

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 responses 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 responses. 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 :)