

20211006 Meeting Notes

- Jessica is a patient experience advisor
- Take the data from the patient and use that data to improve

Discussion

Project Background

- Survey is sent out after patient discharge
 - HCAPS survey
 - Government
 - Drives scores
 - Used for reimbursement
 - Scale from Never to Always
 - Connect Calls
 - NRC (National Research C?)
 - Go out to all discharged within 24 hours
 - Asking about how they're feeling, if they have questions about medications, self-care questions, etc
 - Automated system (press 1 for yes...)
 - Called a trigger
 - If patients have a trigger, hospital calls to follow up
 - Can find out if patients are readmitted
- What characteristics or responses are more likely to result in readmission?

Questions

Answers are in bold

- Can't readmittance be figured out with hospital records?
- Window for data?
 - Time series data?
 - **Aim for a year**
- Continuous tool? Shiny app?
 - **Hold off until we have a better picture of the data**
- Current data format?
- How much data?

Follow-up

Actions

- Patient survey portal access
- Get a sample of the data
- Get a sample survey
- Expect an update by the end of the week

Future Questions

- Can't readmittance be figured out with hospital records?
- Is it time series data?