HEN 2.0 QUALITY IMPROVEMENT (QI) OFFICE HOURS: PATIENT SATISFACTION

August 3, 2016
11:00 AM – 12:00 PM CDT
Welcome & Introductions
Katie Harris, Program Manager, HRET
SPEAKERS

• Dr. Joshua Rosenberg
• Jane Taylor
• Kathy Luther
• Kathy Duncan
# TODAY’S AGENDA

## Quality Improvement Office Hours: Patient Satisfaction

August 3, 2016 | Virtual | 11:00 AM-12:00 PM, CST

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<tr>
<th>Time</th>
<th>Session Description</th>
<th>Presenter</th>
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<tr>
<td>11:00-11:05 AM</td>
<td>Welcome and Introductions</td>
<td>Katie Harris, Program Manager</td>
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<td>• Review of platform and agenda</td>
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<tr>
<td>11:05-11:45 AM</td>
<td>Physician Story</td>
<td>Dr. Josh Rosenberg, VP, Clinical Operations, Apogee</td>
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<td></td>
<td>• The importance of patient satisfaction</td>
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<td>• Actionable and easy advice for increasing patient satisfaction</td>
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<td>11:45-11:55 AM</td>
<td>Questions from the audience</td>
<td>Dr. Josh Rosenberg, Jane Taylor, Kathy Duncan, Kathy Luther</td>
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<td>• Fellows can ask any questions they have</td>
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<td>11:55-12:00 PM</td>
<td>Bring It Home</td>
<td>Katie Harris</td>
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<td>• Review next steps</td>
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THE PATIENT EXPERIENCE

Joshua M. Rosenberg, D.O., FACP, FHM
Vice President of Clinical Operations
Apogee Physicians
The HCAHPS Survey...

“...is the first national, standardized, publicly reported survey of patients' perspective of hospital care.”

“...is administered to a random sample of adult patients across medical conditions between 48-hours and six weeks after discharge...”

https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-instruments/HospitalQualityInits/HospitalHCAHPS.html
DOCTORS & NURSES

Is Your Doctor Burned Out? Nearly Half of U.S. Physicians Say They’re Exhausted

Burnout and poor work-life balance are a bigger problem for doctors than other professions

By Alexandra Sifferlin @acsifferlin | Aug. 21, 2012 | 24 Comments

Job burnout can strike workers in nearly any field, but a new study finds that doctors are at special risk. Nearly 1 in 2 U.S. physicians report at least one symptom of burnout, with doctors at the front line of care particularly vulnerable, the study found — a significantly higher rate than among the general working population.

Overtaxed doctors are not only at risk for personal problems, like relationship issues and alcohol misuse, but their job-related fatigue can also erode professionalism, compromise quality of care,
HCAHPS Are Not Fair

• “I only see the patient at the time of discharge.”

• “It’s only the ‘always’ that counts.”

• “Our hospitalists / sub-specialists / surgeons / nurses are horrible to patients.”

• “People in our community just don’t believe in the words ‘excellent’ or ‘always’.”
“Higher patient satisfaction was associated with... ...increased mortality.”

“...physicians frequently acceded (discretionary) requests.”

“Satisfied patients are more adherent to physician recommendations and more loyal to physicians.”
“. . . [doctors] in the top quartile of HCAHPS performed better than those in the bottom quartile... ...for Acute Myocardial Infarctions.”
“...higher hospital-level patient satisfaction scores were independently associated with lower 30-day readmission rates for acute myocardial infarction, heart failure and pneumonia...”
HCAHPS
Patient Satisfaction
Patient Experience
The Questions

During your hospital stay how often did doctors

1. Treat you with courtesy and respect?
2. Listen carefully to you?
3. Explain things in a way you can understand?

The Questions

During your hospital stay how often did doctors

1. Treat you with courtesy and respect?
2. Listen carefully to you?
3. Explain things in a way you can understand?
4. During this hospital stay, how often was your pain well controlled?
5. During this hospital stay, how often did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

5 Essential Human Needs

- Be heard and understood
- Belong and contribute
- Feel stable and in control
- Feel significant
- Be successful
Compassion

“HCAHPS puts the ‘care’ back into healthcare.”

-Mark David Jones
Starting Over

18. Indiana University Health North Hospital (Carmel) — 88 percent

My Journey
Jonathan Goble
CEO, IU Health North Hospital

Reprinted with permission of Jonathan Goble
“A Positive Culture Doesn’t Happen by Accident”

Reprinted with permission of Jonathan Goble
EMPOWERMENT
AIDET
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| Relevant data            | Trust           |
Ability of Hospitalized Patients to Identify Their In-Hospital Physicians

75% of patients admitted to an acute care hospital were unable to name a single physician involved in their care.

Of the 25% who were able to give a name, only 40% gave the correct name of their physician.

What Can You do?

- Full name - reduce formality
- Business card
- Dry erase board
- Your role in their care
- Your experience and expertise
- Ask permission before examining the patient
- Sit when possible
- Change the plane of the conversation
Duration

2009 Press Ganey Pulse Report

- Shorter patient wait times $\rightarrow$ HCAHPS $> 80^{th}$ percentile
- Wait times $> 1$-hour $\rightarrow$ HCAHPS $= 1^{st}$ percentile

• Wait time $> 4$-hr **AND** Top Score?

  "How well were you kept informed about delays?"

  ✓ Very good

• How long will hospital stay take?

• When will results be available?

The HCAHPS Handbook

- 75% of patients didn’t know DC meds
- 56% of patient don’t understand their care plan

1. Name diagnosis
2. Understandable language
3. Natural course of disease
4. Tests
5. Provide written literature
6. “What more information would you like?”

Thank You

• Final impression

• “Thank you for trusting me to care for you.”
A New Way of Thinking

- HCAHPS are a Patient Satisfaction Metric
A New Way of Thinking

- HCAHPS are a Patient **Safety** Metric

- HCAHPS = Treatment Option

- Post the scores monthly
Your Patient’s Experience

Customer Service

Partnership

Would your patient want you to care for them the next time they were sick?
Would you?

Empowerment

Manage Up
“I know you’re ill. I will do my best to help you get better quickly. I want you to have a great experience in my hospital. I take pride in your experience. If there is anything that is not up to your expectations, please let me know as soon as possible.”
Thank You
CITATIONS

• Jonathan Goble; CEO IU Health North. Carmel, IN


• If Disney Ran Your Hospital. 9½ Things You Would Do Differently. Lee, Fred. 2004

• The HCAHPS Handbook. Hardwire Your Hospital for Pay-for-Performance Success. Studer, Q., Robinson, B., Cook, K. 2010
CITATIONS

• https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-instruments/HospitalQualityInitiatives/HospitalHCAHPS.html


• http://healthland.time.com/2012/08/21/is-your-doctor-burned-out-nearly-half-of-u-s-physicians-say-theyre-exhausted/

• https://www.cartoonstock.com/directory/w/waiting_list.asp
CITATIONS

• Fenton, J., Jerant, A., Bertakis, K. and Frnks, P. “The Cost of Satisfaction.” *Archives of Internal Medicine* 2012; 172(5): 405-11


• Boulding, W., Glickman, S., Manary, M., Schulman, K., Staelin, R. “Relationship Between Patient Safety with Inpatient Care and Hospital Readmission Within 30-Days.” *Journal of Managed Care* January 2011. Online.

CITATIONS


• Arora, Vineet, et al. “Ability of Hospitalized Patients to Identify their In-Hospital Physicians.” *Archives of Internal Medicine* 169, no. 2 (2009): 199-201

WHAT WOULD YOU LIKE TO SHARE OR ASK?

Share

Ask
BRING IT HOME
Katie Harris, Program Manager, HRET | 11:50 – 11:55
FELLOWSHIP EVENTS

Webinar #9: August 17
Office Hours: August 31
Webinar #10 & ALF Celebration: September 7
TO MAKE UP WEBINARS YOU’VE MISSED...

Visit the [ABQAURP HRET page](#), and add the courses you did **not** attend live to your ‘cart’.

- Register on the ABQAURP website, and enter the coupon code HRETALF.
- Upon checkout, you will get to a page where you can ‘launch’ each event.
- Fellows will need to watch the entire event, and there is a pre-test and post-test quiz that must be completed to receive credit.
- Those who watch will receive credit toward their 8 out of 10 webinar requirement for the fellowship certificate AND 1.0 continuing education credit per webinar.

CLOSES SEPTEMBER 7TH!
SENDING IN YOUR PROJECTS...

• Requirements
  – Attend 8 fellowship webinars
  – Do a QI project and send in a PPT about the project to mbender@aha.org by August 15
• As of July 27, 100 fellows are on track to receive the certificate
• Many more COULD earn the certificate if they watch the recordings (and send in a PPT on their project)
THANK YOU!

Find more information on our website: 
www.hret-hen.org

Questions/Comments: hen@aha.org