



# EXPLORING PATIENT EXPERIENCES IN AMBULATORY SURGICAL CENTERS

## A VISUAL ANALYSIS USING OAS CAHPS SURVEY DATA

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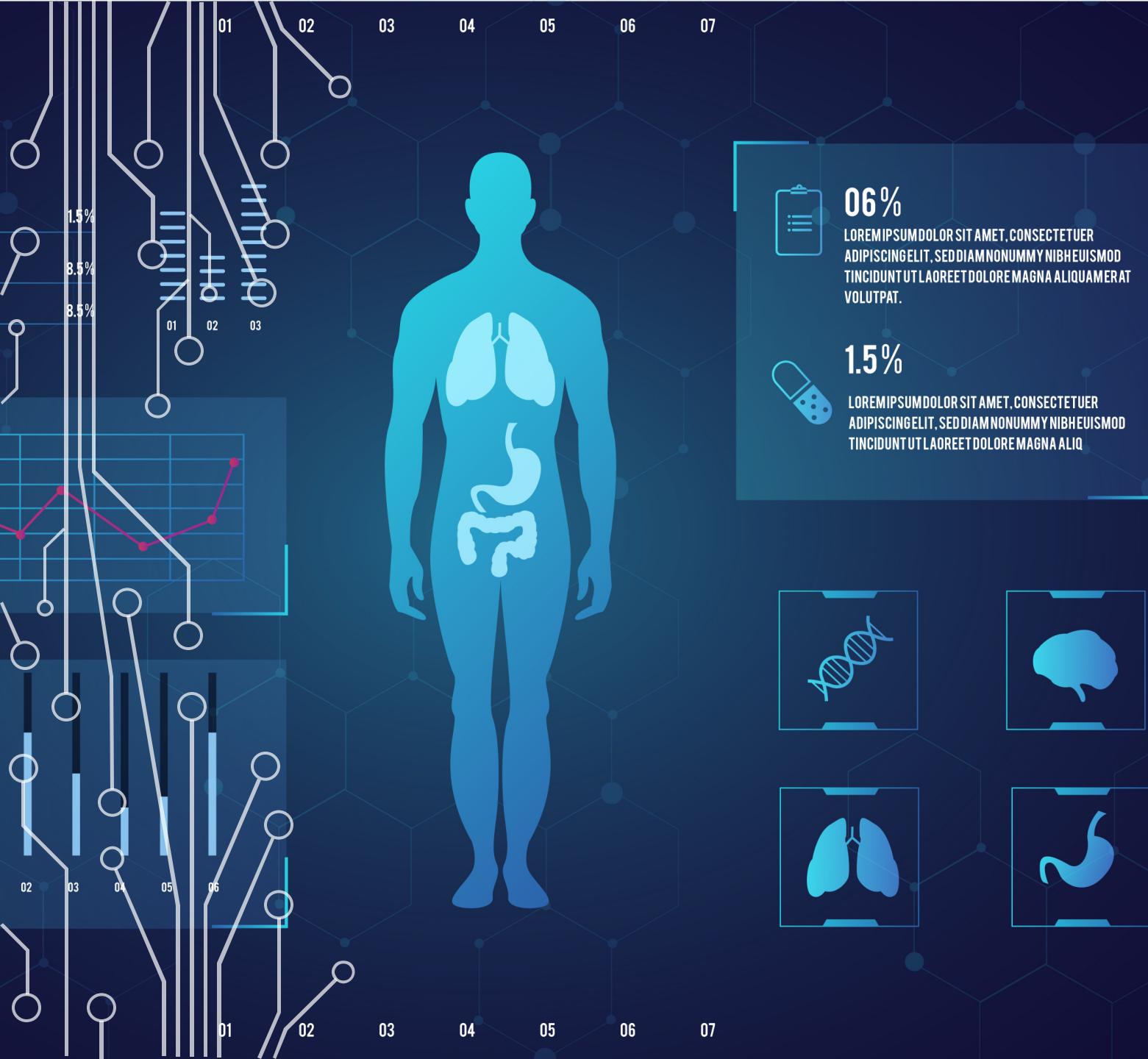
# BRIEF OVERVIEW OF OAS CAHPS SURVEY

- The OAS CAHPS survey is indispensable for navigating evolving healthcare landscapes, and this presentation utilizes visualizations like Histogram, Heat Map, and Scatter Plot to extract vital insights on patient satisfaction in ambulatory surgical centers.



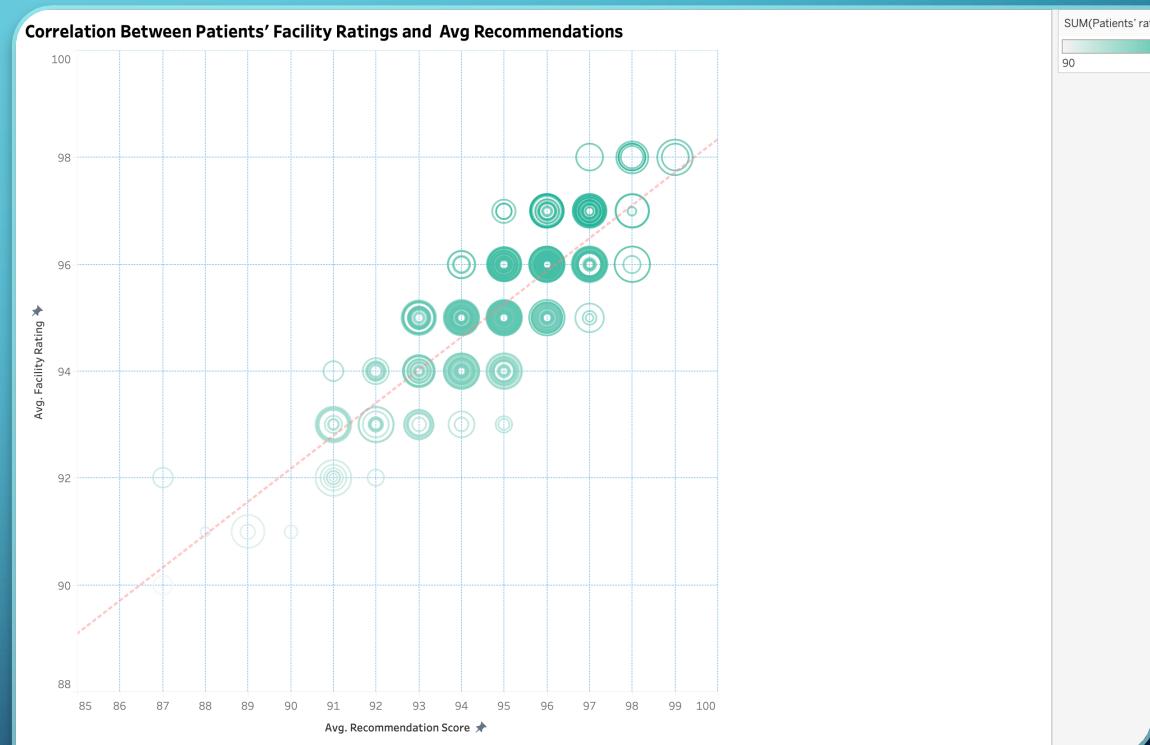
# OVERVIEW OF VISUALIZATION

- Introducing three vital visualizations  
Histogram for detailed responses,  
Heat Map for state-based scores,  
and Scatter Plot for facility rating  
correlations offering a  
comprehensive view of patient  
experiences in ambulatory surgical  
centers.

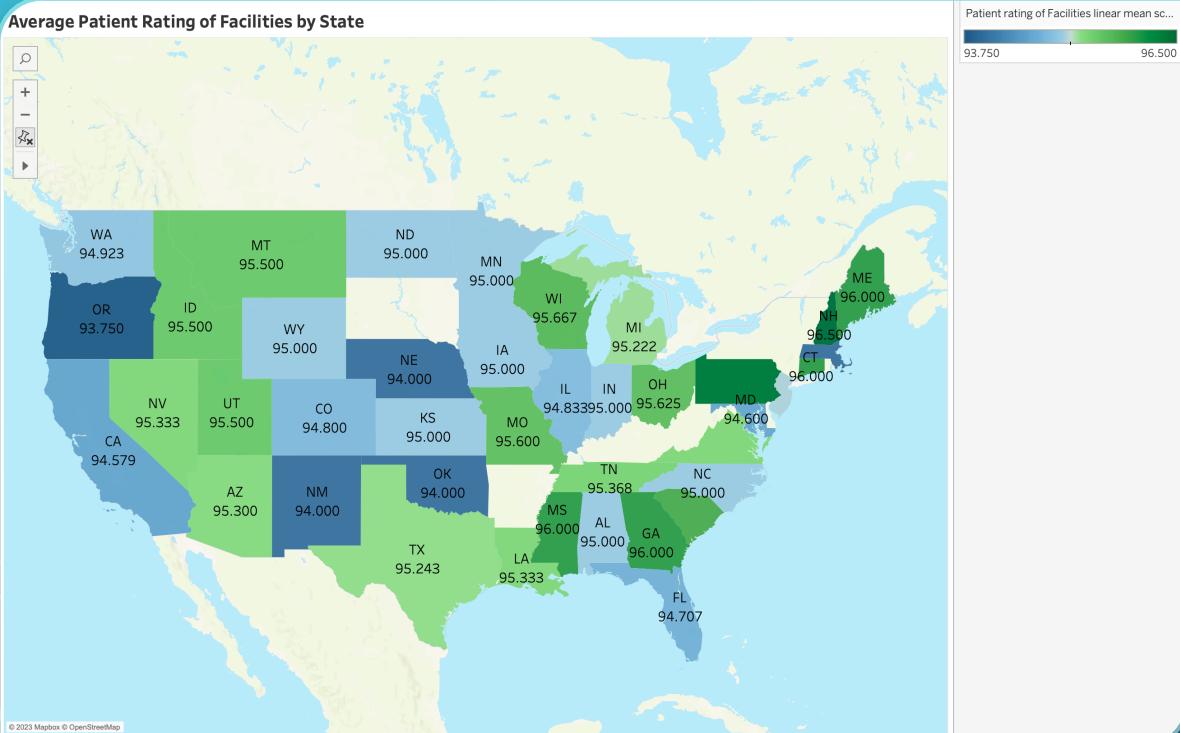


# CORRELATION BETWEEN PATIENTS' FACILITY RATINGS AND AVG RECOMMENDATIONS

- Beginning with the Scatter Plot, we analyze the correlation between facility ratings and average recommendations, gaining nuanced insights into patient satisfaction factors.



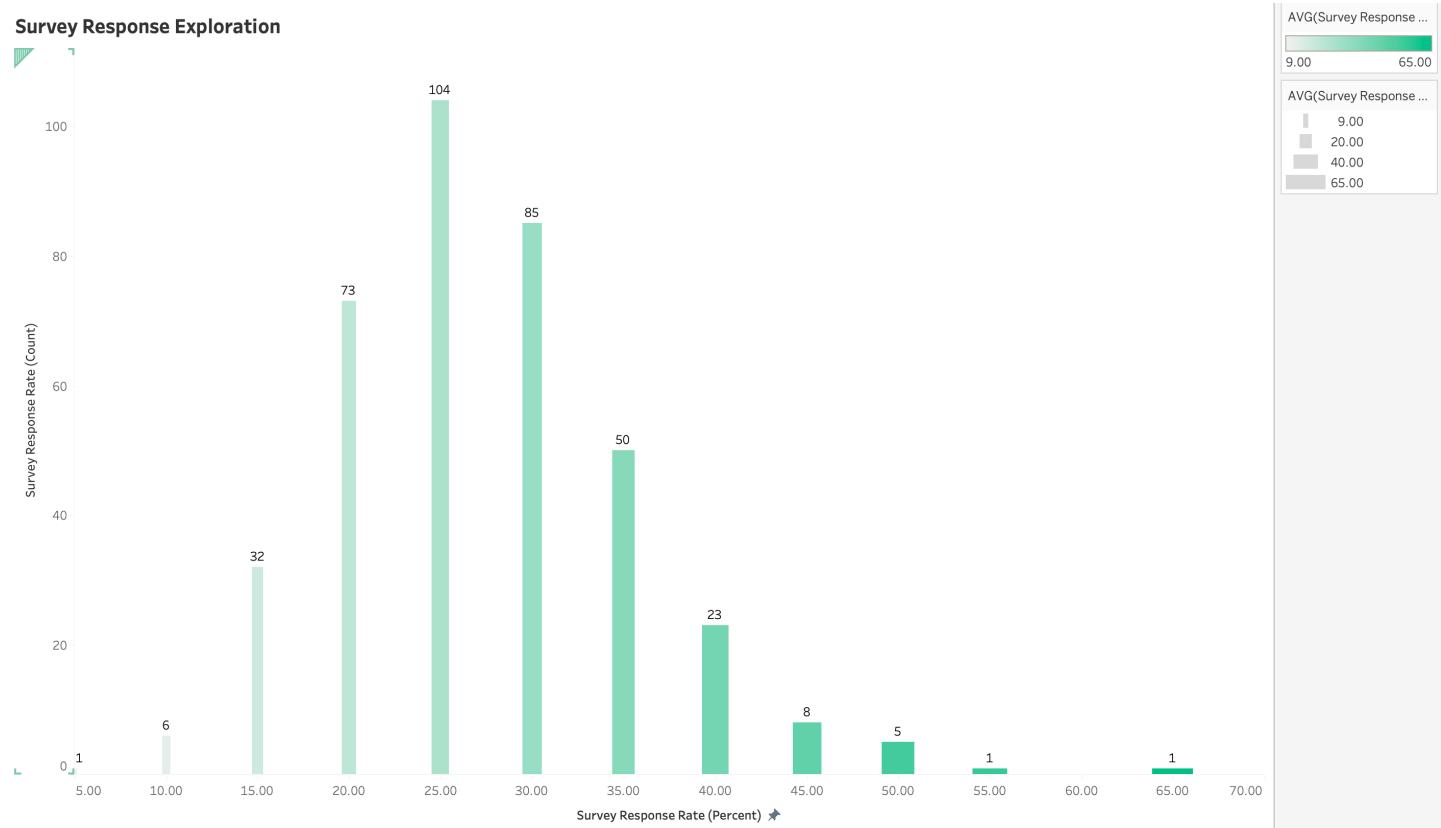
# AVERAGE FACILITIES & STAFF SCORE BY STATE



- The Heat Map, succeeding the Scatter Plot's correlation, offers a geographic insight into average facility and staff scores across states, unveiling regional patterns and disparities in patient experiences at ambulatory surgical centers.

## SURVEY RESPONSE EXPLORATION VISUAL OF HISTOGRAM

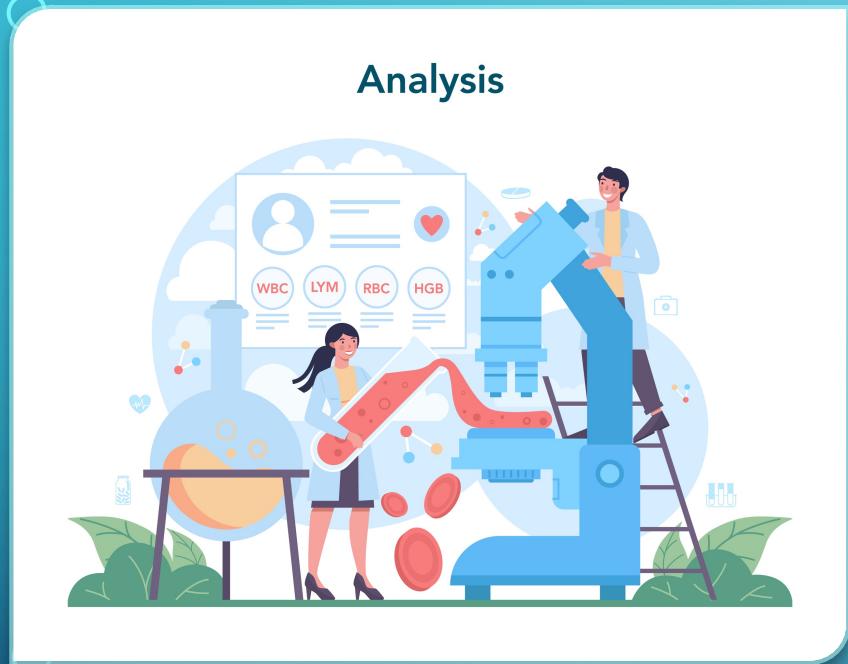
- Now, let's examine the Histogram for a detailed analysis of survey responses, revealing the distribution of ratings and offering insights into ambulatory surgical centers' strengths and weaknesses.



# KEY INSIGHTS OF THE VISUALIZATIONS

## Histogram - Survey Response Exploration

- Insight: The histogram reveals specific aspects of care where patients consistently provide lower ratings. For example, it may highlight issues related to communication, waiting times, or post-operative care.
- Implication: Ambulatory surgical centers can identify priority areas for improvement and allocate resources to address these specific concerns, ultimately enhancing overall patient satisfaction.



## Heat Map - Average Scores by State

- **Insight:** The Heat Map highlights regional variations in patient experiences, indicating areas where average scores are consistently high or low.
- **Implication:** Ambulatory surgical centers can develop targeted strategies for regions with lower average scores, addressing specific regional challenges and leveraging best practices from high-scoring areas.

## Scatter Plot - Correlation Between Ratings and Recommendations

- **Insight:** The Scatter Plot shows a positive correlation between facility ratings and the likelihood of patients recommending the center.
- **Implication:** Ambulatory surgical centers can strategically plan improvements in areas that positively influence both ratings and recommendations, recognizing the potential impact on patient loyalty and word-of-mouth referrals.

# PRACTICAL APPLICATIONS

## Educational and Training Initiatives

- Practical Application: Training programs for healthcare professionals can be designed based on the specific insights gained from the visual analysis, addressing areas identified as needing improvement.
- Impact: Enhanced training can lead to improved staff performance, better communication with patients, and ultimately, improved patient experiences.





## PRACTICAL APPLICATIONS (CONT)

### Patient-Centered Care Initiatives

- Practical Application: Healthcare providers can tailor their services based on the specific aspects highlighted in the Histogram, addressing patient concerns and preferences.
- Impact: This patient-centric approach can contribute to higher patient satisfaction, increased patient loyalty, and positive word-of-mouth recommendations.

# CONCLUSION

- In conclusion, our visual journey through patient experiences in ambulatory surgical centers emphasizes the importance of a patient-centric approach in healthcare. By leveraging visual analyses, we contribute to the ongoing dialogue on improving the quality of care and ensuring positive patient outcomes.



# REFERENCE

- Ko, I., & Chang, H. (2017). Interactive Visualization of Healthcare Data Using Tableau. *Healthcare informatics research*, 23(4), 349–354.  
<https://doi.org/10.4258/hir.2017.23.4.349>
- Centers for Medicare & Medicaid Services. (2016). Outpatient and Ambulatory Surgery CAHPS (OAS CAHPS). <https://www.cms.gov/data-research/research/consumer-assessment-healthcare-providers-systems/outpatient-and-ambulatory-surgery-cahps>

# Q&A

Thank you for your attention. We invite any questions  
or discussions you may have.