

## 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			<b>Patient satisfaction is measured using digital tools</b> Patient satisfaction is measured using digital tools (e.g., devices, apps, web-based portal) to profile the patient experience during hospitalization, discharge.
151	6			<b>Satisfaction is measured relative to ease of use of tools for SM</b> 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			<b>Patients use digital tools for feedback reporting during admission</b> Patients are able to report outcomes, provide feedback using digital tools during hospital admissions, for all inpatient programs.
153	7			<b>Rates of patient reported outcomes</b> 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).