

# Patient Experience - Seeing our services through the patient's eyes

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April 2019 PX Report



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

- **CMS STAR RATINGS -Congratulations PHELPS!**

- The Centers for Medicare & Medicaid (CMS) created the Five Star Quality Rating System in an effort to help patients, families and caregivers make informed decisions regarding where to receive care.
- AT the start of each quarter, CMS publishes “Overall Hospital Quality Star Ratings” on the Hospital Compare public website.
- Each hospital is assigned between one and five stars, based on a one year rolling performance period.
- Phelps Hospital is the ONLY hospital in Westchester County and in the Northwell system to achieve a 4 star quality rating for the current 2019 release. This is a GREAT RECOGNITION; be PROUD

# How are STAR RATINGS Calculated?

- Several measures are considered in the Overall Star Ratings
- Ratings are calculated on following quality measures:
  - Mortality
  - Safety of Care
  - Readmission
  - Patient Experience ( HCAHPS)
  - Effectiveness of Care
  - Timeliness of Care
  - Efficient Use of Medical Imaging.

July 2019 PX Star Ratings Estimate for the Patient Experience portion of the calculation.

Northwell Health, Inc Star Rating Performance - Facility Level

	Northwell Health, Inc (System Level)	Syosset	Northern Westchester	Mather	Phelps	North Shore University	Huntington (330045)	Glen Cove	Peconic Bay Medical Center	Long Island Jewish Valley Stream	Lenox Hill	Long Island Jewish Medical Center	Southside	Plainview	Staten Island University	Maimonides Medical Center	Long Island Jewish Forest Hills
HCAHPS Summary Star Rating	3	5	4	4	4	3	3	3	3	3	3	3	2	2	2	2	2
Overall Rating	3	5	5	4	4	4	4	4	3	2	3	3	2	2	2	2	2
Likelihood to Recommend	3	4	5	4	4	4	3	3	3	3	3	3	2	2	2	2	2
Nurse Communication	3	5	4	4	4	3	3	3	3	3	3	3	3	2	3	2	2
Doctor Communication	3	5	4	4	4	4	4	4	3	3	4	3	3	3	2	3	1
Responsiveness	3	4	4	5	4	3	3	3	3	3	3	2	2	3	2	1	2
Medicine Communication	3	5	4	4	3	3	3	3	2	3	2	3	2	2	2	1	2
Clean	3	4	3	4	4	3	3	4	3	3	2	2	3	2	1	1	2
Quiet	2	2	3	2	2	2	2	2	1	3	1	2	2	1	1	1	1
Discharge Info	3	5	4	5	4	3	3	1	3	1	2	2	2	2	1	2	2
Care Transitions	3	5	4	4	4	4	3	3	2	2	2	2	2	2	2	2	1

Notes:

•Scores are mode and patient-mix adjusted based on CMS technical specifications. After the system-level score, hospitals are sorted left to right by highest Summary Star Rating, then by net sum of the Domain Stars. Hospitals with the same net sum of Domain scores are sorted alphabetically.

•Color indicates star performance: 1 2 3 4 5

# Current Patient Experience Scores

- Office of Patient & Customer Experience (OPCE) maintains a website on the Northwell Intranet portal where Press Ganey scores are updated twice a week.
- This allows us to monitor current survey results which help to deliver the best care possible
- Seeing the care and services we provide in a timely manner help us to do our best.
- The following slides give us early snapshot on our HCAHPS (inpatient), ED, OAS and Inpatient Behavioral Health surveys.

# HCAHPS – Inpatient Recommend the Hospital

Surveys received through 4/5/19

Goal = 80%    Top Box = 71.5

Rank = 46%ile

Ranking below 50% with a top box of 71% indicates how high scores are nationally.

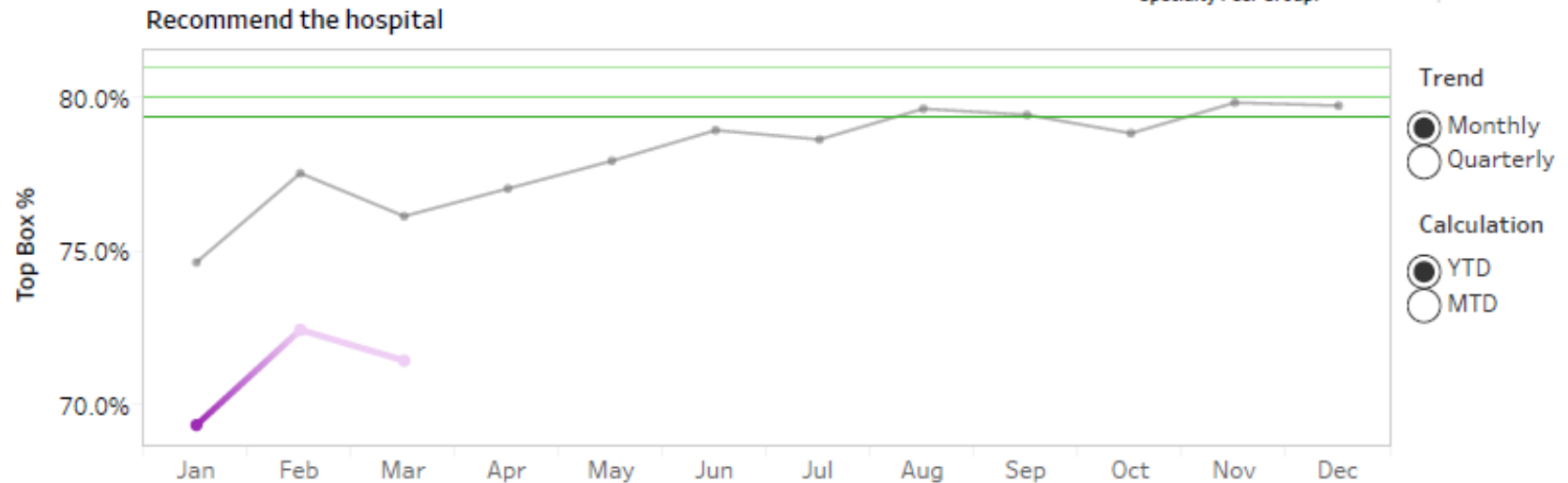
Surveys received through: Fri, Apr 05, 2019

Database:

All Press Ganey

Specialty Peer Group:

All Respondents



Light purple indicates trend but will turn dark as more surveys are returned.

Purple = YTD top box Score

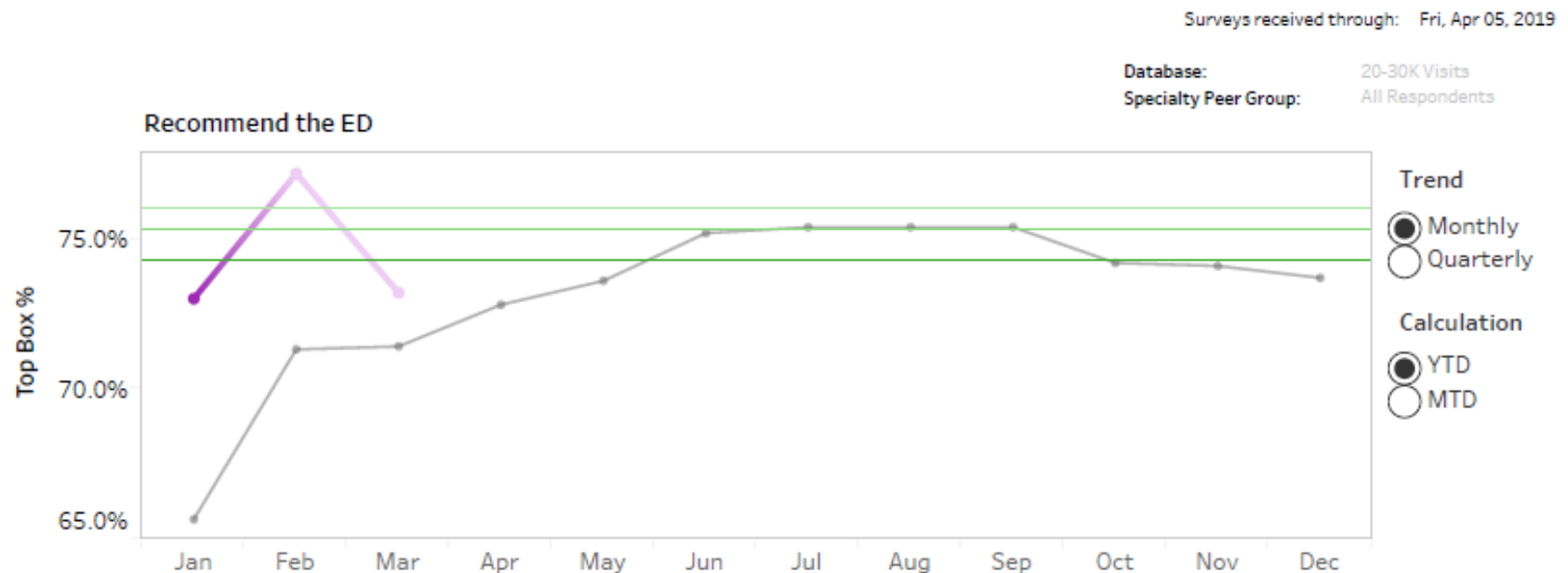
Grey = 2017 Scores

Green = Threshold, Goal, Stretch

# Emergency Department - Surveys received through 4/5/19

## Recommend the ED

GOAL 75.2      Top Box = 75.3%      Rank = 85%ile



Light purple indicates trend but will turn dark as more surveys are returned

Purple = YTD top box Scores

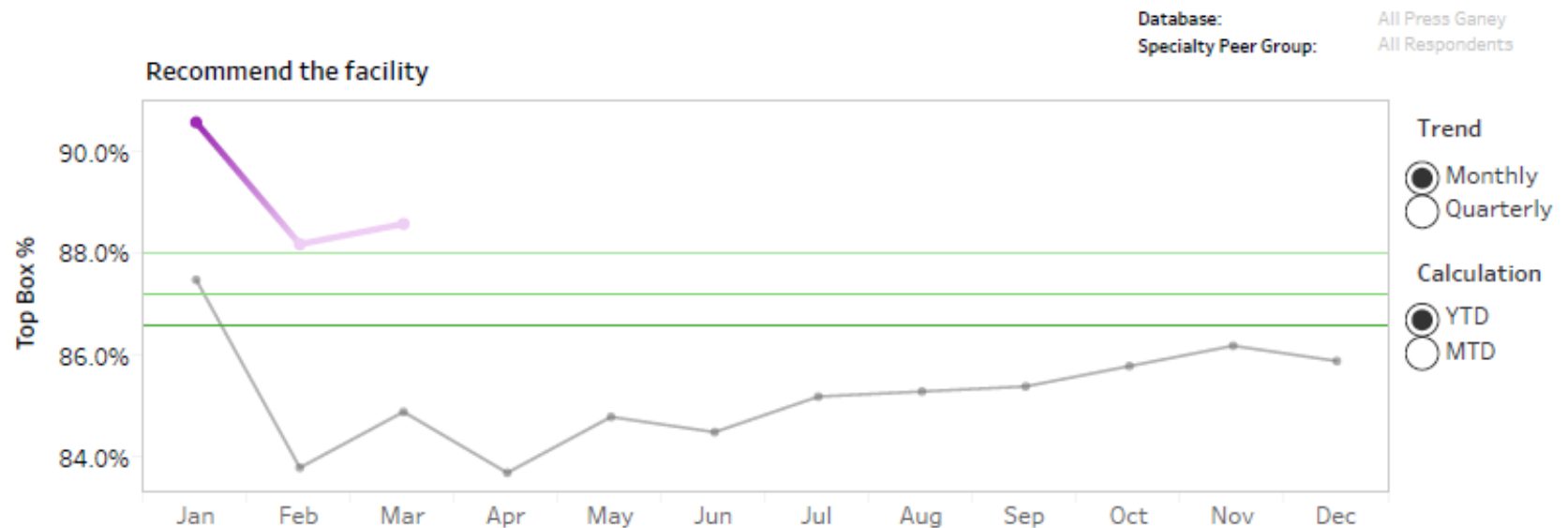
Grey = 2017 Scores

Green = Threshold, Goal, Stretch

# OAS – Outpatient Ambulatory (Procedures)

## Endo, Eye Surg, Intrv Rad, Pain Center, ASU

Goal = 87.2    Top Box = 88.6    Rank = 79%ile



Light purple indicates trend but will turn dark as more surveys are returned

Purple = YTD top box Scores

Grey = 2017 Scores

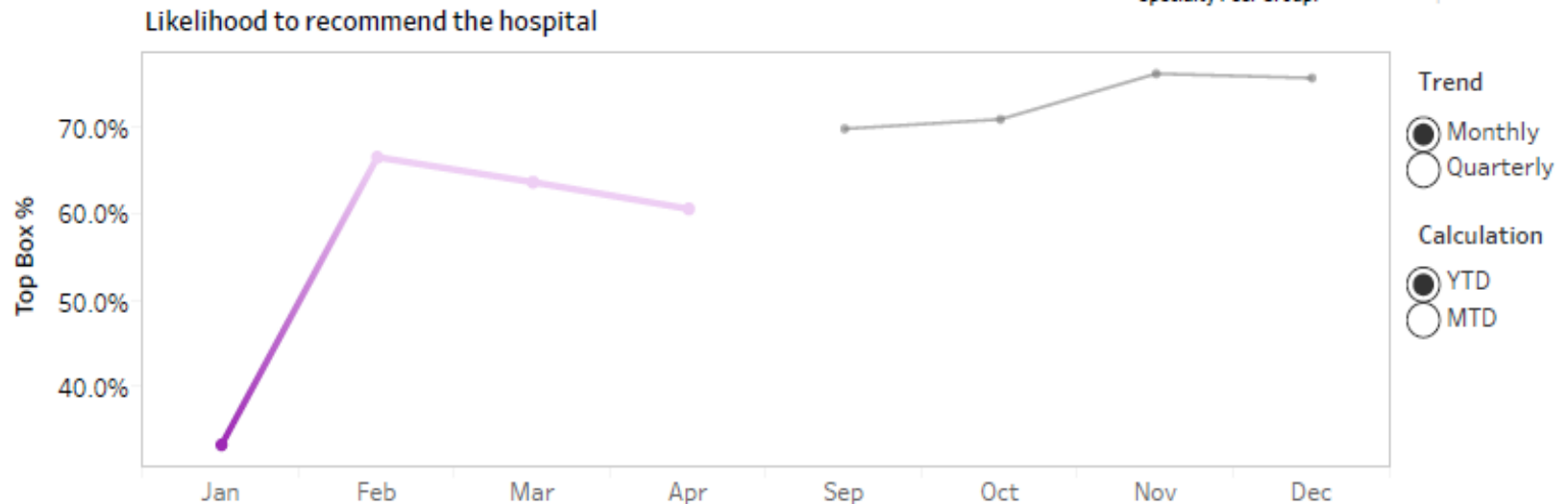
Green = Threshold, Goal, Stretch



# Inpatient Behavioral Health

Surveys received through: Fri, Apr 05, 2019

Database: All Hospitals  
Specialty Peer Group: All Respondents



Light purple indicates trend but will turn dark as more surveys are returned

Purple = YTD top box Scores

Grey = 2017 Scores

Green = insufficient data to establish goals

# OPCE Dashboard

## Lists all Survey Questions & Results – updated 2x/week



### FY19 Patient Experience Site & Unit Dashboard

Surveys received through: Fri, Apr 05, 2019

Site  
Phelps Hospital

Service  
Ambulatory Surgery

Unit/Specialty  
Overall

Month/Quarter  
YTD

Benchmark  
Specialty Peer Group




Domain	Measure	Baseline		Targets			Top Box		Rank	
		Top Box	Rank	Threshold	Goal	Stretch	YTD	Δ	YTD	Δ
Global	Recommend the facility	86.6	67	86.6	87.2	88.0	88.6	2.0	79	12
	Rate the facility 0-10	88.2	70	88.2	88.3	88.3	90.0	1.8	82	12
Communication	Domain	90.6	41	90.9	91.3	91.5	91.8	1.2	60	19
	Explanations re: anesthesia side effects	79.4	20	80.2	81.0	81.4	80.5	1.1	26	6
	Explanations re: process of giving anesthesia	92.1	34	92.4	92.8	93.0	95.5	3.4	82	48
	Given all necessary info re: procedure	92.8	63	92.8	93.7	93.9	93.6	0.8	73	10
	Instructions re: getting ready for procedure	94.0	45	94.8	95.5	95.9	94.8	0.8	60	15
	Procedure explained in a way that was easy to understand	94.7	74	94.7	95.6	95.8	94.5	-0.2	71	-3
Discharge	Domain	96.0	66	96.0	96.4	96.5	96.6	0.6	79	13
	Information re: bleeding	98.2	68	98.2	98.6	98.7	98.0	-0.2	63	-5
	Information re: nausea	98.4	81	98.4	99.0	99.2	99.5	1.1	95	14
	Information re: pain	94.8	41	95.5	96.2	96.6	96.7	1.9	77	36
	Information re: signs of infection	99.7	83	99.7	100.0	100.0	100.0	0.3	99	16
	Preparations re: what to expect during recovery	88.2	66	88.2	89.8	90.2	88.3	0.1	67	1
	Received written discharge instructions	96.6	27	96.9	97.3	97.5	97.0	0.4	34	7
Facility/Personal Treatment	Domain	97.4	67	97.4	97.8	97.9	97.2	-0.2	61	-6

# Improvement Strategies

- ❖ Familiarize yourself with website and options – track your progress – share with your staff. Short instruction packet for accessing site has been emailed to you.
- ❖ Identify measure ( survey item that you have targeted for improvement)  
Check scores every week or two; they are updated twice a week.
- ❖ Strengthen your discharge rounds or call processes. Encourage patients to return survey; **identifying that their experience is important to us and that we use the information to provide the best service possible.**
- ❖ Communicate, communicate, communicate. Explain/apologize for waits.  
**NARRATE YOUR CARE.** Ask “what questions can I answer?”
- ❖ ***Our patients tell us*** -They need to know your name; communicate change of caregiver, Use white boards, do Pass the Baton including patients/family .  
Good time to ask if they have any questions or special needs.

## NHPP - Thanks Dr. Gottlock & Practice Managers –



### Navigating our New Telephone Tree

We want to help you navigate our new phone system!

When you call our offices, you will hear an automated greeting identifying our practice location followed by a telephone tree.

Our new system is designed to provide you with clear choices to meet your specific needs:

- **Option #2** – will promptly connect you with a representative who can schedule, cancel, or reschedule an appointment. This option also allows for you to request medication refills and leave messages for your provider.
- **Option #3** – will offer several choices including:
  - Press #1 – to address billing or invoice inquiries and get connected to the Northwell Health billing department
  - Press #2 – to request medical records
  - Press #3 – to attain an authorization or a referral
  - Press #4 – to speak directly with your provider or a member of our staff

As health care today continues to change, we are committed to exceeding your expectations. Thank you for giving us the privilege

**THANK YOU**  
**Please call PX for**  
**assistance in accessing**  
**OPCE dashboards.**

5/9/2019



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Northwell Health<sup>SM</sup>