

# Patient Experience Voice of the Patient

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9/13/2018

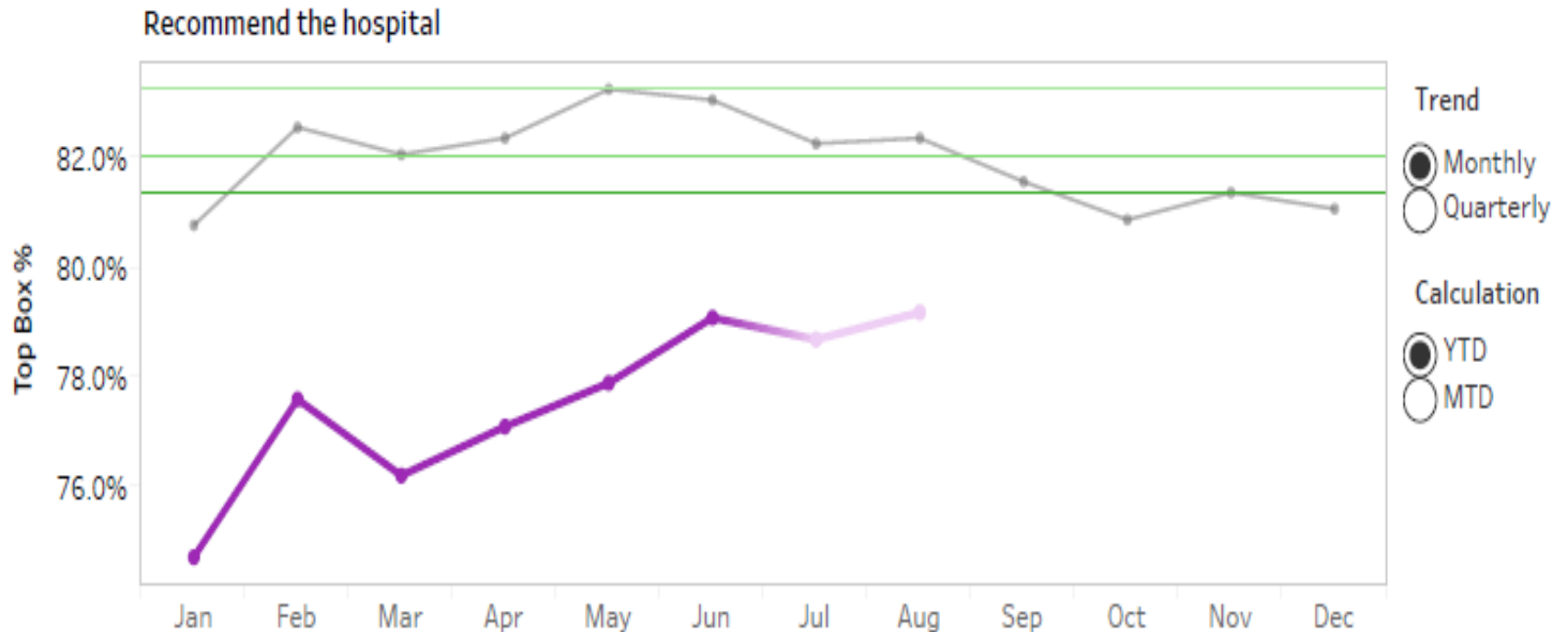


**Phelps Hospital**  
Northwell Health<sup>SM</sup>

# HCAHPS – Recommend the hospital

YTD Top box – 79.2%

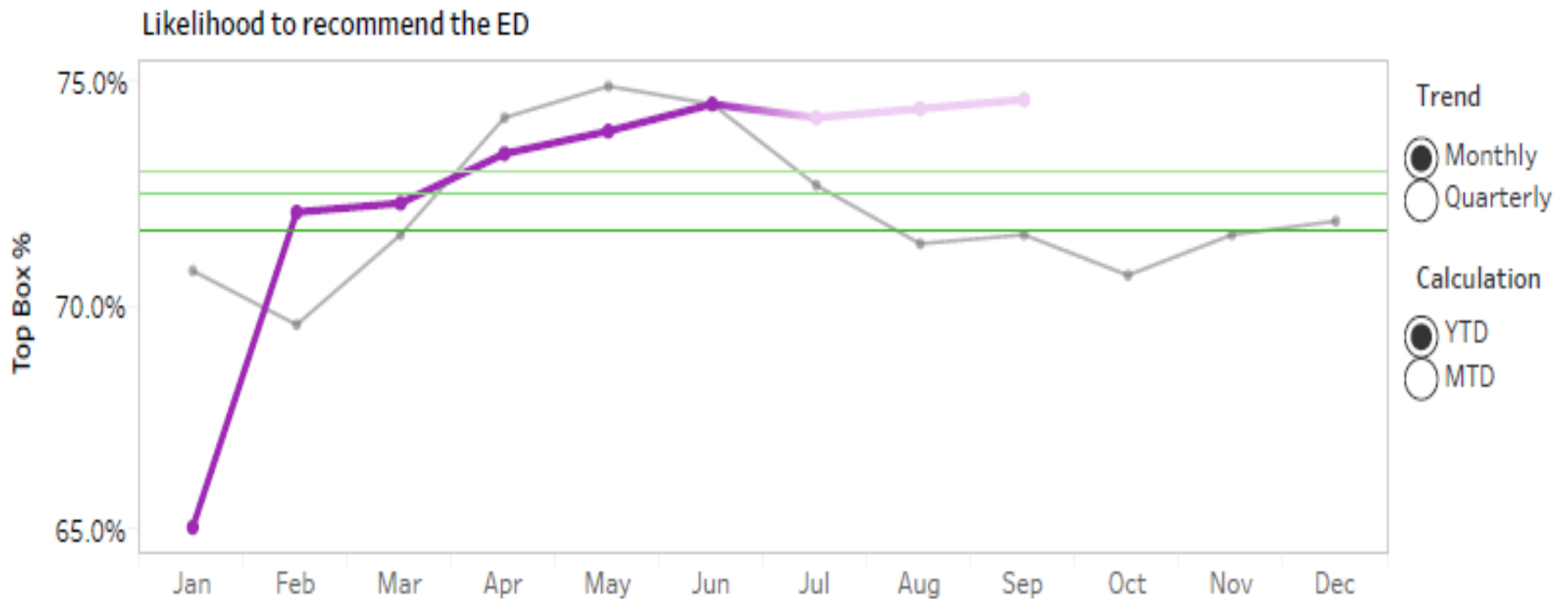
YTD Rank- 70%ile



# ED – Likelihood to recommend

YTD Top Box – 74.6%

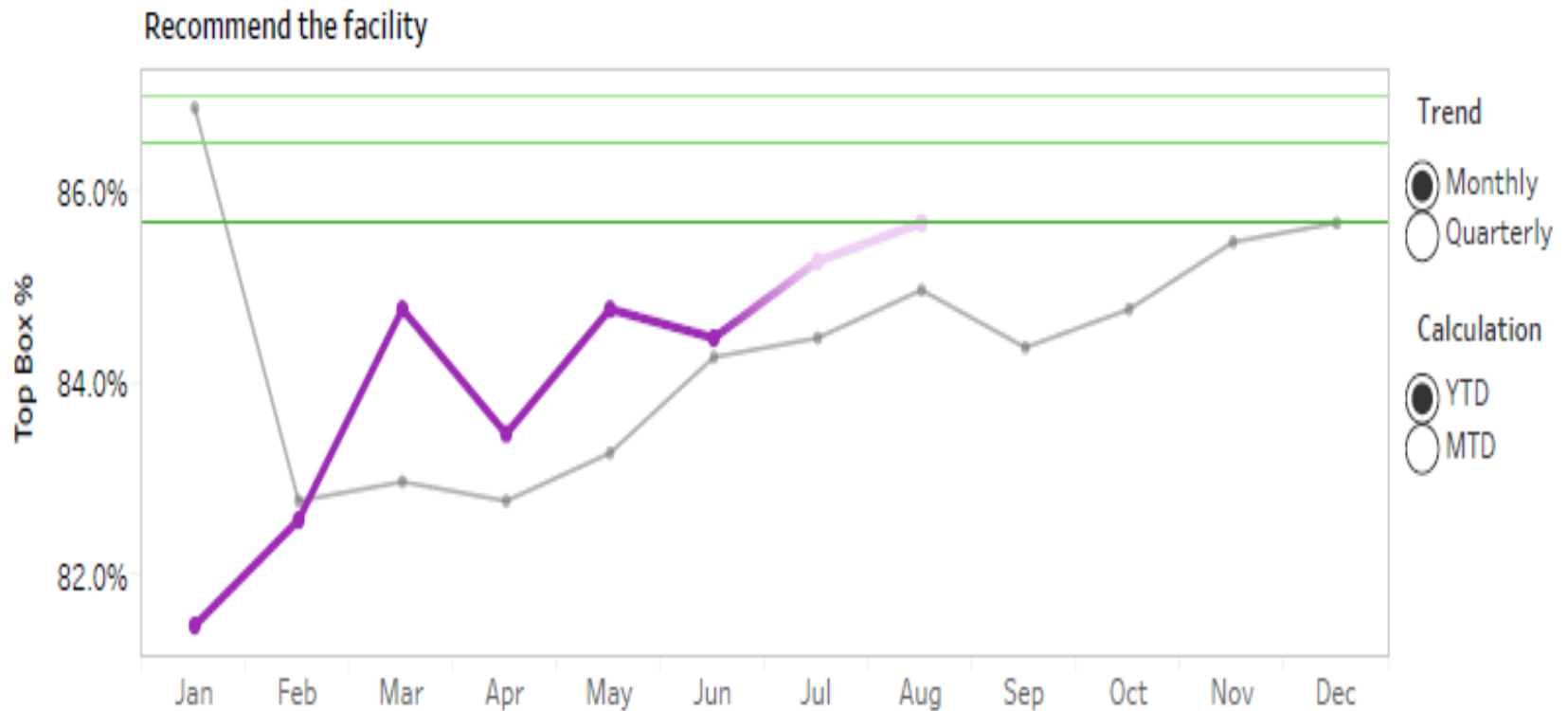
YTD Rank – 72%ile



# OAS – Outpatient Ambulatory (Procedures)

YTD Top Box – 85.7%

YTD Rank- 59%ile

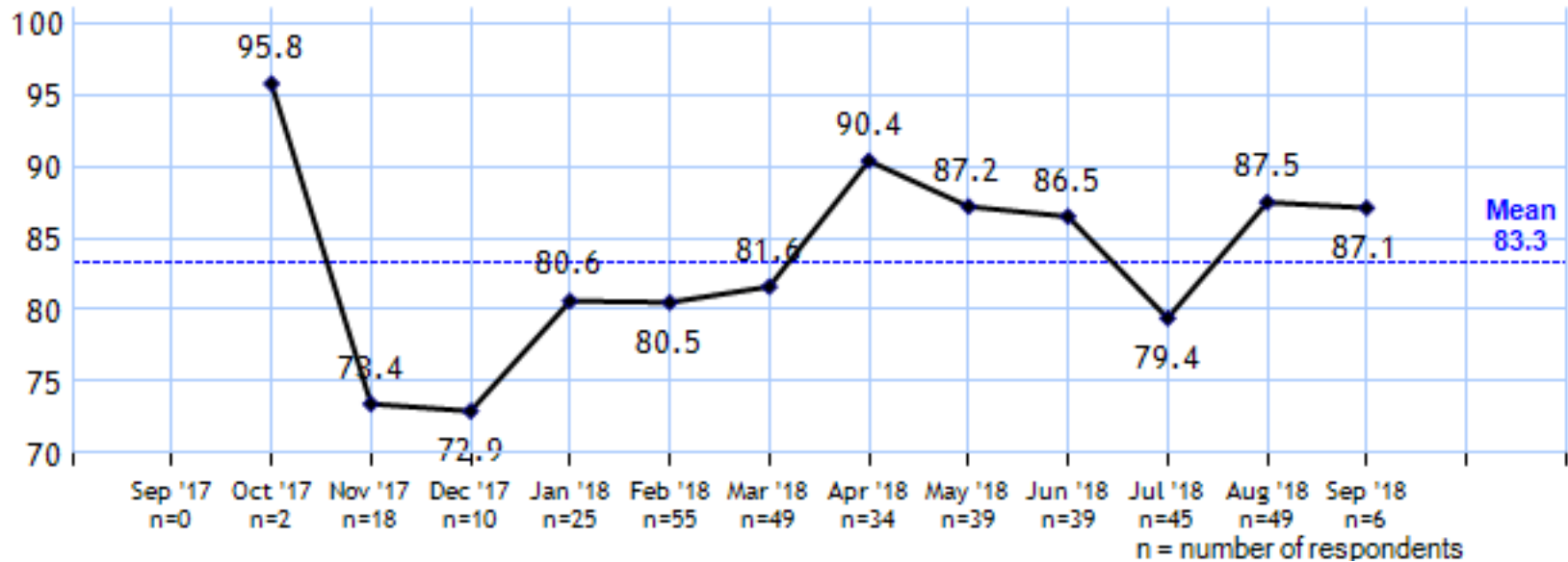


# Outpatient Oncology

Oncology/Infusions at Phelps

Top Box Trends

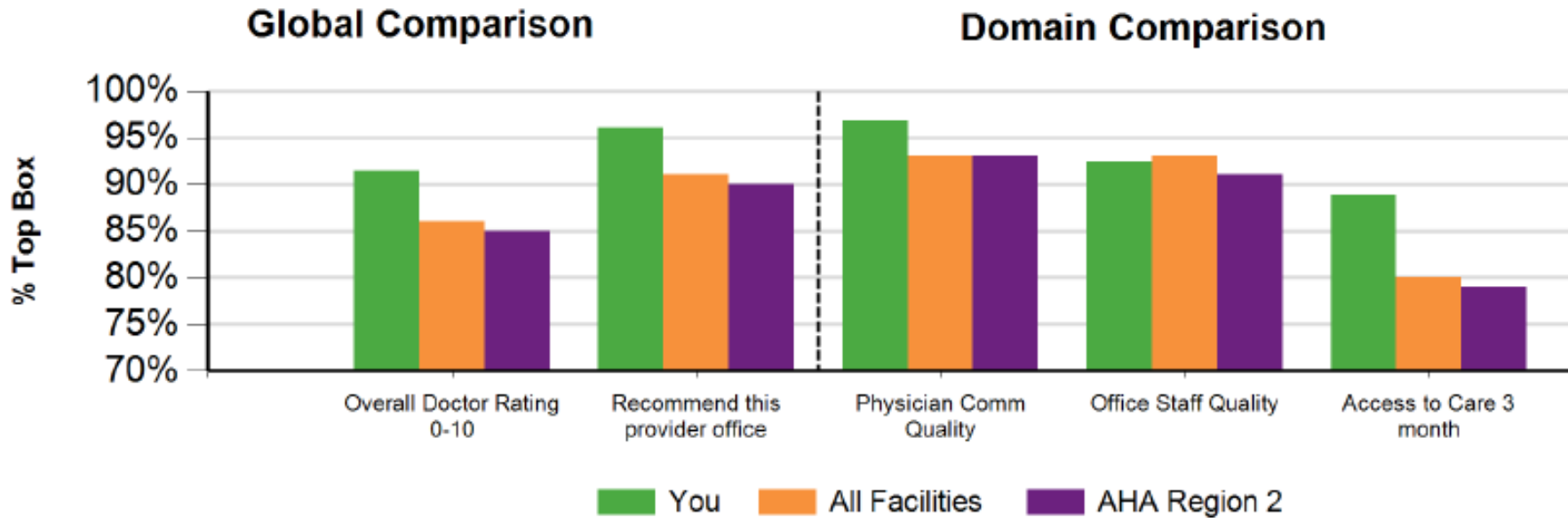
Overall



Oncology/Infusions at Phelps

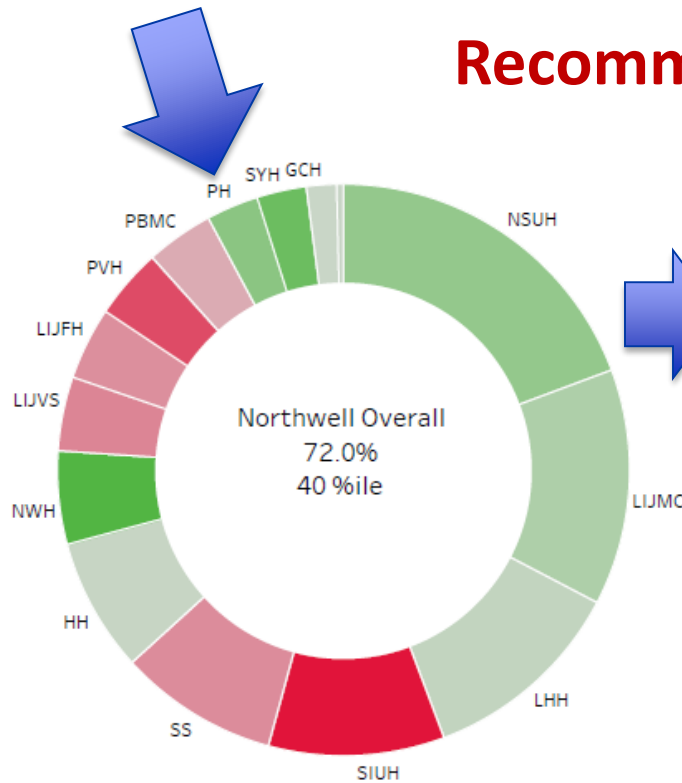


# PMA Survey



# Northwell Health

## Recommend the Hospital

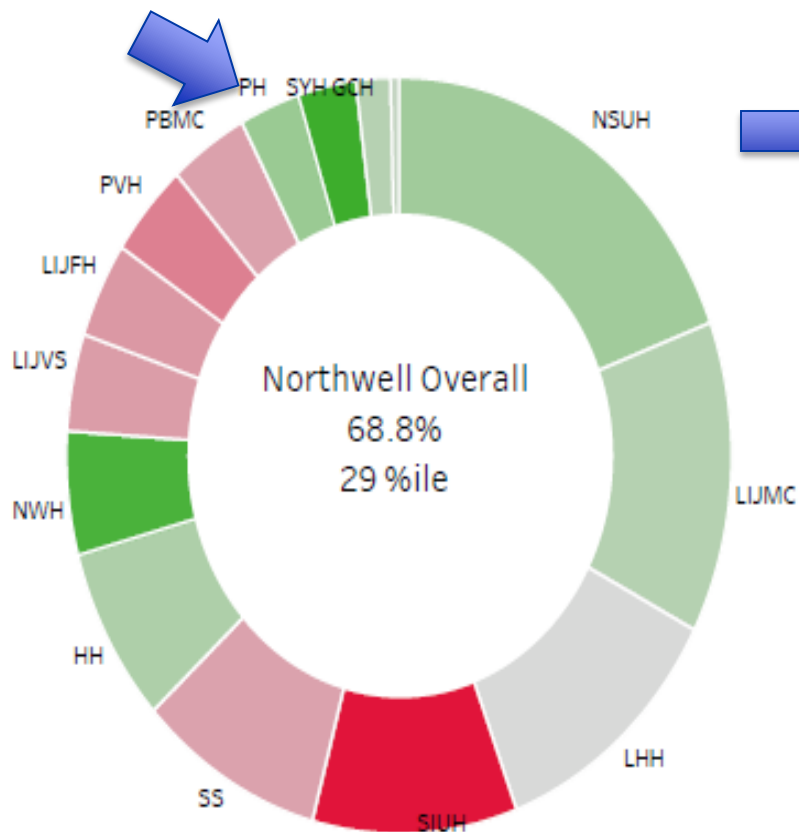


Site/Unit	Top Box	Rank	Total n-Size	% n-Size
Northern Westchester	85.2%	89	1,150	5.3%
Syosset Hospital	82.3%	82	617	2.8%
Phelps Hospital	79.2%	70	644	2.9%
North Shore	78.3%	67	4,220	19.3%
LIJ Medical Center	75.8%	56	2,918	13.4%
Lenox Hill Hospital	74.0%	49	2,539	11.6%
Huntington Hospital	73.6%	46	1,655	7.6%
Mather Hospital	73.5%	46	83	0.4%
Glen Cove Hospital	73.4%	45	365	1.7%
Peconic Bay	68.3%	28	832	3.8%
LIJ Forest Hills	66.0%	22	894	4.1%
Southside Hospital	65.8%	21	1,968	9.0%
LIJ Valley Stream	65.2%	20	913	4.2%
Plainview Hospital	60.6%	10	875	4.0%
Staten Island	56.3%	4	2,170	9.9%

# Northwell Health

## Rate the Hospital

Rate the hospital 0-10



Site/Unit	Top Box	Rank	% n-Size
Syosset Hospital	81.6%	86	2.8%
Northern Westchester	80.3%	82	5.3%
Phelps Hospital	73.4%	50	2.9%
North Shore	72.9%	48	19.3%
Huntington Hospital	71.9%	44	7.5%
LIJ Medical Center	71.4%	42	13.4%
Glen Cove Hospital	71.3%	41	1.7%
Mather Hospital	70.2%	36	0.4%
Lenox Hill Hospital	68.9%	30	11.6%
Southside Hospital	64.9%	15	9.0%
Peconic Bay	64.8%	15	3.8%
LIJ Valley Stream	64.5%	14	4.2%
LIJ Forest Hills	64.1%	13	4.1%
Plainview Hospital	62.4%	9	4.1%
Staten Island	54.8%	2	10.0%



# New Areas Fielding Press Ganey Surveys

- Wound Healing Institute
- Hyperbaric
- Outpatient Cardiovascular

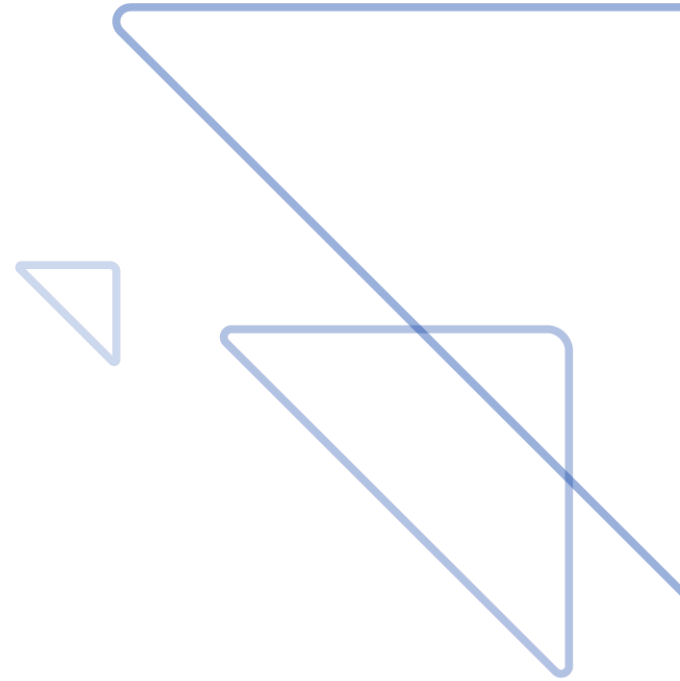
# 80<sup>th</sup> (& beyond) Percentile Strategies

## Let's Start with Basics

- Encourage Patients to Respond to Survey
- On Stage/Off Stage Mindset
- Say Hello in the Hallways : Remember 10 foot, 5 foot rule
- Don't Use Cell phones in Hallway
- Every Moment, Every Encounter Matters
- **S M I L E**

Questions?  
Comments...

Thank You



# OPCE Dashboards – available on Northwell Intranet

## Surveys Received by 9/7/18

- The following graphs displayed at today’s Management Meeting indicate the Willingness to Recommend scores for identified areas.
- The graphs show the top box scores by month.
  - x-axis = months
  - y- axis = top box percentage - which is the percentage of responses that indicate “yes definitely” to the question, *Willingness to Recommend*

### Graph legend :

- Green lines indicate the threshold, goal and stretch goals
- The light grey line indicates 2017 scores by month
- The Dark purple line indicates 2018 scores by month, the line trails into a light purple for most recent 2 months ( this gives us a 2 month window for survey returns)