

Purpose in the Patient/Family Centered Experience

City Wide Orientation

Why Patient Experience Matters

- As an integral component of health care quality, patient experience includes several aspects of health care delivery that patients value
 - getting timely appointments,
 - easy access to information, and
 - **good communication with health care providers.**

Patient Experience vs Patient Satisfaction

Patient Experience is finding out from patients whether something that should happen in a health care setting (such as clear communication with a provider) actually happened or how often it happened.

Patient Satisfaction, is about whether a patient's *expectations* about a health encounter were met.

Patient Experience Leads to Quality Outcomes

- A positive patient experience is an important goal in its own right.
- Substantial evidence points to a positive association with several important health care processes and outcomes.
 - Patient adherence to medical advice
 - Improved clinical outcomes
 - Improved patient safety practices
 - Lower utilization of unnecessary health care services.
- Combining patient experience measures with other measures of quality is critical to creating an overall picture of performance.

Patient/Family Experience

- Understanding the perspective of the patient and family.
 - Patient/Family- Centered
- HCAHPS measures most correlated with a positive experience and outcomes
 - Centers for Medicare/Medicaid measuring tool that surveys discharges - began in October 2006
 - HCAHPS - Hospital Consumer Assessment of Healthcare Providers and Systems
 - Collection of data from discharges
 - Ultimate will compare the data between hospitals
 - Holds Hospitals accountable for patient experience

HCAHPS Measuring Tool

Measuring Tool Consists of:

Composite Topics

- Communication (Q 1, Q2, Q3)
- Doctor's Communication (Q5, Q6, Q7)
- Responsiveness of Hospital Staff (Q4, Q11)
- Communication About Medicines (Q16, Q17)
- Discharge Information (Q19, Q20)

Do you see your purpose?

HCAHPS Measuring Tool (cont)

Individual Items

- Cleanliness of Hospital Environment (Q8)
- Quietness of Hospital Environment (Q9)

Global Items

- Overall Rating of Hospital (Q21)
- Willingness to Recommend Hospital (Q22)

Do you see your purpose?

Know your Purpose in Patient Experience!

Know your Purpose!

Composite topics:

- **Communication of Healthcare Provider (Physician, Nurses, YOU)**
 - Treatment with courtesy and respect
 - Listened carefully to me
- **Responsiveness of Staff**
 - Call bell answered timely
 - Assistance with toileting needs
- **Communication about Medications**
 - Provider/Staff explained medicine in a way I could understand
 - Provider/Staff clearly described side effects

Know your Purpose!

Composite topics (cont):

- **Discharge Information**
 - Discussed help needed after patient left hospital
 - Written symptoms/health info provided
- **Care Transition**
 - Took my health care preferences into account
 - Good understanding of my responsibilities in managing my health
 - Understood purpose of medications

Individual Items

- **Cleanliness and Quiet**
 - Room and bathroom kept clean
 - Area around room kept quiet at night

Know your Purpose!

Global Items

■ Overall Rating of Hospital (Q21)

- Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

■ Willingness to Recommend Hospital (Q22)

- Would you recommend this hospital to your friends and family? Would you say...

Key Points

- Patient's perspective valued as being important - Introduce and manage up the on-coming nurse
- If a new diagnosis or test results occur, give the information the patient is aware of during Bed Side Report
 - Check the equipment and supplies in the room (IVs, monitors, availability of emergency equipment)
- Relieve the patient/family anxiety
- Do not use negative connotative language
- Exclude opinions