Understanding the Patient Experience Survey
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This CME program was created by
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For the Medical Staff of Northwest Community Healthcare
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Objectives

- To recognize the need for improved patient experience
- To recognize the physician’s role in the patient experience
- To be familiar with the Press Ganey and HCAHPS survey
Why does it matter?

Patient Satisfaction

Physician Satisfaction
Patient satisfaction is directly tied to physician satisfaction and understanding the components helps to achieve better scores.
The payoff for improved patient satisfaction scores?

- Fewer complaints
- Fewer lawsuits
- Better business
Publically Reported Data

Hospitals who accept Medicare and Medicaid are required to submit data on patient satisfaction through HCAHPS.
Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

The intent of the HCAHPS initiative is to provide a standardized survey instrument and data collection methodology for measuring patients' perspectives on hospital care.
Who collects the data?

CMS allows hospitals to report data through recognized vendors who meet the CMS standards. At NCH we use Press Ganey to survey our patients.

Click here to go to the Press Ganey website.
What questions pertain to HCAHPS?

Press Ganey sends a survey to our patients and selected questions are used for HCAHPS.
Who gets the survey?

The survey is administered to a random sample of adult inpatients between 48 hours and six weeks after discharge.
Who gets the survey?

Patients admitted in the medical, surgical and maternity care service lines are eligible for the survey; HCAHPS is not restricted to Medicare beneficiaries.
Are some patients excluded?

Excluded patients:
- under 18
- died in the hospital
- discharged to hospice
- psychiatric or rehabilitative services
- prisoners
- international addresses
How many patient surveys are included?

A minimum of 300 completed surveys must be received over the course of 12 months.
What is on the HCAHPS survey?

The survey is 25 questions in length with additional demographic questions. Questions encompass critical aspects of the hospital experience.
HCAHPS measures

Results are publicly reported on the Medicare Hospital Compare Website

Click here to be taken to the website
How do our patients get the survey?

They receive the survey by mail. It is sent a second time if there is no response.
How do our patients get the survey?

If there is still no response, there is a series of three phone calls to try to contact them.
The HCAHPS Survey

Click [here](#) to see the survey
Scoring

- Never
- Sometimes
- Usually
  - Always

Only “top box” or “always” counts toward a positive score
Substantive Questions

Hospital Compare currently reports results for:

1. 7 composite topics
2. 2 individual topics
3. 2 global topics.
Composite Questions

The seven composites summarize:

1) Nurses communication
2) Physician communication with patients,
3) How responsive hospital staff are to patients’ needs
4) How well hospital staff help patients manage pain
5) How well the staff communicates with patients about new medicines
6) Whether key information is provided at discharge.
7) Care Transitions
Nurse Communication

1. Treated with courtesy and respect
2. Listen carefully to you
3. Explain things so you could understand
Physician Communication

1. Treated with courtesy and respect
2. Listen carefully to you
3. Explain things so you could understand
Responsive to needs

1. When you used the call button, how often did you get help as soon as you wanted it?
2. Help in getting to bathroom/bedpan as soon as you wanted?
Pain Management

1. How often was your pain well controlled?
2. How often did staff do everything they could to help with your pain?
Communication about new Medication

1. Before giving new medication, did hospital staff tell you what it was for?
2. Before giving you new medication, did staff tell you possible side effects?
Discharge Information

1. Did staff talk with you about whether you would have the help you need after discharge?

2. Did you get information about what symptoms to look for after discharge?
Care Transitions at Discharge

1. Staff took my preferences into account in deciding my needs
2. I had a good understanding of the things I was responsible for in managing my health
3. I clearly understood the purpose of each of my medications
Individual questions

The two individual items address
1. The cleanliness of the patient’s room
2. Quietness of patients’ rooms
Global Items

The two global items capture

1. The patients’ overall rating of the hospital
2. Whether they would recommend hospital to family and friends
What does CMS do with the surveys?

25% of Value Based Purchasing, the Medicare Quality Bonus, is based on the Patient Experience
How are we doing?

Click [here](#) to go to Hospital Compare for NCH
Other Patient Experience Data

- Outpatient
- Emergency Department
- Urgent Care
- Home Health
- Medical Group

Detailed reports of all of the Press Ganey surveys can be accessed on the NCH Intranet or by clicking here.
Tips for improving patient satisfaction

It is often the family member who completes the survey, so make sure they are included in education, treatment and discharge planning.
Tips for improving patient satisfaction

Instead of asking “do you have any questions?” ask “what questions do you have for me?”
Tips for improving patient satisfaction

Have patients and families “read back” instructions so you know they understand
Tips for improving patient satisfaction

Anticipate patient needs such as notes for work, refills of medications, and insurance forms
Tips for improving patient satisfaction

If a patient expresses a concern about the hospital, seek assistance through the Patient Advocate.
Tips for improving patient satisfaction

Let the patient know that they may be getting a survey and to fill it out as honestly as possible because it is used to determine areas for improvement.
Thank you for taking the time to complete this CME activity.

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If you have found it helpful or have suggestions please contact:
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