Sponsoring Entity: Tallahassee Memorial HealthCare (TMH)

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Project Title: Correlating Patient Feedback to Avoidable Readmissions and Patient Experience Outcomes

Background: TMH is a private, not-for-profit community healthcare system serving a 17-county region in North Florida and South Georgia, consisting of a 772-bed acute care hospital, a psychiatric hospital, and multiple specialty care centers. Readmissions, an unanticipated return to the hospital after a patient has been discharged, is a nationally recognized quality measure and one that TMH is working to reduce. One process TMH has in place to help reduce readmissions is a follow up phone call to the patient after they are discharged. The information gathered directly from the patient provides insights into their questions or concerns once they're home. TMH has an opportunity to help reduce avoidable readmissions and improve the patient's experience as measured by CMS's CAHPS Hospital Survey (HCAHPS) by better understanding the relationship between the follow up phone call data and patient outcomes: readmissions and HCAHPS survey scores.

Project Overview: As a strategy to better understand and ultimately improve avoidable readmissions and HCAHPS scores at TMH, the Organizational Improvement (OI) team would like the capstone students to investigate possible correlations between follow up phone call responses and two outcomes: readmissions and patient surveys. The students would explore what characteristics or patient responses are more likely to result in a readmission or poor survey score. For example, when patients are confused about how to take their medication, they are more likely to be readmitted within 14 days. Other relationships such as responses by unit or patient diagnosis can also be explored. Possible constraints would include the inability to visit directly with patients and the inability to visit the TMH campus. Work will need to be performed remotely for the duration of this project.

Desired Deliverables:
- Correlation analysis between phone call responses and outcomes: readmissions and patient surveys scores (HCAHPS), survey scores broken down by domain.
- Identify the patient response characteristics (e.g., confusion about medications) that have the strongest relationship to the two outcomes.
- Correlation analysis between patient response characteristics (e.g., confusion about medications) and unit or patient diagnosis.