

PX Report for Quality and Safety Council

June 17, 2020



FY20 PX Dashboard | Acute & Post-Acute

Northwell Health

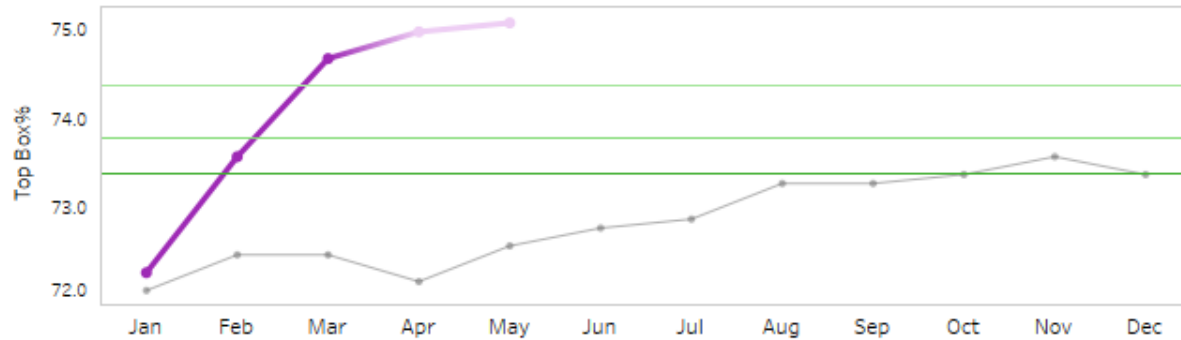
IN/ED/MD/AS

Surveys received through: Friday, May 29, 2020
Data by Discharge/Visit Date

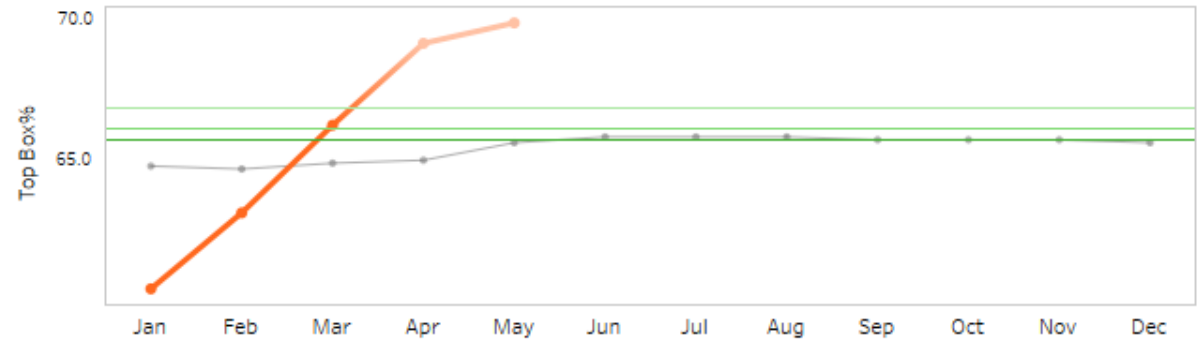
Measure	Baseline	Rank	Targets			Top Box%		Rank	Δ
	Top Box%		Threshold	Goal	Stretch	YTD	Δ		
Inpatient	73.3	48	73.4	73.8	74.4	75.1	1.8	60	12
Emergency Department	65.8	49	65.7	66.1	66.8	69.7	3.9	65	16
Ambulatory Surgery	83.9	48	84.1	84.5	85.1	84.3	0.4	50	2
Medical Practice	83.4	52	83.4	83.9	84.5	86.5	3.1	76	24

System Survey Composite: HCAHPS, ED, OAS, Med Practice

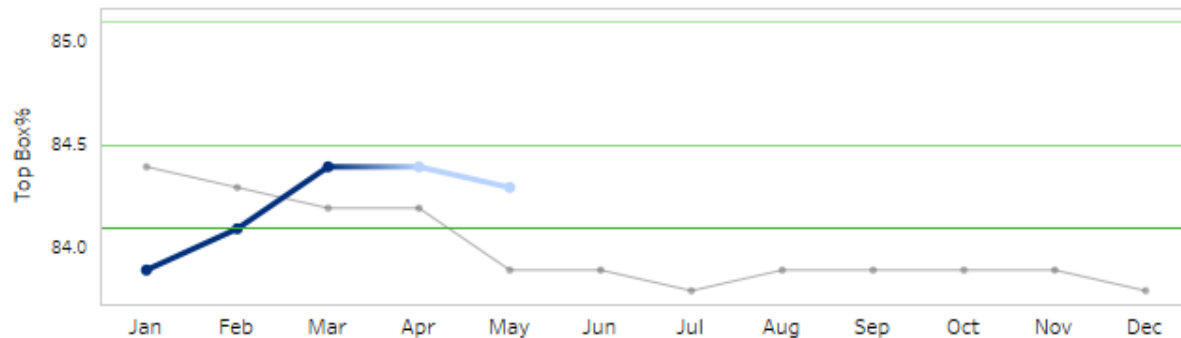
Inpatient | Recommend the hospital



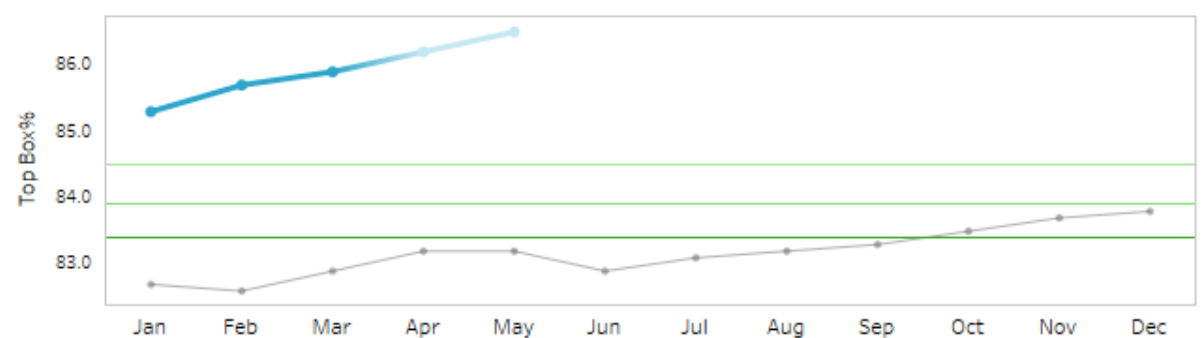
Emergency Department | Recommend the ED



Ambulatory Surgery | Recommend the facility

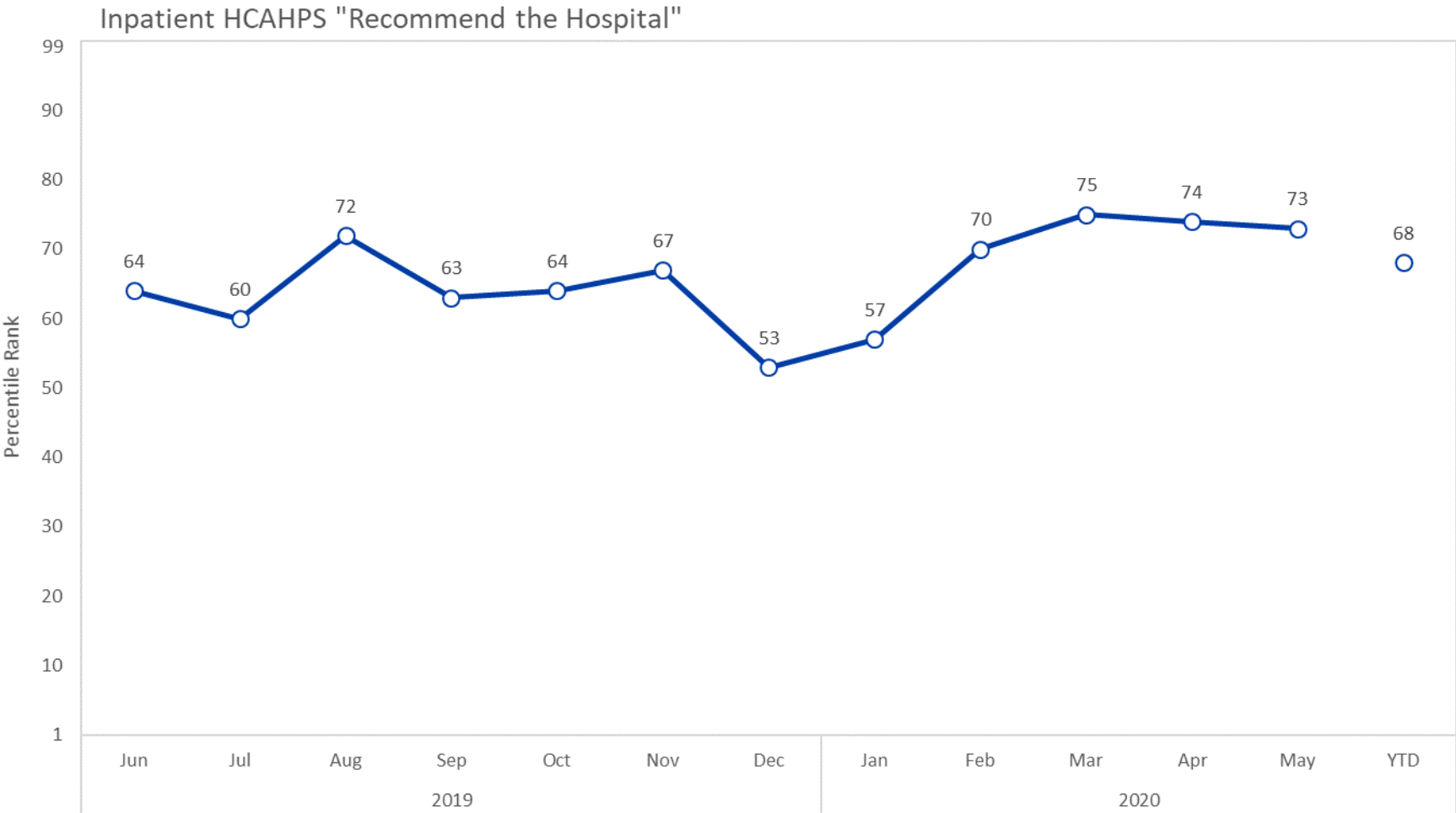


Medical Practice | Likelihood to recommend the practice



Northwell Health vs. Competition

Benchmarking against regional competition



- Included Facilities:**
- Columbia University Medical Center
 - Eastern Long Island Hospital
 - Good Samaritan Hospital M.C.
 - Long Island Community Hospital
 - Maimonides Medical Center
 - Memorial Sloan-Kettering
 - Mercy Medical Center
 - Moses Division
 - Mount Sinai South Nassau
 - Nassau University Medical Center
 - NewYork-Presbyterian Hudson Valley
 - NewYork-Presbyterian Queens
 - NYC Health + Hospitals/Elmhurst
 - NYC Health + Hospitals/Queens
 - NYU Langone - Tisch, Kimmel, LOH
 - NYU Langone Hospital - Brooklyn
 - NYU Winthrop Hospital
 - Richmond University Medical Center
 - Saint Catherine of Siena M.C.
 - Southampton Hospital
 - St. Charles Hospital
 - St. Francis Hospital
 - St. John's Riverside Hospital
 - St. Joseph Hospital
 - St. Joseph's Medical Center
 - Stony Brook University Med Center
 - The Mount Sinai Hospital
 - Wakefield Division
 - Weiler Division
 - Weill Cornell Medical Center
 - Westchester Medical Center
 - White Plains Hospital Center
 - Wyckoff Heights Medical Center

Acute & Post-Acute

Overall PX Measure

Region	Site	Question	BL TB%	BL Rank	Threshold	Goal	Stretch	YTD TB%	Δ	YTD Rank	Δ
System	Northwell Health	Overall Composite Measure	74.1		74.2	74.6	75.3	74.9	0.8		
Central	Center for Advanced Medicine	Recommend the amb surg facility	89.1	81	89.1	89.3	89.7	87.8	-1.3	70	-11
	Cohen Children's Medical Center	Recommend Composite Measure	82.4		82.3	82.6	83.1	80.4	-2.0		
	LIJ Forest Hills Hospital	Overall Composite Measure	64.0		64.4	65.0	65.6	65.7	1.7		
	LIJ Medical Center	Overall Composite Measure	72.3		72.4	72.9	73.5	73.3	1.0		
	LIJ Valley Stream Hospital	Overall Composite Measure	70.0		70.2	70.7	71.2	67.9	-2.1		
	North Shore University Hospital	Overall Composite Measure	75.0		75.0	75.4	76.0	76.4	1.4		
Eastern	Glen Cove Hospital	Overall Composite Measure	78.1		78.1	78.3	79.0	78.0	-0.1		
	Huntington Hospital	Overall Composite Measure	75.7		75.7	76.0	76.6	77.0	1.3		
	Mather Hospital	Overall Composite Measure	78.2		78.2	78.4	78.9	80.1	1.9		
	Peconic Bay Medical Center	Overall Composite Measure	71.5		71.7	72.1	72.7	72.9	1.4		
	Plainview Hospital	Overall Composite Measure	69.6		69.9	70.1	70.9	70.6	1.0		
	Southside Hospital	Overall Composite Measure	68.4		68.6	69.1	69.7	71.3	2.9		
Western	Syosset Hospital	Overall Composite Measure	79.6		79.6	79.9	80.3	81.3	1.7		
	Lenox Health Greenwich Village	Recommend the ED	72.4	73	72.4	72.6	73.1	78.4	6.0	97	24
	Lenox Hill Hospital	Overall Composite Measure	71.2		71.4	71.9	72.5	75.0	3.8		
	MEETH	Recommend the amb surg facility	84.9	55	84.9	85.4	87.2	88.0	3.1	71	16
	Northern Westchester Hospital	Overall Composite Measure	82.7		81.9	82.7	83.2	82.9	0.2		
	Phelps Hospital	Overall Composite Measure	78.9		78.9	79.1	79.7	80.4	1.5		
Post-Acute	Staten Island University Hospital	Overall Composite Measure	64.7		65.2	65.7	66.4	65.0	0.3		
	Hospice Care Network	Recommend the hospice care	82.2	23	82.6	83.2	83.8	82.4	0.2	21	-2
	Northwell Health at Home	Recommend Composite Measure	71.5		72.0	72.7	73.3	72.1	0.6		
	Orzac Center for Rehab	Likelihood to recommend the facility	62.5	39	62.7	63.1	63.7	59.7	-2.8	32	-7
	Stern Family Center for Rehab	Likelihood to recommend the facility	62.9	41	63.0	63.4	64.0	56.4	-6.5	20	-21
Health Solutions	Health Solutions	Recommend Composite Measure	75.7		76.0	76.3	76.7	73.7	-2.0		
Labs	Northwell Health Labs	Likelihood to recommend the center	93.7		93.5	93.7	94.0	94.7	1.0		



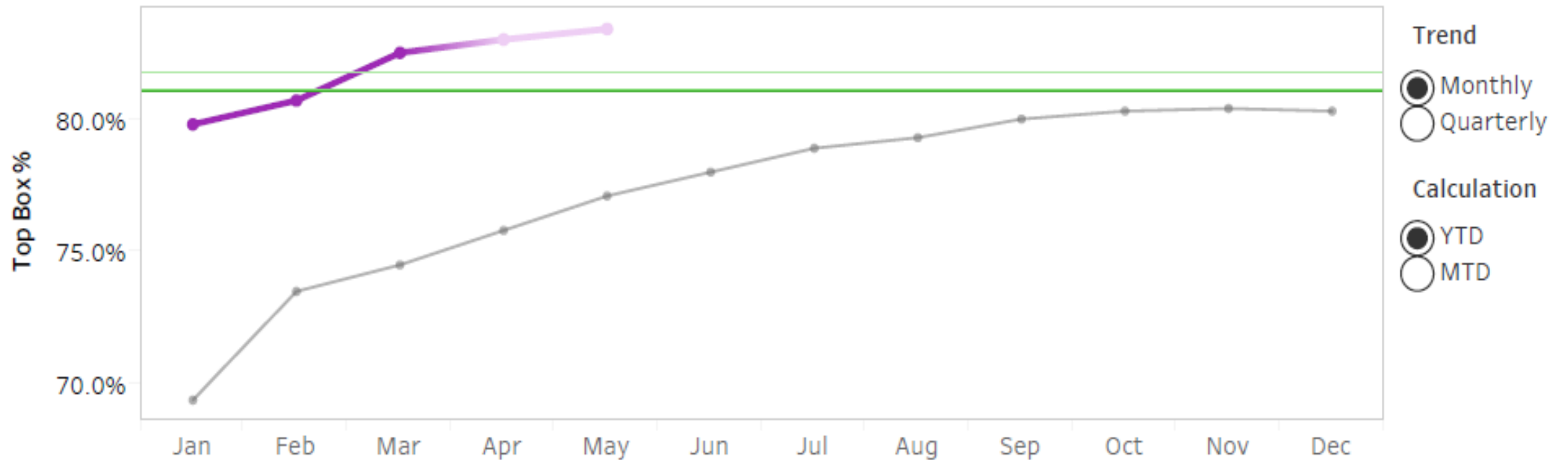
PHELPS HCAHPS -

TB Goal =81% YTD TB =83.4% Rank =87 %ile

Surveys received through: Fri, Jun 05, 2020

Database: All Press Ganey
Specialty Peer Group: All Respondents

Recommend the hospital



FY20 Patient Experience Site & Unit Dashboard

Site

Phelps Hospital

Service

Overall PX Measure

PHELPS – Overall PX Measure

Domain	Measure	Baseline	Rank	Targets			Top Box	Δ	Rank	Δ	n-Size
		Top Box		Threshold	Goal	Stretch	YTD		YTD		YTD
Composite	Overall Composite Measure	78.9		78.9	79.1	79.7	80.2	1.3			
	Recommend Composite Measure	80.6		80.6	80.7	81.3	82.2	1.6			
	Star Ratings Composite Measure	73.7		73.8	74.2	74.7	74.3	0.6			
Global	Recommend the hospital	81.0	77	81.0	81.1	81.7	83.4	2.4	87	10	373
	Recommend the ED	74.9	87	74.9	75.1	75.5	74.8	-0.1	79	-8	412
	Recommend the amb surg facility	85.9	61	85.9	86.2	86.7	87.2	1.3	67	6	281
Communication with Doctors	Domain	84.3	71	84.3	84.5	85.0	84.2	-0.1	71	0	
Communication with Nurses	Domain	83.3	69	83.3	83.7	84.1	82.5	-0.8	65	-4	
Hospital Environment	Cleanliness of the hospital	79.0	68	79.0	79.3	79.8	76.3	-2.7	59	-9	376
	Quietness of the room at night	52.4	22	52.8	53.4	54.0	59.0	6.6	46	24	378
Response of Hospital Staff	Domain	69.4	59	69.4	69.9	70.4	69.3	-0.1	62	3	

CMS Regulatory Reporting Update

- CMS will not require Q1 or Q2 2020 data to be submitted for public reporting
- Q4 2019, Q1 2020, & Q2 2020 will not be used in calculating VBP, even if the data are submitted to CMS
- Services impacted:
 - Inpatient (HCAHPS)
 - Home Care (HHCAHPS)
 - Hospice (Hospice CAHPS)
 - Ambulatory Surgery (OAS CAHPS)
- OPCE will conduct an analysis and form recommendations on a site-by-site basis
 - No action is needed at this time
- Deadlines:
 - Q1 submission decision – 6/15/2020
 - Q2 submission decision – 9/15/2020

2020 Goals: Service Pillar – Willingness to Recommend TB = 81.1%

Patient Experience Strategic Plan:

- Culture of C.A. R. E
- MAGNET Journey
- Quiet & Healing Environment
- Patient Family Partnership Council