



EP20EO – INPATIENT PATIENT SATISFACTION

EP20EO: Unit- or clinic-level patient satisfaction data (related to nursing care) outperform the mean or median of the national database used.

The Department of Nursing at Phelps Hospital evaluates patient/family-perceived performance by comparing ourselves to appropriate national benchmarks for patient satisfaction.

INPATIENT PATIENT SATISFACTION SURVEY OVERVIEW

Database: Phelps Hospital uses Press Ganey's CAHPS survey tool to better understand how our patient/families view their experience with our hospital and to identify opportunities for improvement.

Benchmark: Our performance is benchmarked against Press Ganey's All Hospital Database Mean (see Table 1).

Reporting Period: The reported data spans eight quarters from fourth quarter 2017 (4Q17) through third quarter 2019 (3Q19). Data is reported quarterly by unit.

Categories: The nursing-related survey categories selected to benchmark against include:

- Patient Engagement or Patient-Centered Care
- Service Recovery
- Courtesy & Respect
- Responsiveness

EP20EO – Table 1 – Phelps Hospital Unit-Level Measures & Benchmarks

Phelps Hospital		Survey Category & Question			
Type	Unit	Patient Engagement/ Patient-Centered Care	Service Recovery	Courtesy & Respect	Responsive- ness
Medical	5 North	PG: All Hospital DB Mean <i>During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left</i>	PG: All Hospital DB Mean <i>Response to concerns/complaints made during your stay</i>	PG: All Hospital DB Mean <i>During this hospital stay, how often did nurses treat you with courtesy and respect?</i>	PG: All Hospital DB Mean <i>During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?</i>
Med-Surg	2 Center	PG: All Hospital DB Mean <i>During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left</i>	PG: All Hospital DB Mean <i>Response to concerns/complaints made during your stay</i>	PG: All Hospital DB Mean <i>During this hospital stay, how often did nurses treat you with courtesy and respect?</i>	PG: All Hospital DB Mean <i>During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?</i>
Med-Surg	3 North (FKA 2 North)	PG: All Hospital DB Mean <i>During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left</i>	PG: All Hospital DB Mean <i>Response to concerns/complaints made during your stay</i>	PG: All Hospital DB Mean <i>During this hospital stay, how often did nurses treat you with courtesy and respect?</i>	PG: All Hospital DB Mean <i>During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?</i>
Step Down	5 South	PG: All Hospital DB Mean <i>During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left</i>	PG: All Hospital DB Mean <i>Response to concerns/complaints made during your stay</i>	PG: All Hospital DB Mean <i>During this hospital stay, how often did nurses treat you with courtesy and respect?</i>	PG: All Hospital DB Mean <i>During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?</i>
Critical Care	ICU CritCare	PG: All Hospital DB Mean <i>During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left</i>	PG: All Hospital DB Mean <i>Response to concerns/complaints made during your stay</i>	PG: All Hospital DB Mean <i>During this hospital stay, how often did nurses treat you with courtesy and respect?</i>	PG: All Hospital DB Mean <i>During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?</i>
Labor & Delivery	Labor and Delivery	N/A <i>not collected by vendor</i>	N/A <i>not collected by vendor</i>	N/A <i>not collected by vendor</i>	N/A <i>not collected by vendor</i>

Type	Unit	Patient Engagement/ Patient-Centered Care	Service Recovery	Courtesy & Respect	Responsive- ness
Ante/Post Partum	4 South	PG: All Hospital DB Mean <i>During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left</i>	PG: All Hospital DB Mean <i>Response to concerns/complaints made during your stay</i>	PG: All Hospital DB Mean <i>During this hospital stay, how often did nurses treat you with courtesy and respect?</i>	PG: All Hospital DB Mean <i>During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?</i>
Pediatrics	Pediatrics	N/A <i>not collected by vendor</i>	N/A <i>not collected by vendor</i>	N/A <i>not collected by vendor</i>	N/A <i>not collected by vendor</i>
Psychiatric	1 South	PG: All Hospital DB Mean <i>Degree to which you were included in decisions about your care</i>	PG: All Hospital DB Mean <i>Response to your concerns and complaints</i>	PG: All Hospital DB Mean <i>Friendliness/courtesy of the nurses</i>	PG: All Hospital DB Mean <i>Promptness of nurses in responding to your requests</i>
Psychiatric	2 South	PG: All Hospital DB Mean <i>Degree to which you were included in decisions about your care</i>	PG: All Hospital DB Mean <i>Response to your concerns and complaints</i>	PG: All Hospital DB Mean <i>Friendliness/courtesy of the nurses</i>	PG: All Hospital DB Mean <i>Promptness of nurses in responding to your requests</i>
Psychiatric	4 North	PG: All Hospital DB Mean <i>Degree to which you were included in decisions about your care</i>	PG: All Hospital DB Mean <i>Response to your concerns and complaints</i>	PG: All Hospital DB Mean <i>Friendliness/courtesy of the nurses</i>	PG: All Hospital DB Mean <i>Promptness of nurses in responding to your requests</i>

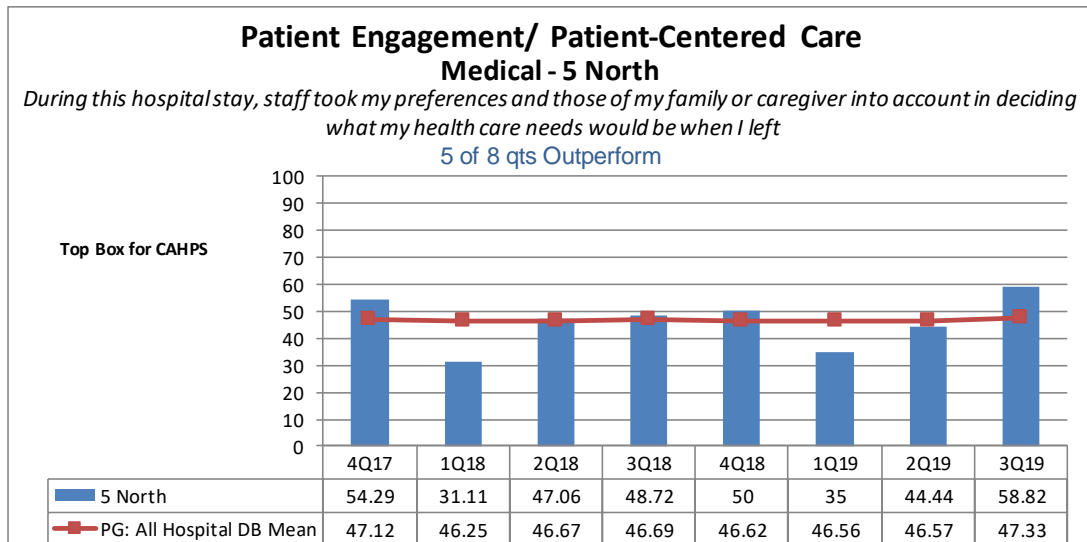
PATIENT ENGAGEMENT/ PATIENT-CENTERED CARE

EP20EO – Table 2 – Phelps Hospital Patient Engagement/ Patient-Centered Care Performance Summary

Patient Engagement/ Patient-Centered Care 6 of 9 Units Outperform <small>* less than 8 quarters of data</small>			
Unit Type	Unit	Performance Analysis	Outperformed
Medical	5 North	5 of 8 qts Outperform	★
Med-Surg	2 Center	8 of 8 qts Outperform	★
Med-Surg	3 North (FKA 2 North)	5 of 8 qts Outperform	★
Step Down	5 South	1 of 8 qts Outperform	
Critical Care	ICU CritCare	7 of 8 qts Outperform	★
Labor & Delivery	Labor and Delivery	not collected by vendor	N/A
Ante/Post Partum	4 South	6 of 8 qts Outperform	★
Pediatrics	Pediatrics	not collected by vendor	N/A
Psychiatric	1 South	0 of 8 qts Outperform*	
Psychiatric	2 South	4 of 8 qts Outperform*	
Psychiatric	4 North	5 of 8 qts Outperform*	★

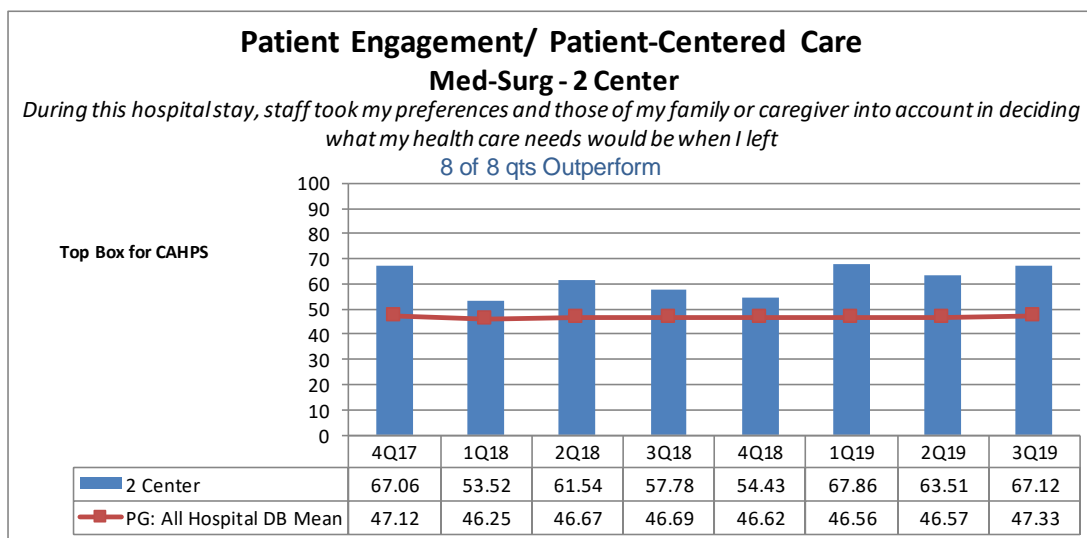
Medical: 5 North

EP20EO – Graph 1 – 5 North Patient Engagement/ Patient-Centered Care



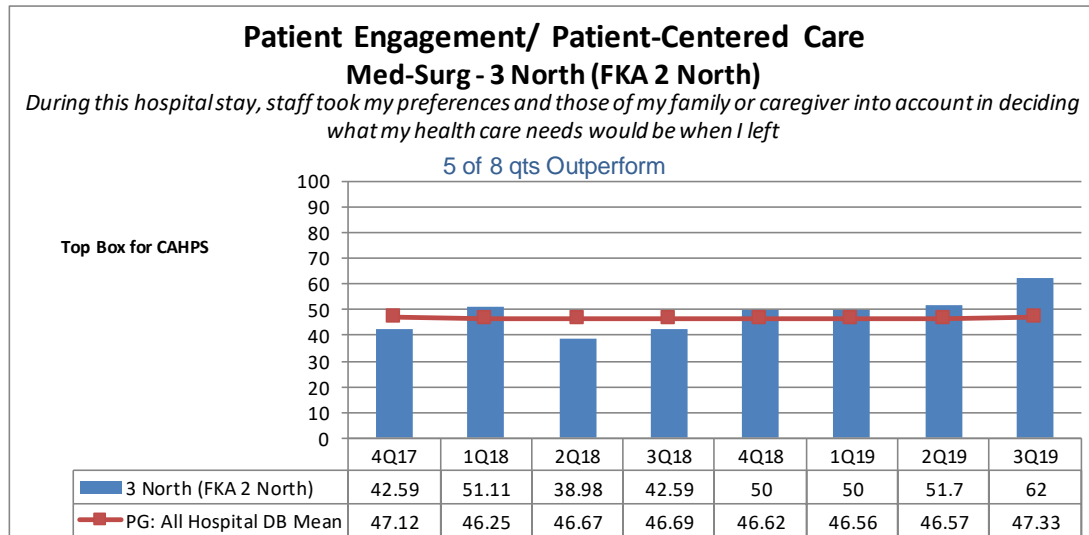
Med-Surg: 2 Center

EP20EO – Graph 2 – 2 Center Patient Engagement/ Patient-Centered Care



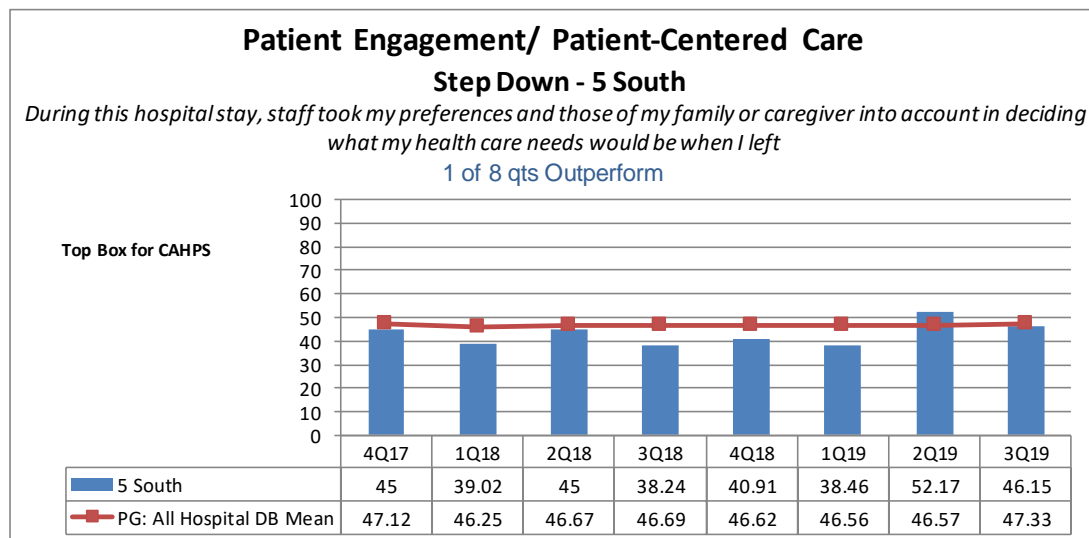
Med-Surg: 3 North (FKA 2 North)

EP20EO – Graph 3 – 3 North (FKA 2 North) Patient Engagement/ Patient-Centered Care



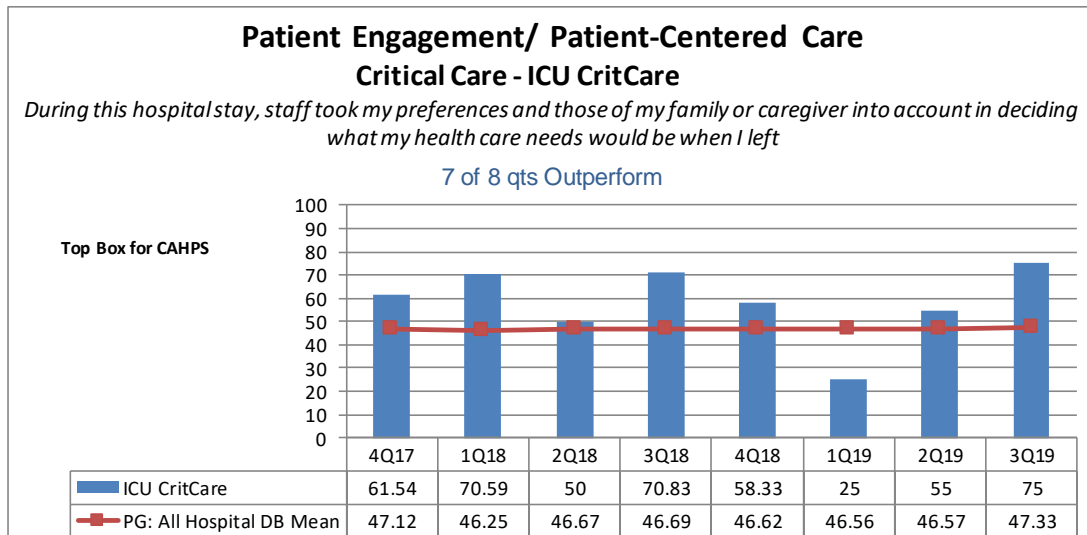
Step Down: 5 South

EP20EO – Graph 4 – 5 South Patient Engagement/ Patient-Centered Care



Critical Care: ICU CritCare

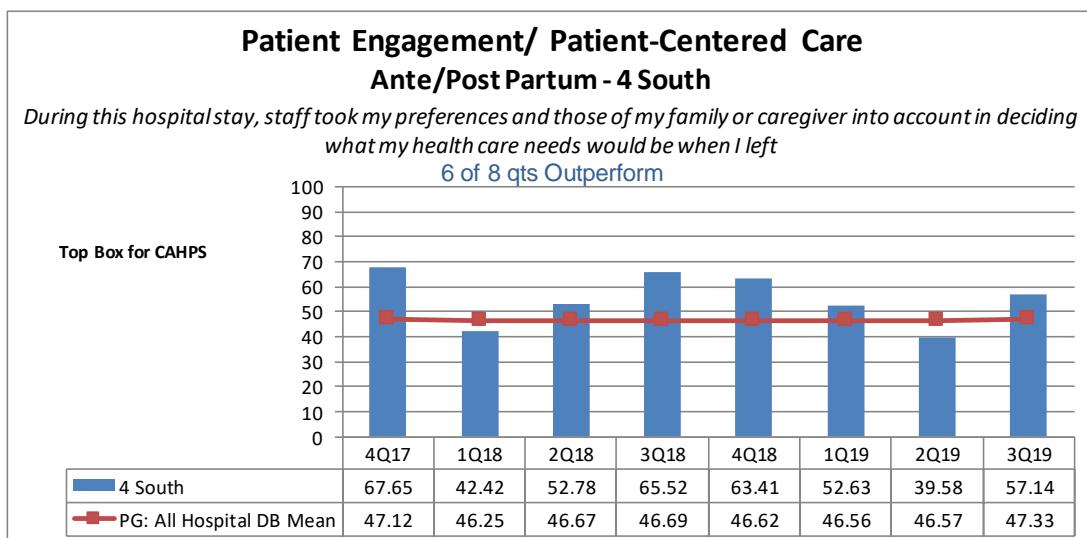
EP20EO – Graph 5 – ICU CritCare Patient Engagement/ Patient-Centered Care



Labor & Delivery: Labor and Delivery – not collected by vendor

Ante/Post Partum: 4 South

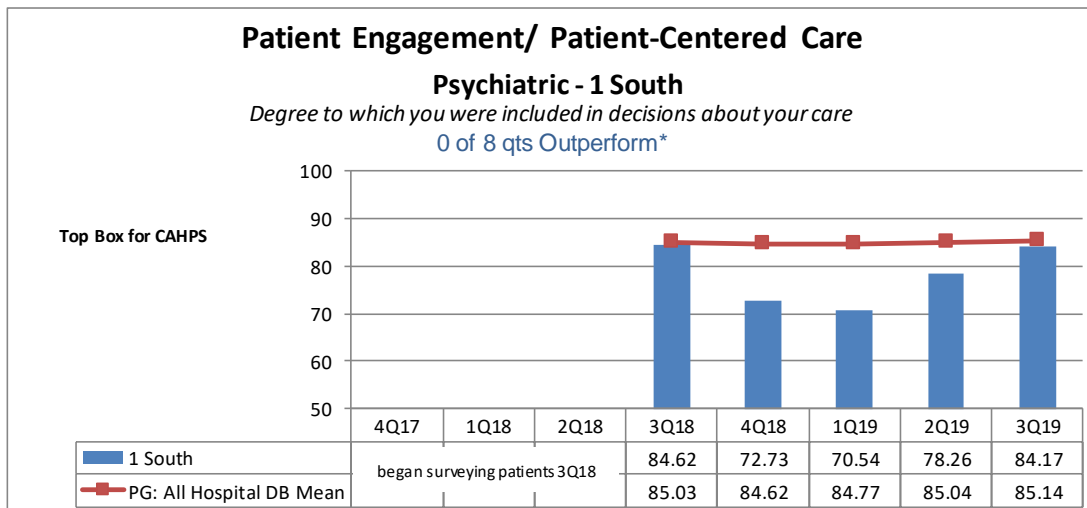
EP20EO – Graph 6 – 4 South Patient Engagement/ Patient-Centered Care



Pediatrics: Pediatrics – not collected by vendor

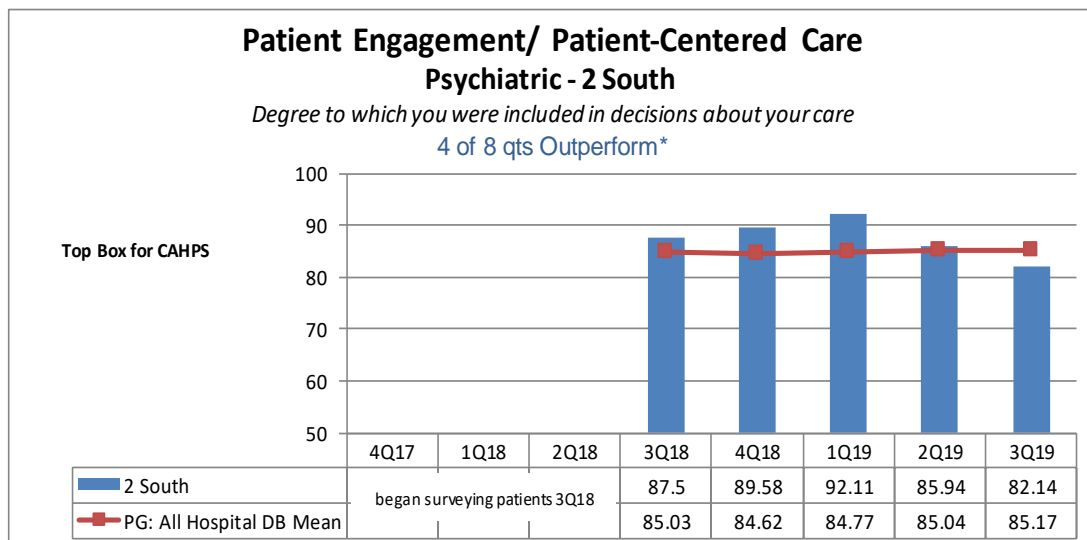
Psychiatric: 1 South

EP20EO – Graph 7 – 1 South Patient Engagement/ Patient-Centered Care



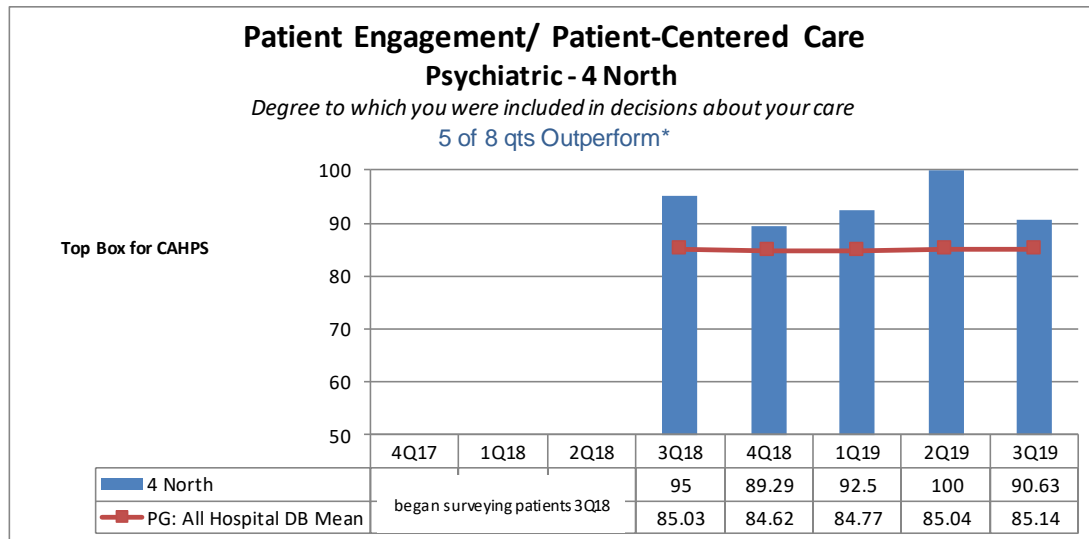
Psychiatric: 2 South

EP20EO – Graph 8 – 2 South Patient Engagement/ Patient-Centered Care



Psychiatric: 4 North

EP20EO – Graph 9 – 4 North Patient Engagement/ Patient-Centered Care



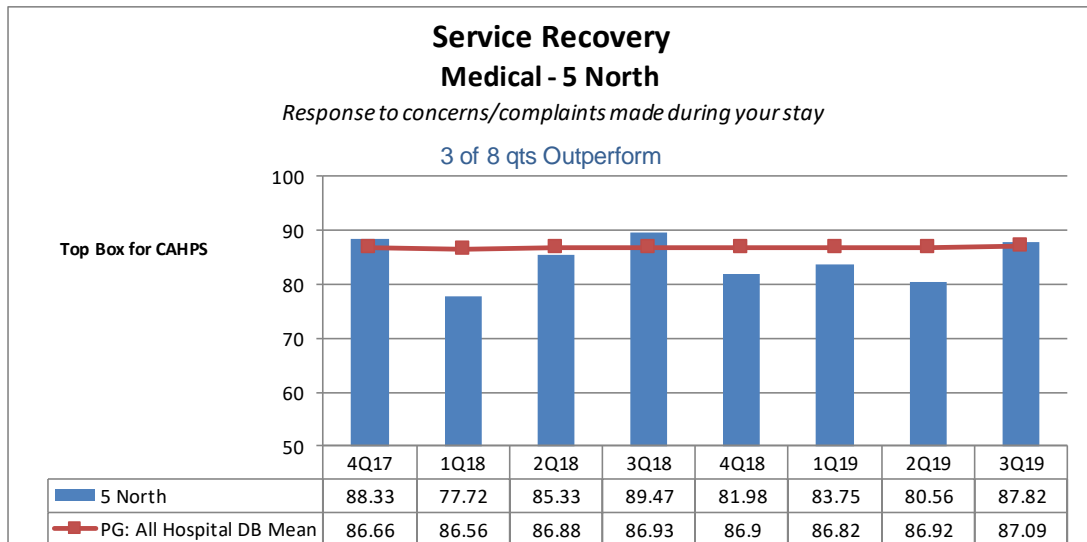
SERVICE RECOVERY

EP20EO – Table 3 – Phelps Hospital Service Recovery Performance Summary

Service Recovery 6 of 9 Units Outperform <small>* less than 8 quarters of data</small>			
Unit Type	Unit	Performance Analysis	Outperformed
Medical	5 North	3 of 8 qts Outperform	
Med-Surg	2 Center	7 of 8 qts Outperform	★
Med-Surg	3 North (FKA 2 North)	5 of 8 qts Outperform	★
Step Down	5 South	3 of 8 qts Outperform	
Critical Care	ICU CritCare	7 of 8 qts Outperform	★
Labor & Delivery	Labor and Delivery	not collected by vendor	N/A
Ante/Post Partum	4 South	8 of 8 qts Outperform	★
Pediatrics	Pediatrics	not collected by vendor	N/A
Psychiatric	1 South	2 of 8 qts Outperform*	
Psychiatric	2 South	5 of 8 qts Outperform*	★
Psychiatric	4 North	5 of 8 qts Outperform*	★

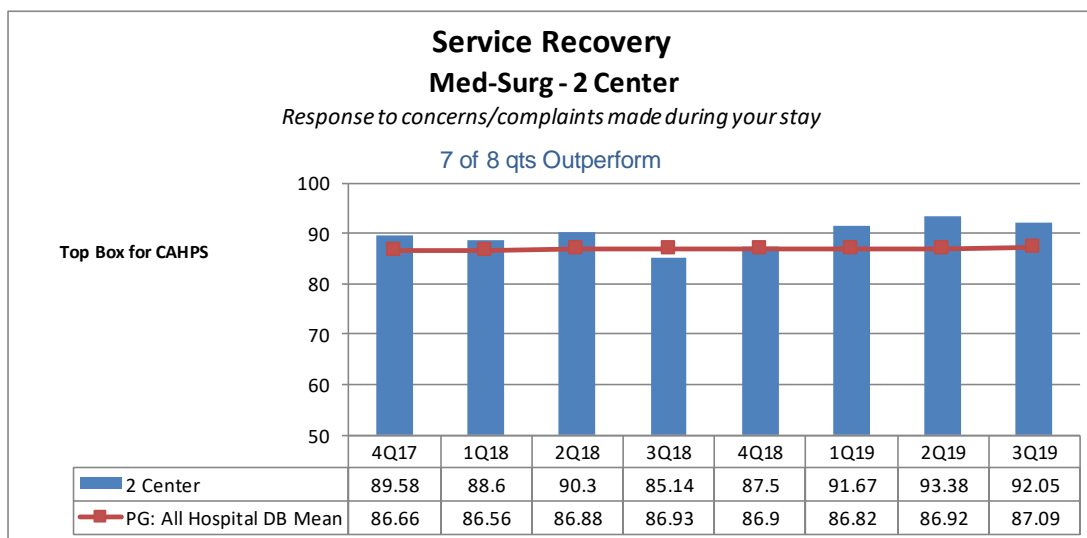
Medical: 5 North

EP20EO – Graph 10 – 5 North Service Recovery



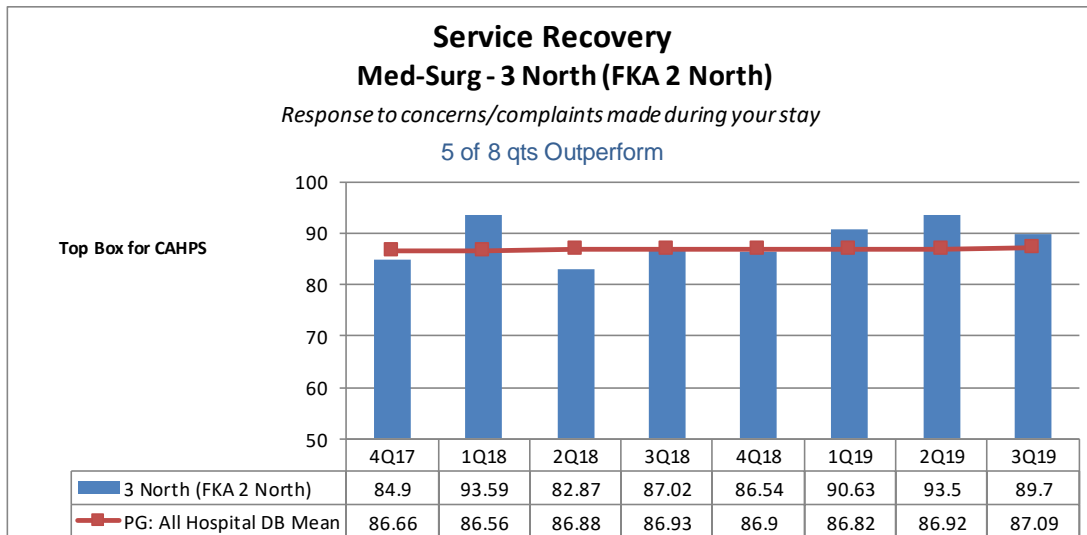
Med-Surg: 2 Center

EP20EO – Graph 11 – 2 Center Service Recovery



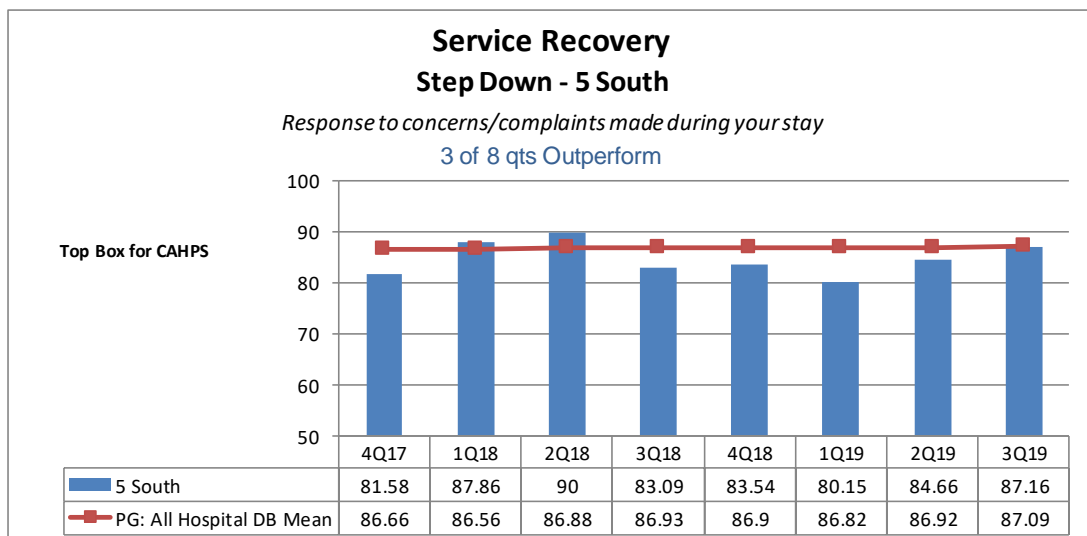
Med-Surg: 3 North (FKA 2 North)

EP20EO – Graph 12 – 3 North (FKA 2 North) Service Recovery



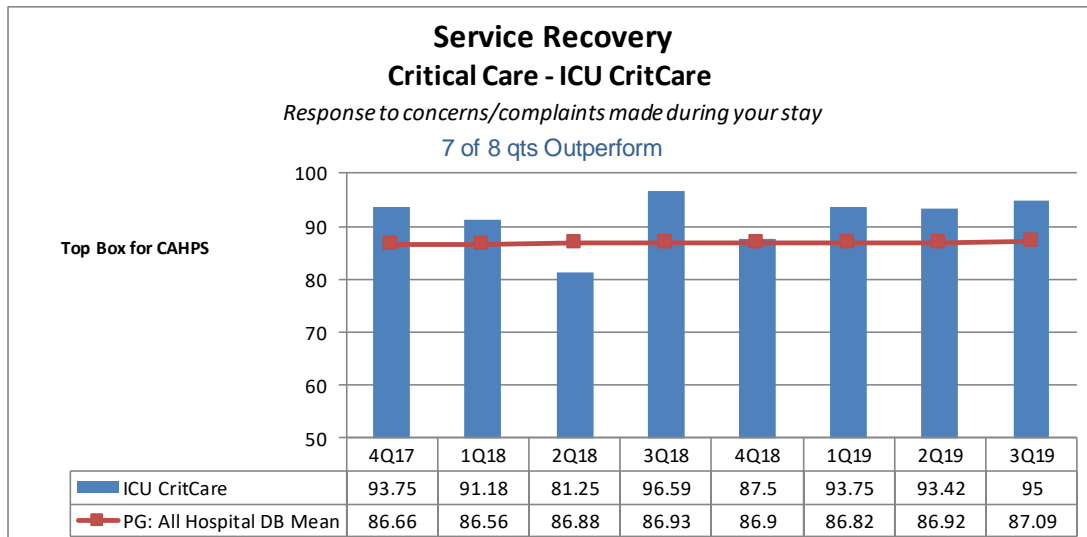
Step Down: 5 South

EP20EO – Graph 13 – 5 South Service Recovery



Critical Care: ICU CritCare

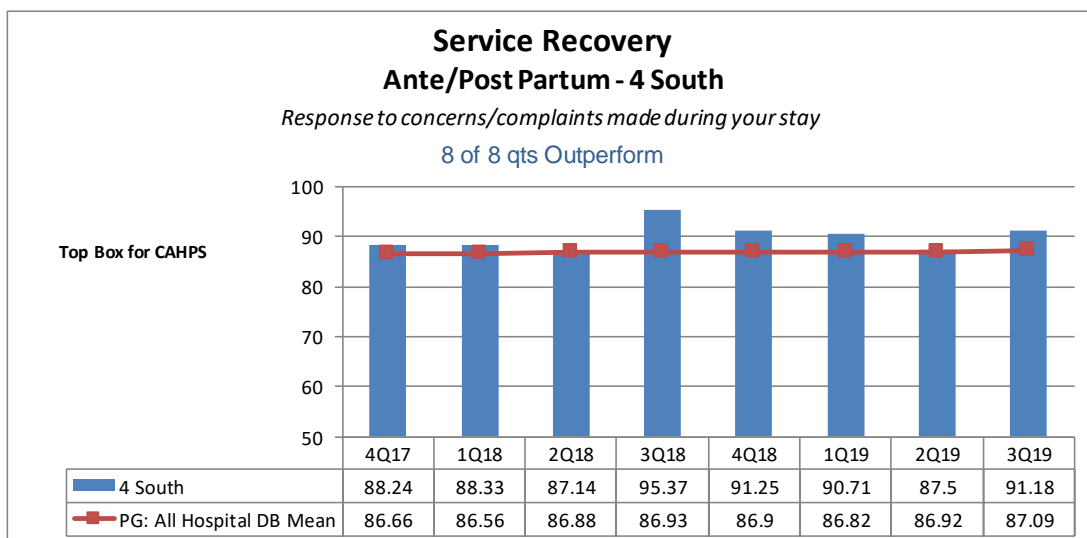
EP20EO – Graph 14 – ICU CritCare Service Recovery



Labor & Delivery: Labor and – not collected by vendor

Ante/Post Partum: 4 South

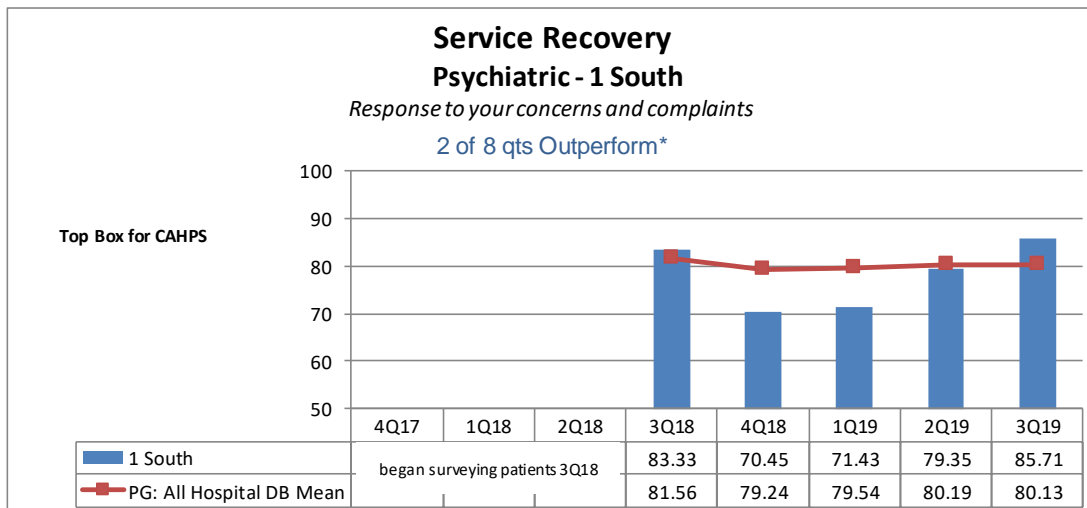
EP20EO – Graph 15 – 4 South Service Recovery



Pediatrics: Pediatrics – not collected by vendor

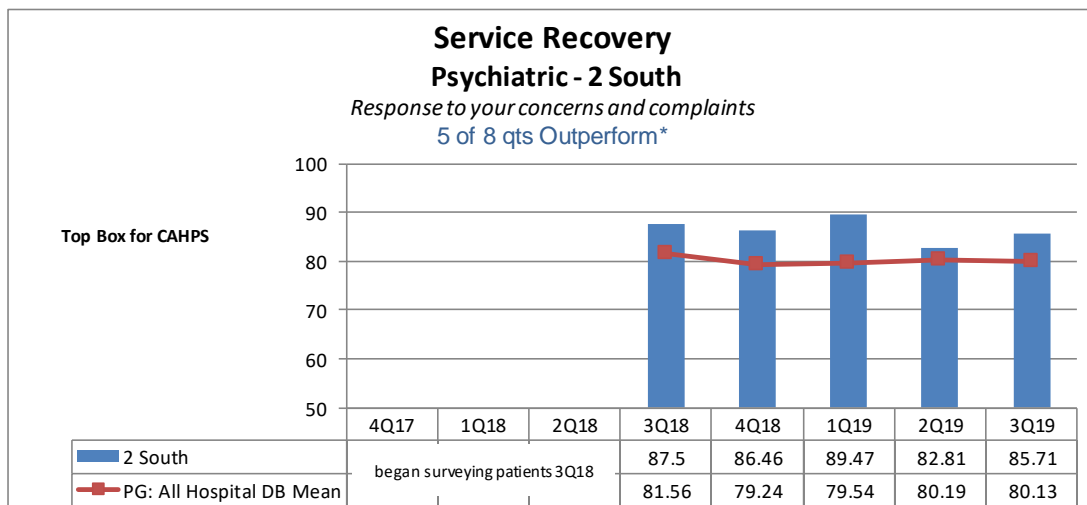
Psychiatric: 1 South

EP20EO – Graph 16 – 1 South Service Recovery



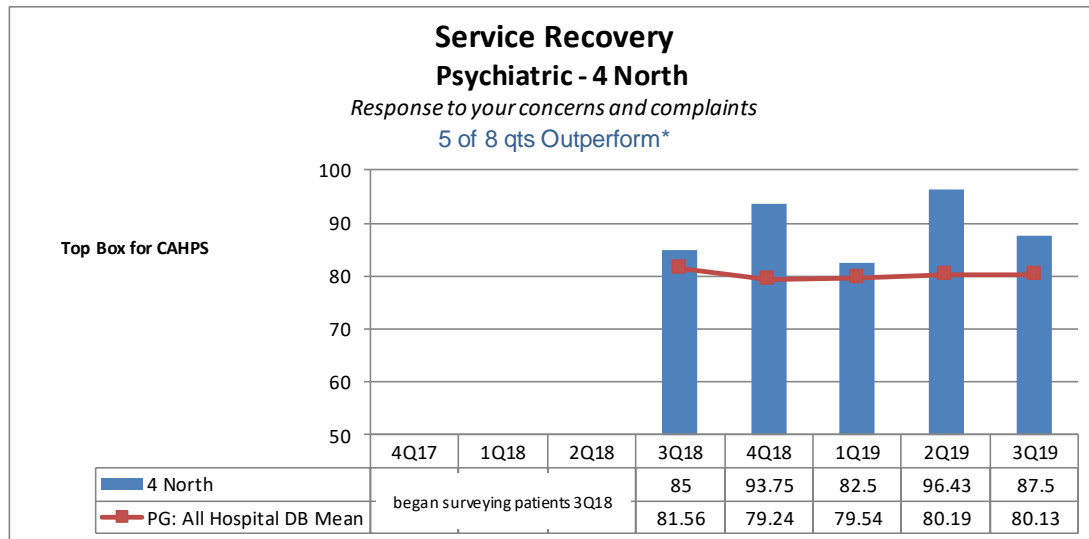
Psychiatric: 2 South

EP20EO – Graph 17 – 2 South Service Recovery



Psychiatric: 4 North

EP20EO – Graph 18 – 4 North Service Recovery



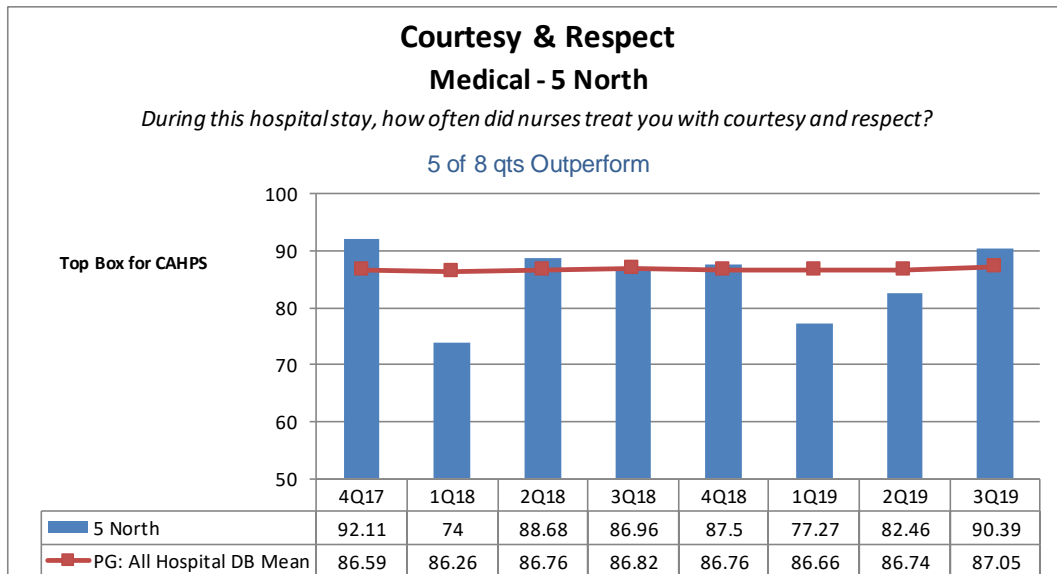
COURTESY & RESPECT

EP20EO – Table 4 – Phelps Hospital Courtesy & Respect Performance Summary

Courtesy & Respect 5 of 9 Units Outperform <small>* less than 8 quarters of data</small>			
Unit Type	Unit	Performance Analysis	Outperformed
Medical	5 North	5 of 8 qts Outperform	★
Med-Surg	2 Center	8 of 8 qts Outperform	★
Med-Surg	3 North (FKA 2 North)	3 of 8 qts Outperform	
Step Down	5 South	4 of 8 qts Outperform	
Critical Care	ICU CritCare	6 of 8 qts Outperform	★
Labor & Delivery	Labor and Delivery	not collected by vendor	N/A
Ante/Post Partum	4 South	6 of 8 qts Outperform	★
Pediatrics	Pediatrics	not collected by vendor	N/A
Psychiatric	1 South	1 of 8 qts Outperform*	
Psychiatric	2 South	5 of 8 qts Outperform*	★
Psychiatric	4 North	3 of 8 qts Outperform*	

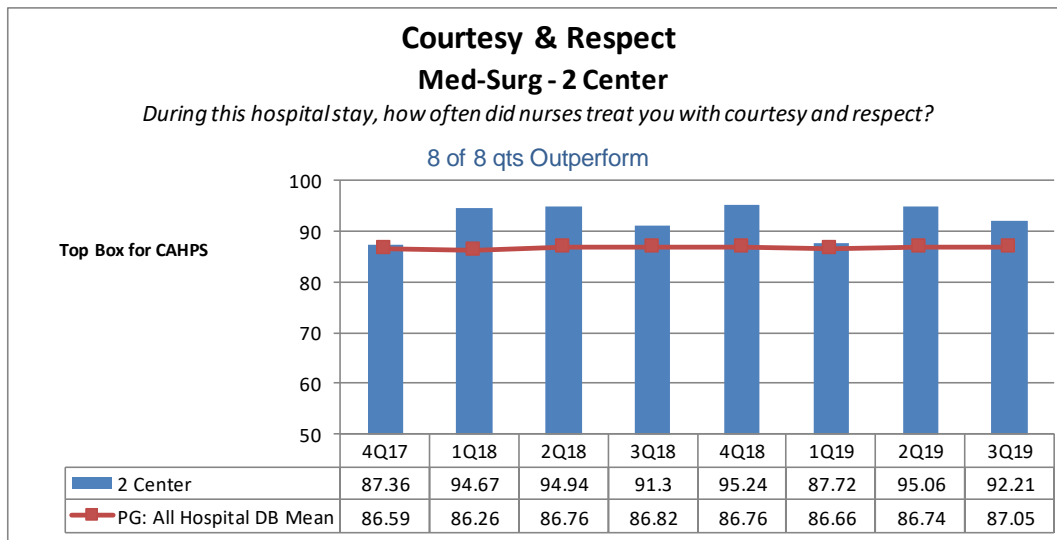
Medical: 5 North

EP20EO – Graph 19 – 5 North Courtesy & Respect



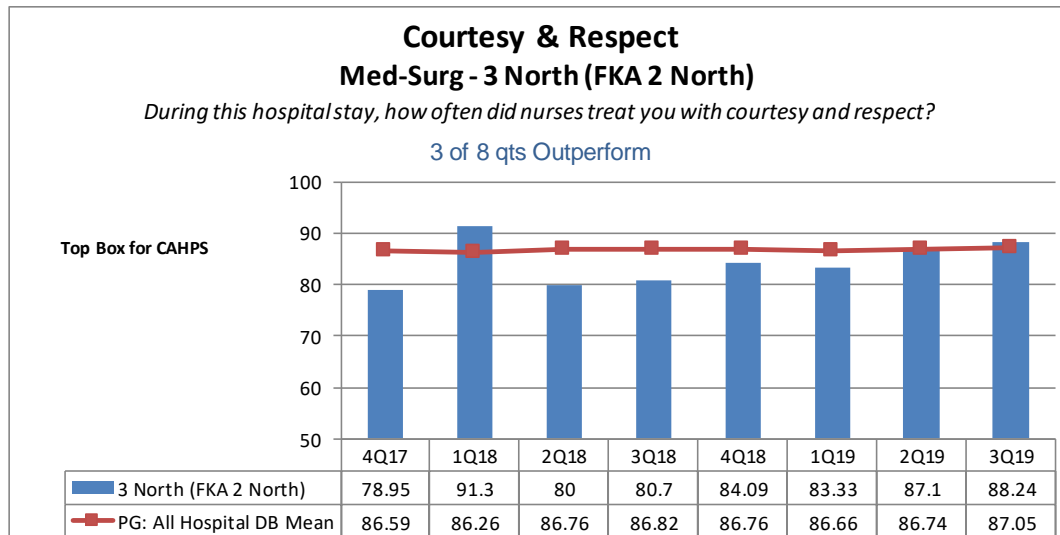
Med-Surg: 2 Center

EP20EO – Graph 20 – 2 Center Courtesy & Respect



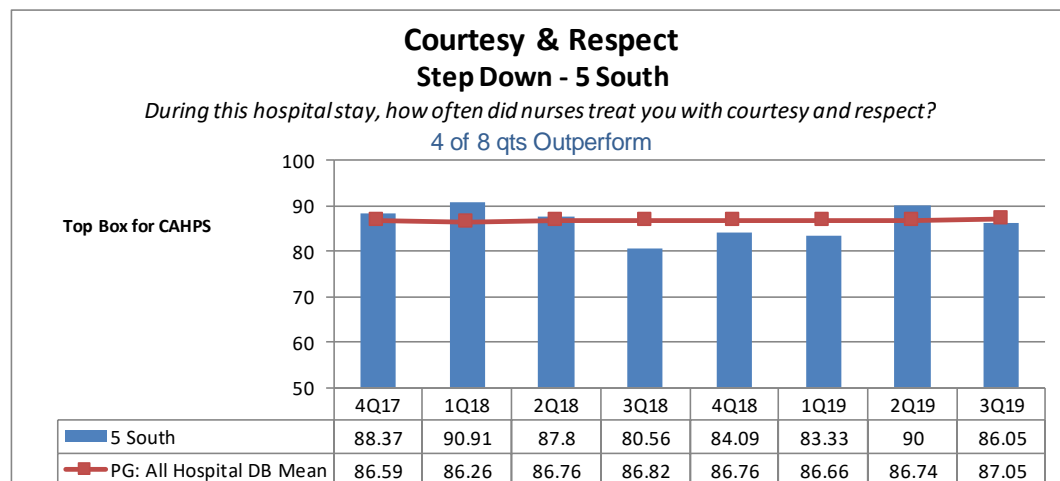
Med-Surg: 3 North (FKA 2 North)

EP20EO – Graph 21 – 3 North (FKA 2 North) Courtesy & Respect



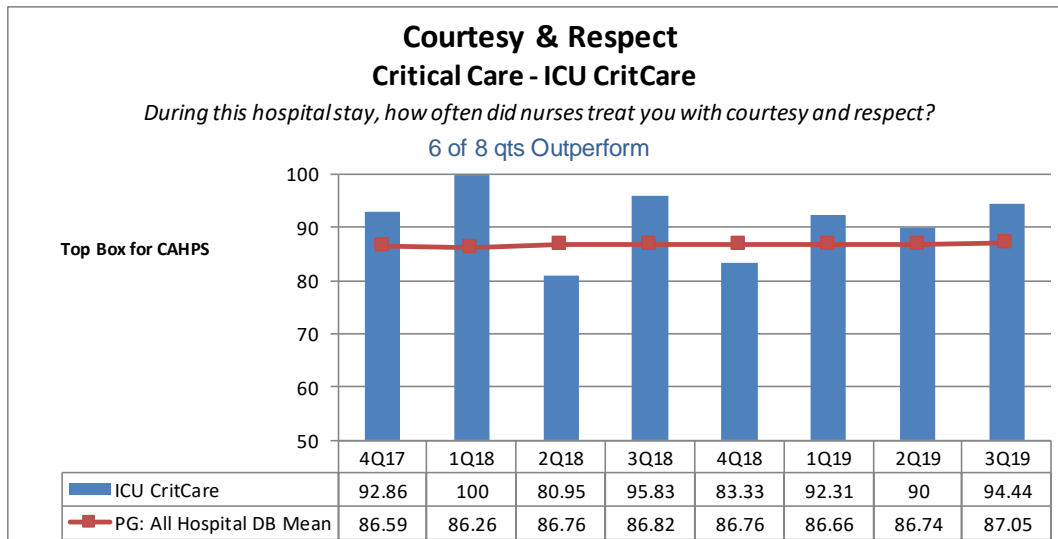
Step Down: 5 South

EP20EO – Graph 22 – 5 South Courtesy & Respect



Critical Care: ICU CritCare

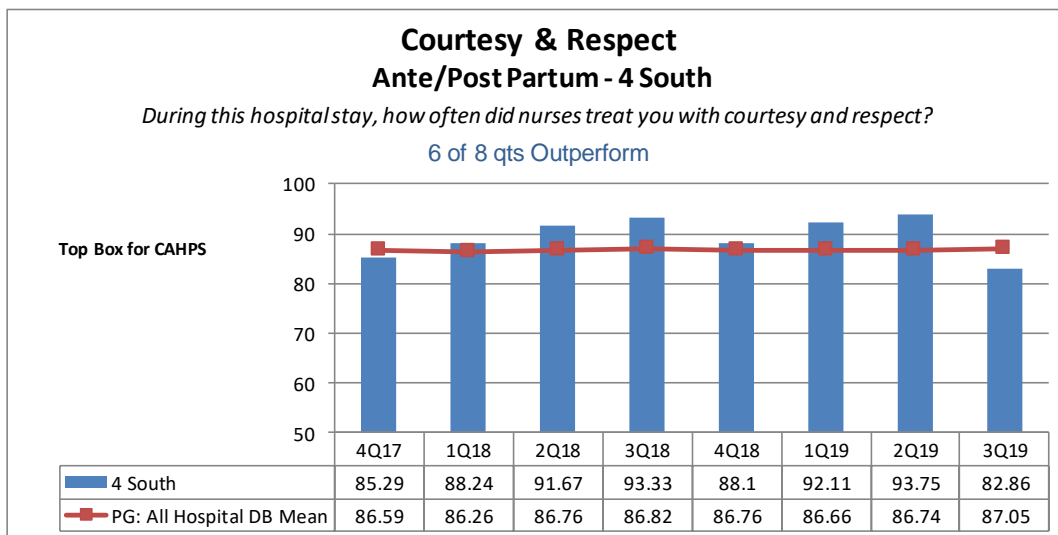
EP20EO – Graph 23 – ICU CritCare Courtesy & Respect



Labor & Delivery: Labor and Delivery – not collected by vendor

Ante/Post Partum: 4 South

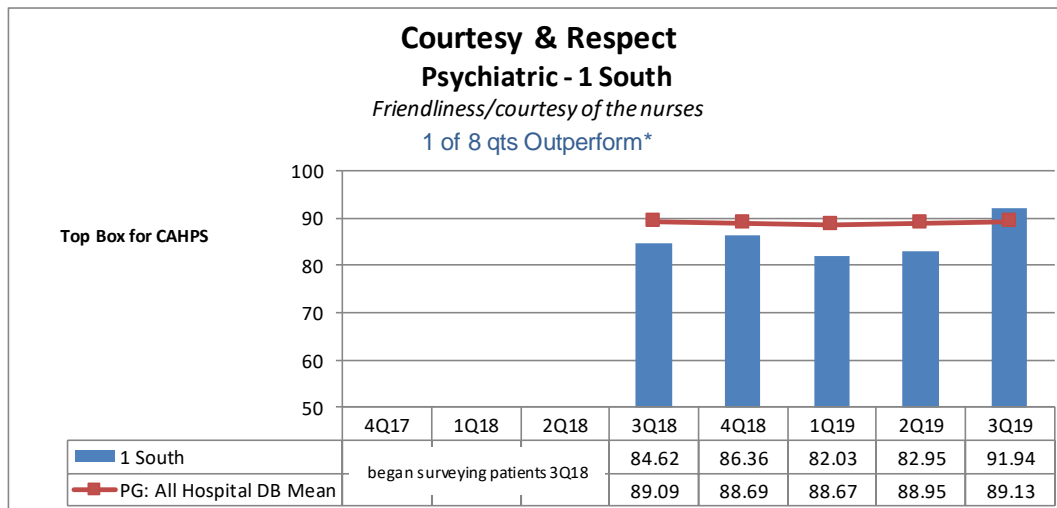
EP20EO – Graph 24 – 4 South Courtesy & Respect



Pediatrics: Pediatrics – not collected by vendor

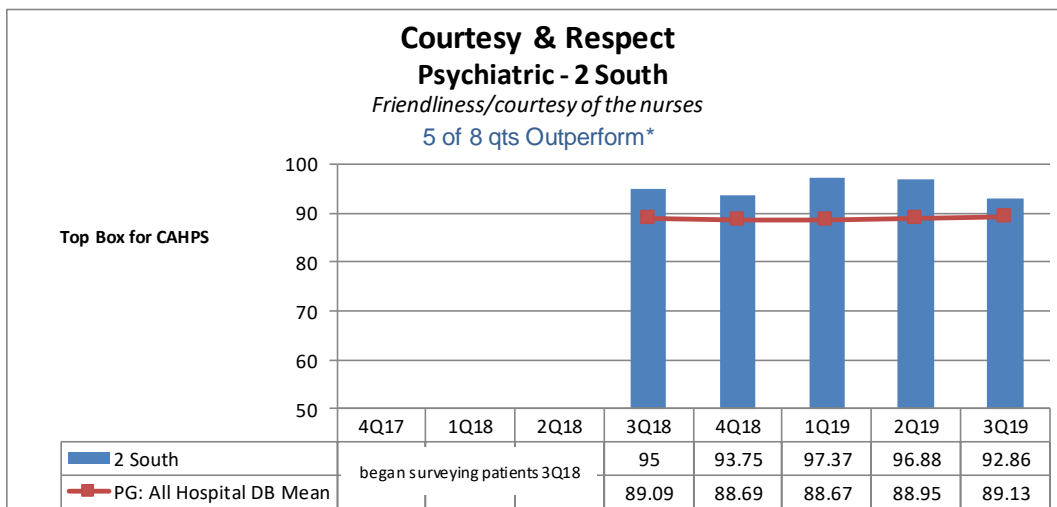
Psychiatric: 1 South

EP20EO – Graph 25 – 1 South Courtesy & Respect



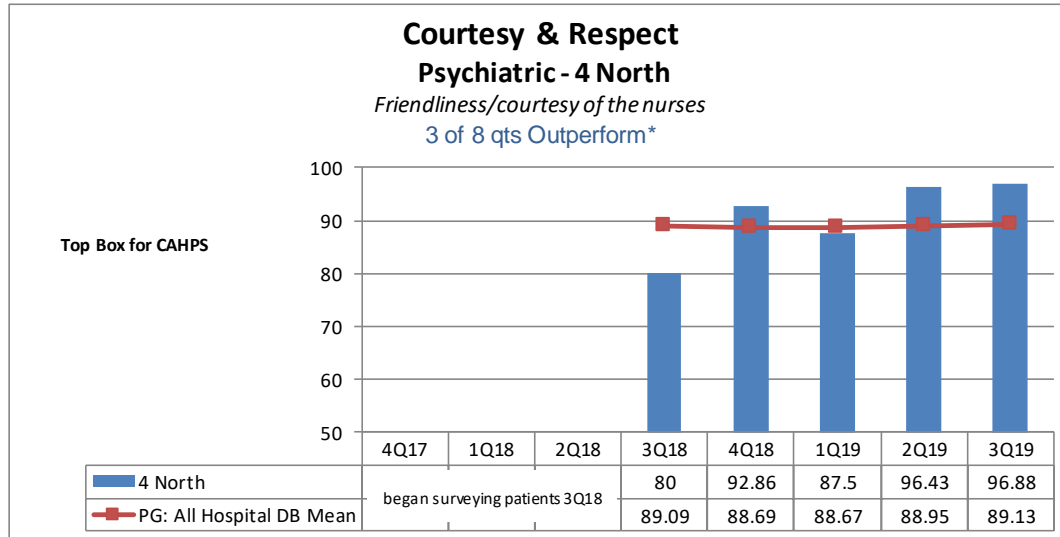
Psychiatric: 2 South

EP20EO – Graph 26 – 2 South Courtesy & Respect



Psychiatric: 4 North

EP20EO – Graph 27 – 4 North Courtesy & Respect



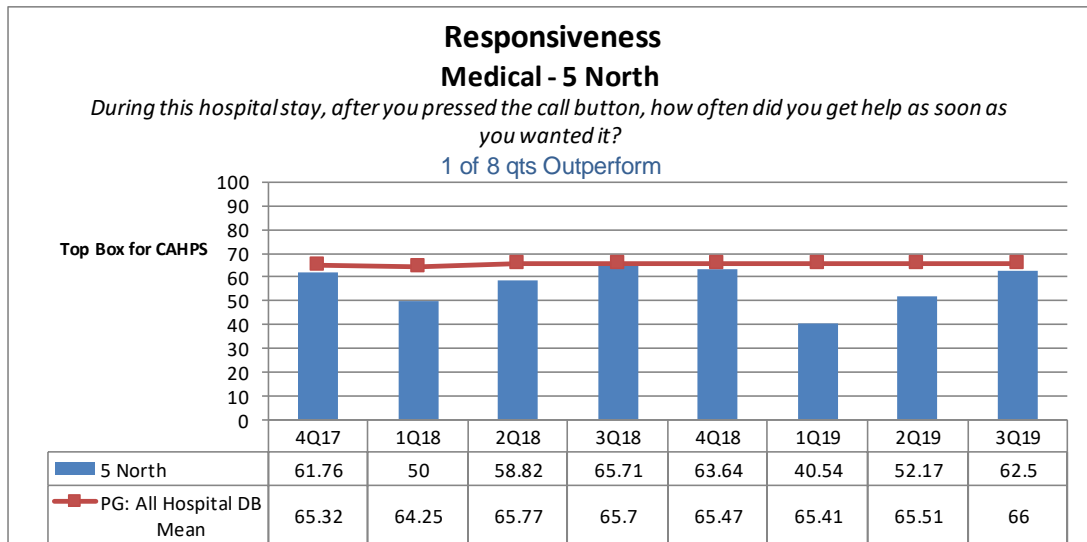
RESPONSIVENESS

EP20EO – Table 5 – Phelps Hospital Responsiveness Performance Summary

Responsiveness 5 of 9 Units Outperform <small>* less than 8 quarters of data</small>			
Unit Type	Unit	Performance Analysis	Outperformed
Medical	5 North	1 of 8 qts Outperform	
Med-Surg	2 Center	7 of 8 qts Outperform	★
Med-Surg	3 North (FKA 2 North)	5 of 8 qts Outperform	★
Step Down	5 South	3 of 8 qts Outperform	
Critical Care	ICU CritCare	5 of 8 qts Outperform	★
Labor & Delivery	Labor and Delivery	not collected by vendor	N/A
Ante/Post Partum	4 South	8 of 8 qts Outperform	★
Pediatrics	Pediatrics	not collected by vendor	N/A
Psychiatric	1 South	1 of 8 qts Outperform*	
Psychiatric	2 South	5 of 8 qts Outperform*	★
Psychiatric	4 North	3 of 8 qts Outperform*	

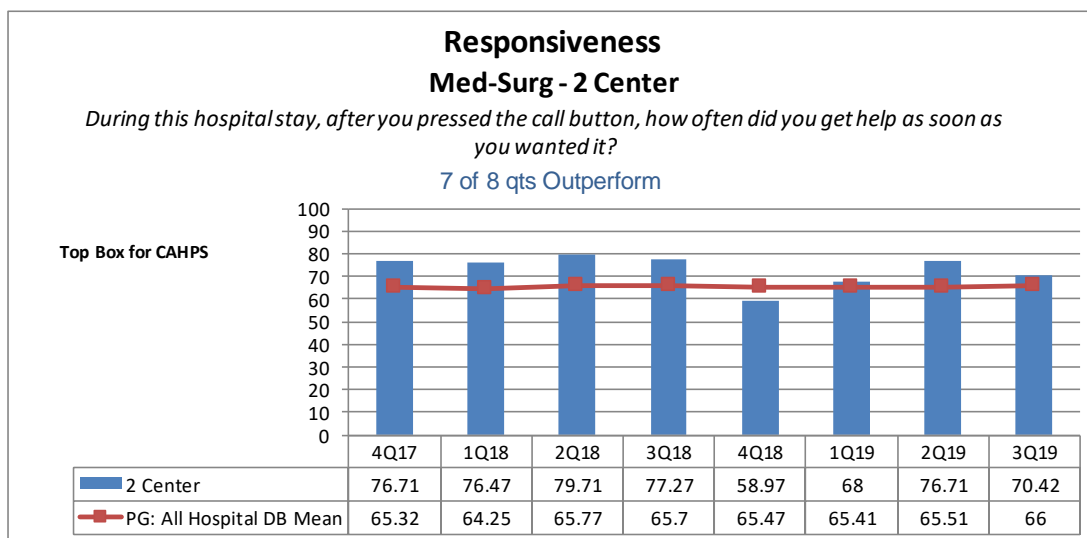
Medical: 5 North

EP20EO – Graph 28 – 5 North Responsiveness



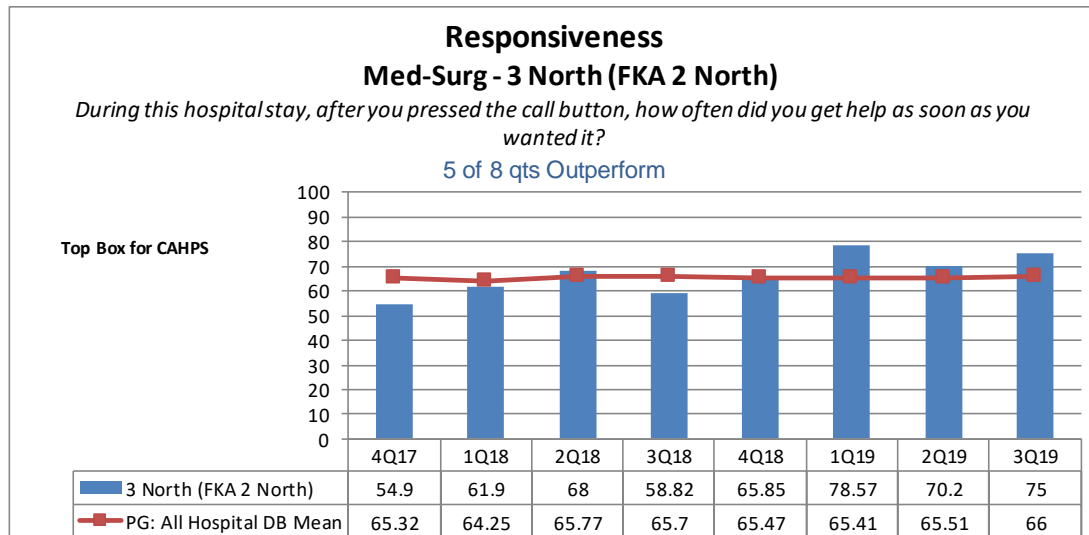
Med-Surg: 2 Center

EP20EO – Graph 29 – 2 Center Responsiveness



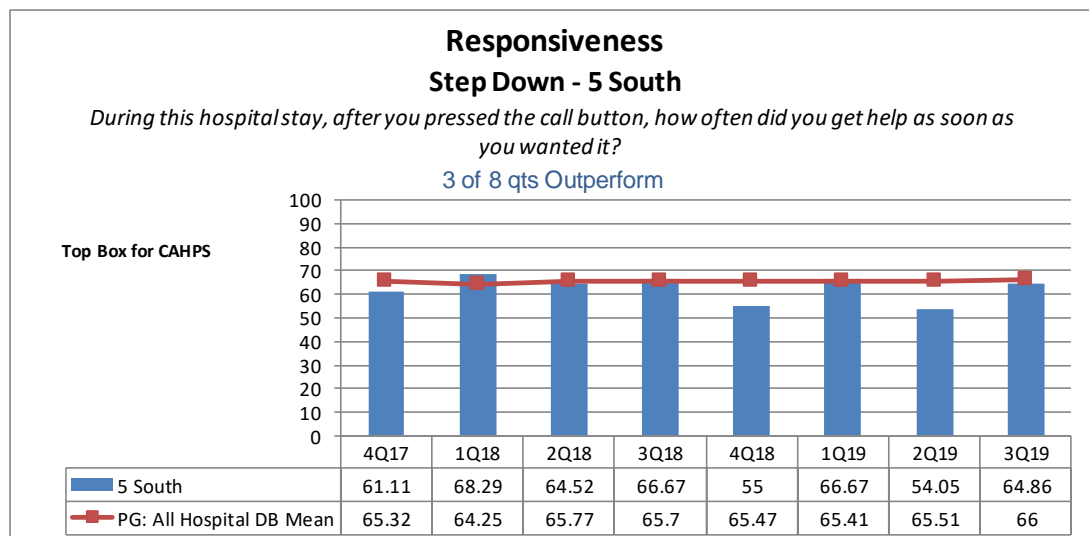
Med-Surg: 3 North (FKA 2 North)

EP20EO – Graph 30 – 3 North (FKA 2 North) Responsiveness



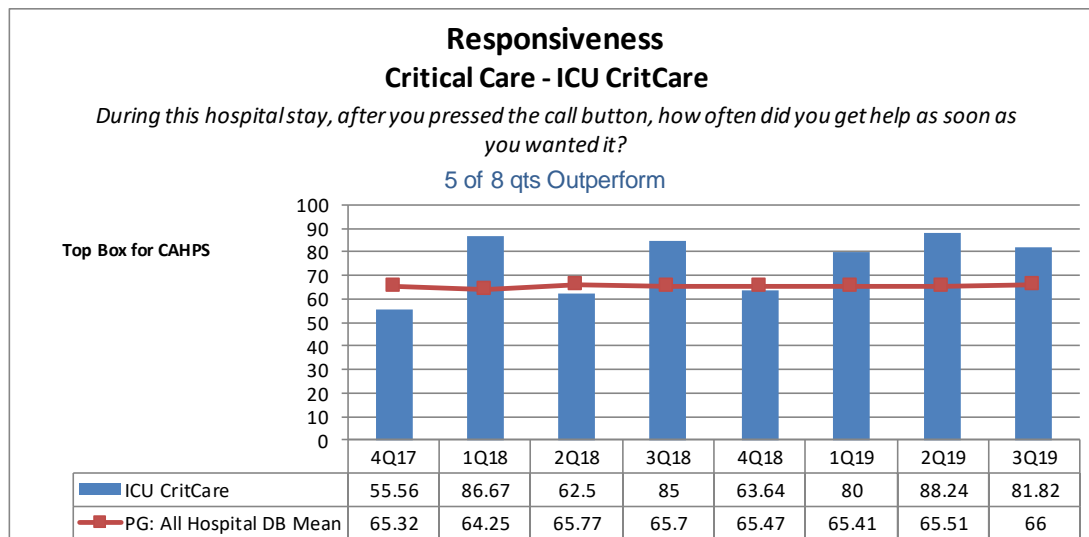
Step Down: 5 South

EP20EO – Graph 31 – 5 South Responsiveness



Critical Care: ICU CritCare

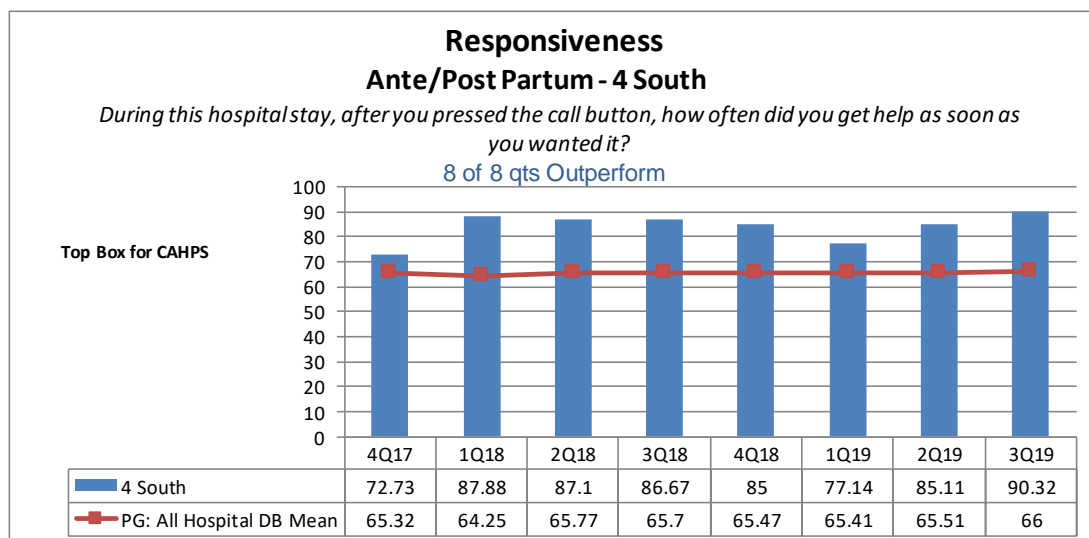
EP20EO – Graph 32 – ICU CritCare Responsiveness



Labor & Delivery: Labor and Delivery – not collected by vendor

Ante/Post Partum: 4 South

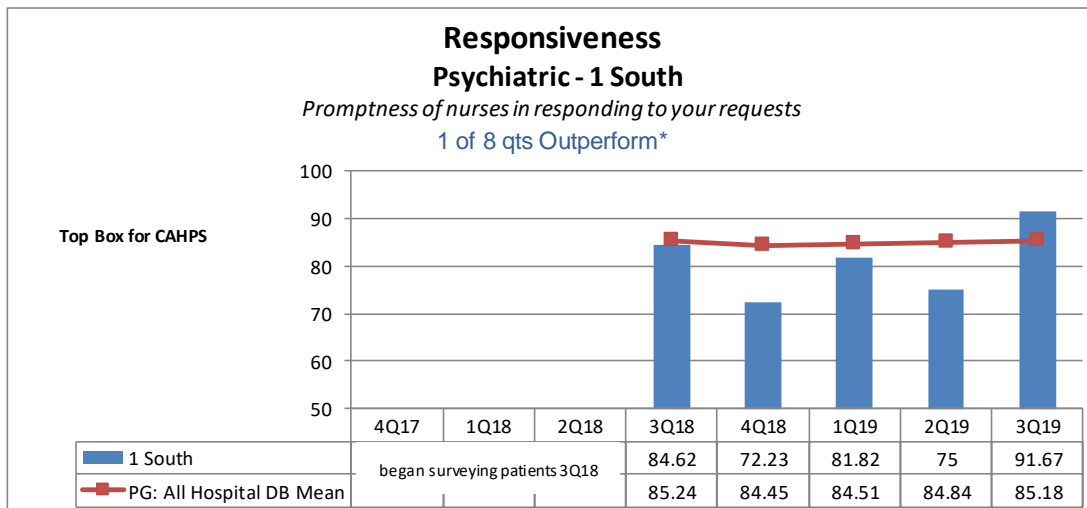
EP20EO – Graph 33 – 4 South Responsiveness



Pediatrics: Pediatrics – not collected by vendor

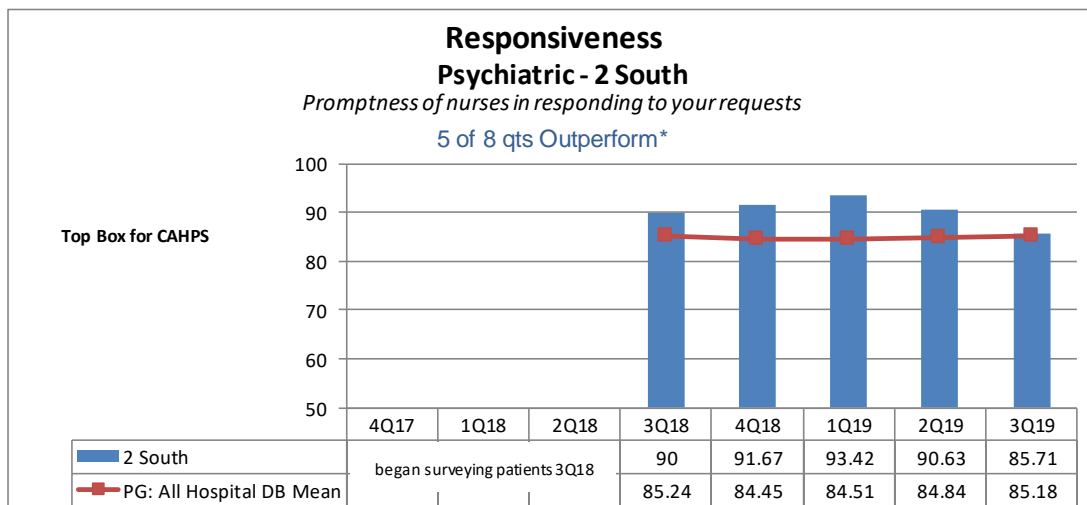
Psychiatric: 1 South

EP20EO – Graph 34 – 1 South Responsiveness



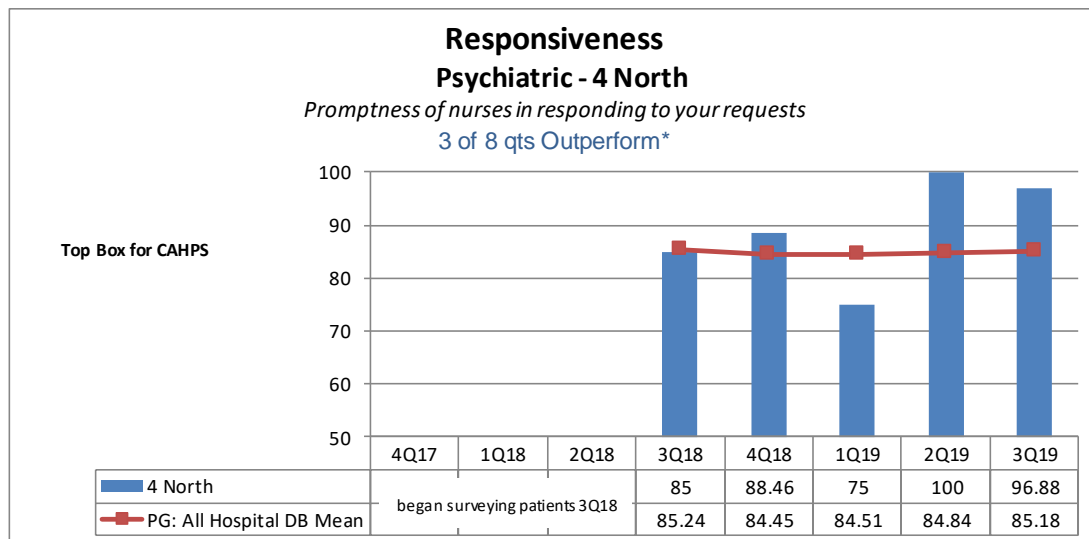
Psychiatric: 2 South

EP20EO – Graph 35 – 2 South Responsiveness



Psychiatric: 4 North

EP20EO – Graph 36 – 4 North Responsiveness



SUMMARY

EP20EO – Table 6 – Phelps Hospital Performance Summary

Phelps Hospital					
* less than 8 quarters of data					
Unit Type	Unit	Patient Engagement/ Patient-Centered Care	Service Recovery	Courtesy & Respect	Responsive-ness
Medical	5 North	★ 5 of 8 qts Outperform	3 of 8 qts Outperform	★ 5 of 8 qts Outperform	1 of 8 qts Outperform
Med-Surg	2 Center	★ 8 of 8 qts Outperform	★ 7 of 8 qts Outperform	★ 8 of 8 qts Outperform	★ 7 of 8 qts Outperform
Med-Surg	3 North (FKA 2 North)	★ 5 of 8 qts Outperform	★ 5 of 8 qts Outperform	3 of 8 qts Outperform	★ 5 of 8 qts Outperform
Step Down	5 South	1 of 8 qts Outperform	3 of 8 qts Outperform	4 of 8 qts Outperform	3 of 8 qts Outperform
Critical Care	ICU CritCare	★ 7 of 8 qts Outperform	★ 7 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 5 of 8 qts Outperform
Labor & Delivery	Labor and Delivery	N/A not collected by vendor	N/A not collected by vendor	N/A not collected by vendor	N/A not collected by vendor
Ante/Post Partum	4 South	★ 6 of 8 qts Outperform	★ 8 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 8 of 8 qts Outperform
Pediatrics	Pediatrics	N/A not collected by vendor	N/A not collected by vendor	N/A not collected by vendor	N/A not collected by vendor
Psychiatric	1 South	0 of 8 qts Outperform*	2 of 8 qts Outperform*	1 of 8 qts Outperform*	1 of 8 qts Outperform*
Psychiatric	2 South	4 of 8 qts Outperform*	★ 5 of 8 qts Outperform*	★ 5 of 8 qts Outperform*	★ 5 of 8 qts Outperform*
Psychiatric	4 North	★ 5 of 8 qts Outperform*	★ 5 of 8 qts Outperform*	3 of 8 qts Outperform*	3 of 8 qts Outperform*
Number of Units Outperforming in Each Quality Indicator Category		★ 6 of 9 Units Outperform	★ 6 of 9 Units Outperform	★ 5 of 9 Units Outperform	★ 5 of 9 Units Outperform