



CORRELATING PATIENT FEEDBACK TO AVOIDABLE READMISSIONS AND PATIENT EXPERIENCE OUTCOMES AT TALLAHASSEE MEMORIAL HOSPITAL

The Three Musketeers: Hailey Skoglund, Gus Lipkin, Maverick
Hope

PROJECT BACKGROUND

TMH QUICK FACTS

- Private and not-for-profit healthcare system
- 772 bed hospital serving 17 counties across North Florida and Southern Georgia
- Acute care, psychiatric, and specialty care centers

PATIENT DISCHARGE FOLLOW-UP PROCESS

1. Patients are discharged from the hospital
2. Patients receive an automated follow-up phone call (Connect Call) within 24 hours
 1. Depending on responses, hospital staff may reach out personally
3. Patients receive the HCAHPS survey from the Centers for Medicare and Medicaid Services and a separate survey from TMH

PROJECT QUESTIONS



CAN WE CORRELATE CONNECT CALLS
WITH PATIENT READMISSION RATES?



CAN WE IDENTIFY PATIENT RESPONSE
CHARACTERISTICS THAT ARE MORE LIKELY
TO LEAD TO READMISSION?



CAN WE CORRELATE PATIENT RESPONSE
CHARACTERISTICS AND DIAGNOSIS OR UNIT?

TASKS COMPLETED

FLORIDA POLY

- Early October
 - Got project details and sponsor contact information from Dr Centeno
 - Had initial meeting with project sponsor to do introductions and learn more
 - Went to Dairy Queen for team bonding
- Mid October
 - Met project sponsor in Tallahassee
 - Met the Patient Experience team at TMH
 - Toured the facility
 - Learned more about the discharge process

TMH

- Early October
 - Worked with Poly Students to develop research questions into action plans
 - Began process of cleaning and packaging data
- Mid October
 - Met Poly students in Tallahassee
 - Sent Data User Agreement to Florida Poly's legal team for review

TASKS TO BE COMPLETED

FLORIDA POLY

- Sign DUA
- Begin data exploration
- Figure out if we need anything else from TMH in order to get started
- Actually do the damn project 🤔

TMH

- Send data to Florida Poly
- Find answers for questions from weekly meeting
- Send requested information on equivalent questions



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