Weekly Log

2021-10-23

Group Project Name:	The Three Musketeers
Sponsor Company:	Tallahassee Memorial Healthcare
Group Members:	Hailey Skoglund, Gus Lipkin, Maverick Hope

Summary of Weekly Progress:

- Centeno has received a data use agreement and has passed it on to Poly's legal office and we are waiting for approval.
- Did presentation in class.

Summary of what was planned for this week but wasn't completed and why (if applicable):

- We wanted to do an exploratory analysis of the data to get acquainted with it and determine next steps. We haven't received the data from TMH yet.

Summary of what is planned for this week:

- Get access to the data so that we can do our exploratory analysis.
- Review copies of both health surveys
- Create WBS and project charter
- Write the midterm report

Task accomplished by each member:

- **Hailey:**
  - Wrote and presented PowerPoint in class
  - Emailed sponsor about project generated IP and whether the students or TMH own it
  - Read sponsor's replies to questions from the October 13 meeting
- **Gus:**
  - Wrote and presented PowerPoint in class
  - Read sponsor's replies to questions from the October 13 meeting
- **Maverick:**
  - Staying in contact with Dr. Centeno through after class chats
  - Presented slideshow in class
  - Read sponsor's replies to questions from the October 13 meeting

Blocking issues:

- Legal must review DUA
- Data must be packaged by TMH who are still waiting to get the data from their third party data collection service

Questions or Ideas:

- Have the other groups been able to get access to their data?

20211013 Meeting Notes

Research

Questions

- Does response change based on time it takes for a patient to submit their survey?
- Are there key factors that lead to readmission that can be identified from connect calls and patient surveys?
- **Is there correlation in how call survey was answered and readmission? For readmitted patients, how long for follow-up phonecall and when were they readmitted? Could a faster follow-up reduce readmission?**
- HCAHPS vs Connect, medicine details follow-up questions. HCAHPS is in-house and Connect is discharge, are people answering differently?
- Do HCAHPS {16,17}{21,22} reflect readmission rates?
- Does admittance type (ambulance, ER walk-in, scheduled) have an effect on readmission?
- Is there a correlation with age, race, education, language, or other demographics?
- Is there a correlation in discharge unit and readmission rates and scores?
- COVID vs non-COVID times?

Thoughts

- Use PCA on the Connect calls to account for non-yes or no answers
    - Maybe clustering?
- Sentiment analysis for the qualitative data (followup phone calls if Connect is flagged)
- Distinction between response not needed and response not given

Data

In Progress

- Filling out data user agreement
- Cleaning data for general use
    - Will still have primary keys
- Expect followup in a week or so

Paper handouts

What is HCAHPS?

- National survey used by the government

- Drives: reimbursement, overall score, funding

- Reportable vs non-reportable surveys

    - Reportable:

        - Anonymous

        - Reported to Center for Medicare and Medicaid Services (CMS)

            - 300 surveys required by CMS per year

                - ~600 respnoses per year at TMH

        - Mailed to the patient

        - Totally separate from non-reportable

        - Only 33% of patients receive reportables

            - Totally randomized
            - Done by 3rd party

        - Both surveys are identical

- National response rate is 24% of surveyed

    - TMH is at 19%

- These are scored on "top box" –> only "always" counts

- Timeline:

    - Discharged

    - <= 48 hours of discharge survey is sent

        - Patient receives between 48 hours and 6 weeks

    - Automated discharge calls are within 24 hours and start at 11am

- Mapped from discharge location, not necessarily each unit visited

Data Sources

- Discharge phonecall

- Connect call

    - Everyone gets all the questions

    - Follow-up calls based on flags are not triaged, oldest first

        - Priority given to clinical over service

- Patient experience survey (33% mail, 66% email)

- Approximately how many patients worth of data is there?

    - 1500 responses July 2020-2021 for HCAHPS

Data Strategy

- Work backwards
  - Start with readmitted
  - Figure out why readmitted
  - Forecast for future patients

Follow-up

Actions

- Jessica
  - Find "the box"
  - Send equivalent questions

Current Questions

- How is the 33% determined by the 3rd party?
  - Every third discharge? $\frac{1}{3}$ chance at discharge? etc.
  - *Waiting to hear back from Press Ganey (3rd party)*
- How many responses each year? 600?
  - *Our response rate as a facility is at a 20.49% for mailed surveys (national average is 24.7%) giving us approximately 1664 official reponses. Response rate for emailed surveys (non-reportable) is 12.38% giving us approximately 339 responses.*
- How many mailed surveys per year?
  - *From 9/1/2020-8/31/2021 we mailed (official reportable surveys) 8124 surveys. We emailed 2738.*
- Is there an existing data dictionary?
- Can people get the mail and email survey?
  - *Waiting to hear back from Press Ganey.*
- What are the HCAHPS survey question domains?
  - *Blue is the domain. White are the questions associated with the domain.*
    - Communication with Nurses Score
      - During this hospital stay nurses always treated you with courtesy and respect?
      - During this hospital stay nurses always listened carefully to you?
      - During this hospital stay nurses always explained things in a way you could understand?
    - Communication with Doctors Score
      - During this hospital stay doctors always treated you with courtesy and respect?
      - During this hospital stay doctors always listened carefully to you?
      - During this hospital stay doctors always explained things in a way you could understand?
    - Staff Responsiveness Score

- You always got help in getting to the bathroom or in using a bedpan as soon as you wanted.
- During this hospital stay after you pressed the call button you always got help as soon as you wanted it
  - Room Environment Score
    - Your room and bathroom was always kept clean?
    - During this hospital stay the area around your room was always quiet at night?
  - Communication about Medicines Score
    - Before giving you any new medicine hospital staff always described possible side effects in a way you could understand?
    - Before giving you any new medicine hospital staff always tell you what the medicine was for?
  - Discharge Communication Score
    - During your hospital stay did hospital staff talk with you about whether you would have the help you needed when you left the hospital? (y/n)
    - During your hospital stay did you get information in writing about what symptoms or health problems to look out for after you left the hospital? (y/n)
  - Care Transition Score
    - During this hospital stay I strongly agree they took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left.
    - During this hospital stay I strongly agree I had a good understanding of the things I was responsible for in managing my health.
    - When I left the hospital I strongly agree I clearly understood the purpose for taking each of my medications.
  - Rate this hospital a 9 or 10
- Do we know how people were admitted (ambulance, ER walk-in, scheduled) and readmitted?
  - *Yes we have this data. I will be sure to have that available in the data for analysis.*

Future Questions

- None :)