

Measuring Patient Satisfaction for Emergency Medicine Residents Using Press Ganey®

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Background

Patient satisfaction is increasingly being used as a quality indicator, a tool for consumers to make healthcare choices, and a measure for reimbursement. The most widely used, commercially available patient satisfaction instrument is the Press Ganey® survey (PGS). This is the first study to measure patient satisfaction of emergency medicine (EM) residents using the PGS.

Objectives

Measure patient satisfaction scores for EM residents. Analyze the effect of resident ratings on overall satisfaction.

Methods

Four resident questions were added to the typical PGS used at a large, urban, university hospital with a PGY1-4 EM residency. The survey was mailed to a random sample of 30% of discharged patients. The resident questions replicated exactly the attending questions and were as follows: On a 1-5 scale (5=very good) rate the courtesy of the resident physician, degree to which the resident physician took the time to listen, resident physician's concern to keep you informed, and resident physician's concern for your comfort. A two tailed t-test and logistic regression were used to measure the impact of resident questions on satisfaction.

Results

From September 2012 to September 2013, there were 84,909 ED visits; 17,516 patients were surveyed, and 1,905 responded. Patients were able to discriminate between residents and attendings. All 64 of the EM residents had 5 or more surveys returned. Of these, 29 received scores above the 90th percentile for UHC hospitals. Logistic regression analysis demonstrated that resident questions had no impact on the likelihood of a patient to respond very good to the rating of the overall care received.

Question	P-value	Odds Ratio	Confidence Interval
Resident physician's concern to keep you informed	0.110	1.897	0.886-4.156
Degree to which the resident physician took the time to listen to you	0.194	1.705	0.762-8.312
Resident physician's concern for your comfort	0.381	0.693	0.304-1.575
Courtesy of the resident physician	0.854	0.931	0.435-1.993

Table: Likelihood of responding very good to "overall rating of care received during your visit" given that a patient responded very good to the resident question

More Results

Adding resident questions did not negatively impact the overall patient satisfaction measured by the percent of very good responses (59% very good vs. 60% very good with the resident questions, $p = .49$).

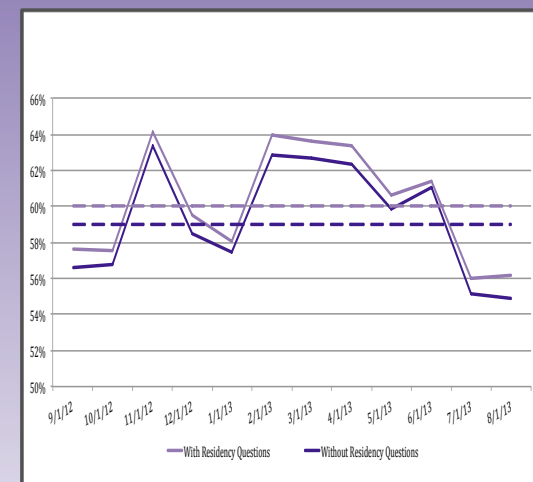


Figure: Overall ED satisfaction measured by percentage of questions answered very good by month

Conclusions

Measuring patient satisfaction for EM residents is feasible and does not negatively impact scores.