

Measuring Patient Satisfaction and Patient Experience

Patient satisfaction is measured relative to the ease of use of digital tools (e.g., mobile devices, smart phone apps, dashboards, tablets) for self-management of care. This is a measure of how "happy" patients are in their experience from pre-admission, hospitalization, discharge, and follow-up care. Patient satisfaction gives the clinical team insights into various aspects of medicine, including the effectiveness of their care and their level of empathy with the patient.

ID	Stage	Y	N	Compliance Statement
150	6			Patient satisfaction is measured using digital tools Patient satisfaction is measured using digital tools (e.g., devices, apps, web-based portal) to profile the patient experience during hospitalization, discharge.
151	6			Satisfaction is measured relative to ease of use of tools for SM Patient satisfaction is measured relative to ease of use of digital tools (e.g., mobile devices, smart phone apps, dashboards, tablets) for self-management of care (denominator could be number of discharges per year, patient visits per year, etc.)
152	7			Patients use digital tools for feedback reporting during admission Patients are able to report outcomes, provide feedback using digital tools during hospital admissions, for all inpatient programs.
153	7			Rates of patient reported outcomes Rates of patient reported outcomes (e.g., percent of patients using digital tools for self-management who report health outcomes, adverse events, or engage provider teams using digital tools).