://teams.microsoft.com/meet/26418521881872?p=Psiwkpiz9CzEgmvMOt>

Meeting ID: 264 185 218 818 72

Passcode: g68ZB6uE



Dial in by phone

[+1 574-310-8168](tel:+15743108168), [965658982#](tel:+1965658982) United States, South Bend [Find a local number](#)

Phone conference ID: 965 658 982#

To make joining easier, we encourage you to save the meeting link and call-in details in a recurring calendar appointment.

We look forward to seeing you at one of these upcoming enhanced sessions and continuing to support your efforts in improving the patient experience.

Questions related to this Incentive Program can be made to IEHPs Provider Call Center at (909) 890-2054, (866) 223-4347, or via email to the Quality Team at QualityPrograms@iehp.org.