

# Patient Experience – February 17, 2021

Phyllis Vonderheide, Sr. Director

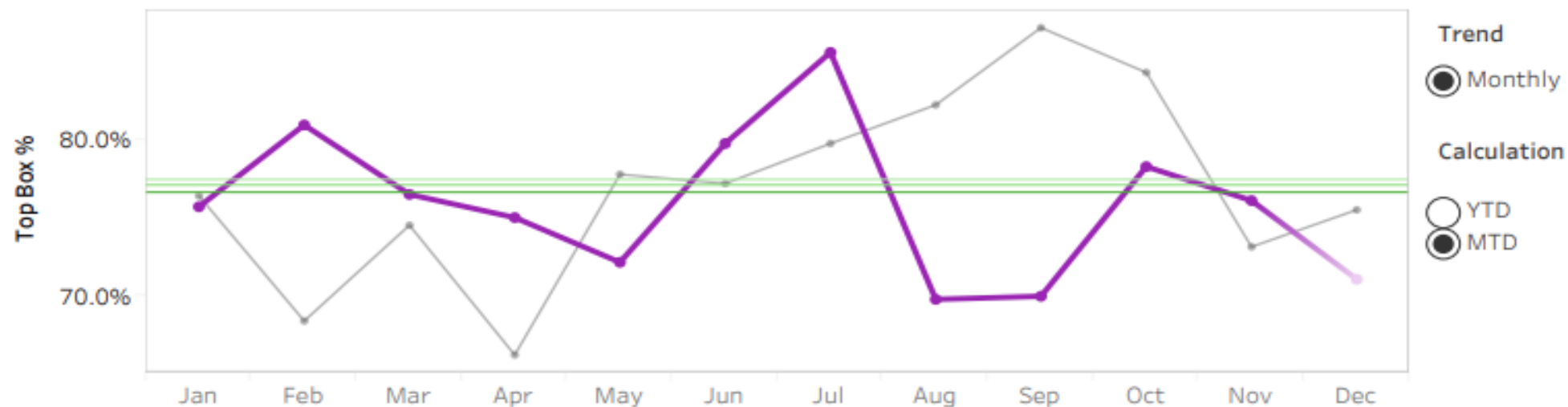
# Rate the hospital 0-10

Database:

All Press Ganey

Specialty Peer Group:

All Respondents



Measure

Baseline

Targets

Top Box

Rank

n-Size

Top Box

Rank

Threshold

Goal

Stretch

YTD

Δ

YTD

Δ

YTD

Rate the hospital 0-10

76.6

67

76.6

77.0

77.4

76.3

-0.3

69

2

1,048

Rate Hospital –

YTD Top Box = 76.3

Rank = 68%ile

Surveys received through: Wed, Feb 03, 2021

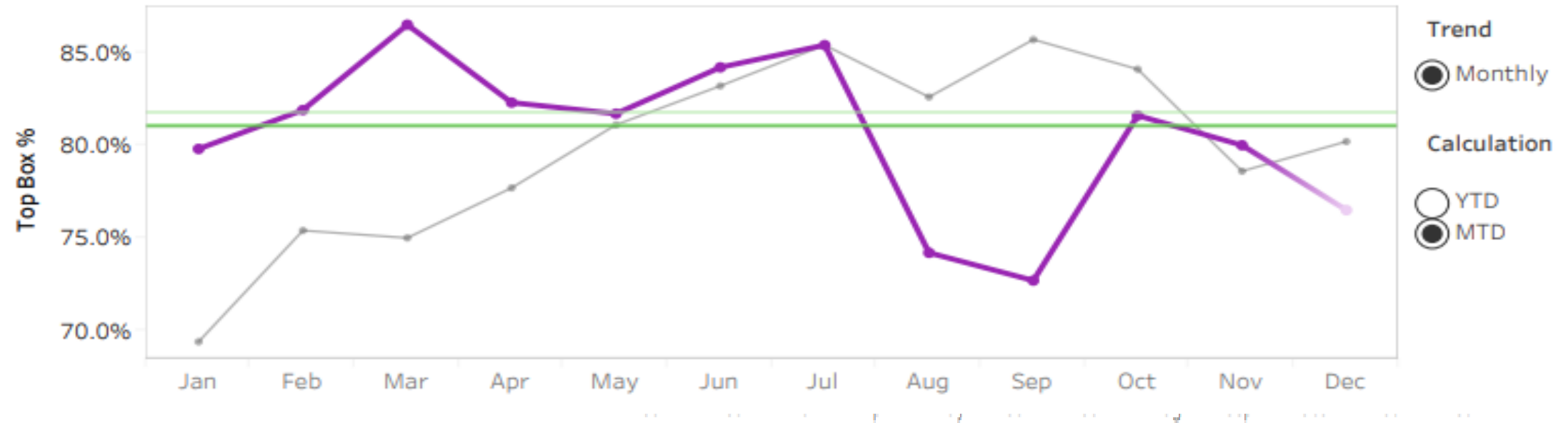
Database:

All Press Ganey

Specialty Peer Group:

All Respondents

## Recommend the hospital



Measure	Baseline		Targets			Top Box	Δ	Rank	Δ	n-Size
	Top Box	Rank	Threshold	Goal	Stretch	YTD		YTD		YTD
Recommend the hospital	81.0	77	81.0	81.1	81.7	80.5	-0.5	80	3	1,040
Rate the hospital 0-10	76.6	67	76.6	77.0	77.4	76.3	-0.3	69	2	1,048

# HCAHPS Impact Dashboard – Northwell Health

## Recommend Hospital

Site/Unit	Top Box	Rank
Syosset Hospital	89.1	96
Northern Westchester	85.5	92
Mather Hospital	82.5	85
Phelps Hospital	80.5	80
North Shore	79.4	77
Lenox Hill Hospital	77.1	70
Huntington Hospital	76.9	69
LIJ Medical Center	75.4	64
LIJ Valley Stream	73.9	58
Peconic Bay	73.4	56
Southside Hospital	72.5	53
Glen Cove Hospital	70.2	44
LIJ Forest Hills	68.2	37
Plainview Hospital	66.3	31
Staten Island	64.8	26

## Rate Hospital 9 or 10 ( 0-10)

Site/Unit	Top Box	Rank
Syosset Hospital	89.0	97
Northern Westchester	81.2	86
Mather Hospital	80.2	84
Phelps Hospital	76.4	70
Huntington Hospital	75.1	65
North Shore	74.4	61
LIJ Valley Stream	73.2	56
Lenox Hill Hospital	72.4	53
LIJ Medical Center	71.8	50
Southside Hospital	71.4	48
Glen Cove Hospital	70.8	45
Peconic Bay	70.6	44
LIJ Forest Hills	67.0	29
Plainview Hospital	65.9	25
Staten Island	64.6	21

**Survey items are correlated to H CAHPS Overall Rating 0-10**

Order	Survey Item	Source	All DB %ile Rank	Correlation
1	Staff concern for your privacy^	PG	45	0.41
2	Pleasantness of room decor^	PG	40	0.35
3	Response concerns/complaints^	PG	64	0.50
0 4	Nurses listen carefully to you	★ CAHPS	67	0.46
5	Staff worked together care for you^	PG	70	0.48
6	Nurses treat with courtesy/respect	★ CAHPS	69	0.43
7	Call button help soon as wanted it	★ CAHPS	65	0.33
8	Tell you what new medicine was for	★ CAHPS	46	0.29
8	Nurses expl in way you understand	★ CAHPS	73	0.36
10	Overall rating care/treatment in ER	PG	57	0.31
10	Cleanliness of hospital environment	★ CAHPS	66	0.31

The priority index combines information about your organization's performance and the relative importance of each question to respondents' overall rating. Higher priority is given to those issues that are relatively more important to respondents (higher correlation coefficients) and relatively lower performing (lower percentile rank) for your organization. Questions are listed in decreasing priority. To provide stability, the Priority Index is based on the prior rolling 12 month period.

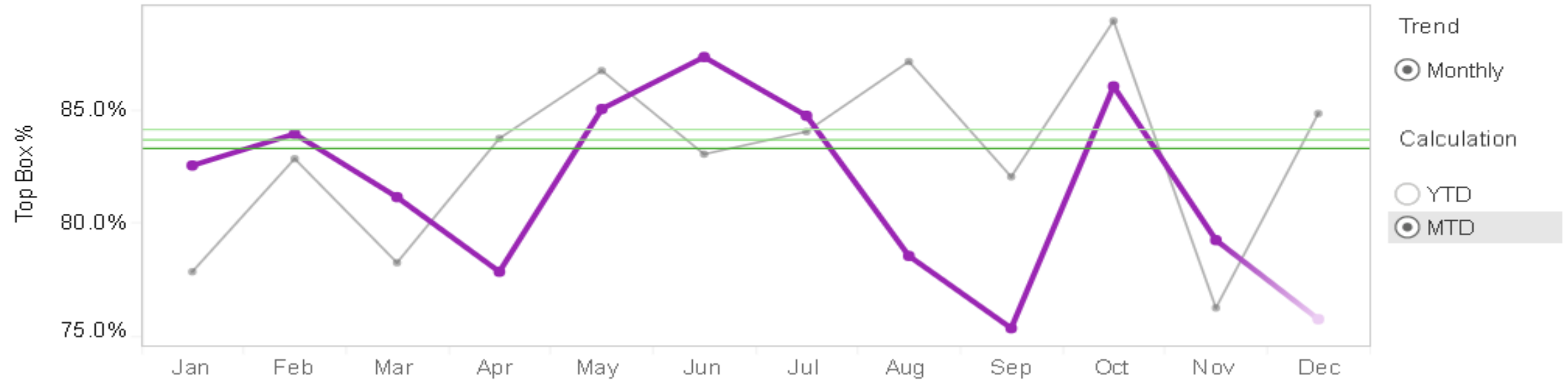


**= Nurse Communication Doman**

Surveys received through: Wed, Feb 03, 2021

Database: All Press Ganey  
Specialty Peer Group: All Respondents

### Domain - Communication with Nurses



Domain	Measure	Baseline		Targets			Top Box		Rank	n-Size	
		Top Box	Rank	Threshold	Goal	Stretch	YTD	Δ		YTD	Δ
Communication with Nurses	Domain	83.3	69	83.3	83.7	84.1	82.1	-1.2	68	-1	

**Nurse Communication**

**Ytd Top Box= 82.1%**

**Rank = 68<sup>th</sup>ile**

# Patient Experience

2021 Strategic Plan

# Office of Patient & Customer Experience

Inspiring, challenging and leading Northwell Health to design and deliver experiences our patients and customers desire.



90<sup>th</sup> Percentile in Patient Experience & Workforce Engagement

Integration of Improvement Initiatives with Patient Experience, Employee Engagement & Clinical Excellence, Safety & Marketing

## Strategic Outcomes

Patient & Family  
Centered Care

Live the Brand

Consumer-Focused  
Innovation

Provider of Choice

## Initiatives

### Culture

Culture Leader Redesign and Culture of C.A.R.E.

Relationship Centered Communication

Patient & Family Partnership Councils

Team Lavender & Schwartz Rounds

### Care Delivery

Patient & Family Centered Care Delivery

CAHPS/Star Ratings-driven Process Improvements

Post-COVID Work streams

Experience-driven technology & solutions

### Hospitality

Food Transformation

Healing Arts Integration

Consistent execution of hospitality standards

First Impressions

### Accountability

Leveraging PX metrics for performance improvement

Real-time feedback and service recovery

Competency & Performance Management

## Key Partners

Patient Experience Feedback

Regionalization

Newly Acquired/Affiliated Entities

Advisory Services & Ventures

Patients &  
Families

Culture  
Leaders

Physicians  
& Nursing

Digital PX  
OCIO

Quality

Human  
Resources

Brand/  
Marketing

Regional  
Leaders &  
Teams

Facilities

CLI



Questions ? Comments?

Thank you