



INNOVATIVE STRATEGIES FOR INTERNAL FEEDBACK REPORTING

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cahps

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PATIENT NARRATIVE

- Eliciting patient narratives, or descriptions of care in their own words, is essential for patient-centered care and promising for quality improvement
- The CAHPS team has developed a new enriching question sequence that invites patients' creative improvement ideas through narrative elicitation
 - **NARRATIVE ELICITATION PROTOCOL-IMPROVEMENT (“NEP-I”)**
 - These narratives add important information to closed ended survey questions and elicit richer feedback
- Improving methods for presenting narrative feedback to practice leaders, clinicians, and staff can be useful for improving patient experience

NYP PATIENT NARRATIVE PROJECT OVERVIEW

Overall Aim:

- Assess the feasibility, value, and use of the CG-CAHPS Narrative Item Set (NIS) compared to conventional open-ended questions in ambulatory care practices.
- Assess the value of the NIS content to practice leaders and clinicians delivered through enhanced feedback reporting methods.



STUDY SETTING: NEWYORK-PRESBYTERIAN AMBULATORY CARE NETWORK (ACN)

- 32 practices across Manhattan
 - Primary care, family planning, and specialty clinics
 - 22 practices utilize CG-CAHPS surveys – *Current Focus*
- Located in two major campus settings:
 - Weill Cornell Medical School (east side)
 - Columbia University (west side)
- Each campus has a distinct culture and patient population
 - Weill Cornell: Higher income, elderly patients
 - Columbia: Lower income, strong neighborhood identity; unionized staff



CURRENT COLLECTION AND REPORTING OF PATIENT COMMENTS IN ACN

PRESS GANEY (PG) IS THE THIRD-PARTY VENDOR

- Administers the surveys via e-mail.
- Collects the surveys and houses the survey data and patient comments.
- Provides reports to ACN Patient Experience Team.

PG SURVEY IS BASED ON BUT DIFFERENT FROM CG-CAHPS

- Four composites: Access, MD Communication, Care Coordination, Office Staff.
- Two rating items: MD Rating, Likelihood to Recommend.

PG SURVEY INCLUDES 3 OPEN-ENDED QUESTIONS:

- What do you **like best** about our office?
- What do you **like least** about our office?
- Is there **anything else** you would like to share about your experience?

SURVEY COMMENTS ARE DISTRIBUTED WEEKLY VIA EMAIL IN AN EXCEL SHEET TO

- Practice Administrators, Supervisors, Medical Directors.
- ACN leadership and Care Champions.

SITE	COMMENT
CU/	Very good.
CU/	She is kind & loving to talk to.
CU/	The office was very hot. Just a small fan.
CU/	The office was very clean, and everything looks perfectly in order.



STUDY DESIGN – PHASE 1 AND 2

Two-phase, quasi-experimental study of 9 NYP ACN sites

PHASE I
10/17-02/19

PHASE II
03/19-03/20

COVID-19

- ❖ Assess the value of the Narrative Item Set compared to PG survey questions for selected ACN practices
- ❖ Assess value of:
 - 1) Enhanced feedback, and
 - 2) Elicitation Protocol content delivered through enhanced feedback
- ❖ All survey operations suspended from March 2020-June 2020

PHASE	INTERVENTION SITES (N=9)		CONTROL SITES (N=9)	
Phase I	N=3	<ul style="list-style-type: none">• CG-CAHPS survey• 5-question Elicitation Protocol	N=6	<ul style="list-style-type: none">• CG-CAHPS survey• 3-question protocol
Phase II	N=3	<ul style="list-style-type: none">• CG-CAHPS survey• 3-question CG-CAHPS protocol• Enhanced feedback	N=3	<ul style="list-style-type: none">• CG-CAHPS survey• 3-question protocol• Standard feedback
	N=3	<ul style="list-style-type: none">• CG-CAHPS survey• 5-question Elicitation Protocol• Enhanced feedback		

STUDY DESIGN – PHASE 3

Experimental study of 22 NYP ACN sites

**PHASE 3
7/20 – 12/21**

- ❖ Assess the value of the NIS and new enhanced feedback on care experiences and staff use of comments for improvement
 - 1. All 22 ACN medical practices with patient experience surveys included
 - 2. PG telemedicine survey used for all adult telehealth visits
 - 3. New telehealth question added to NIS for telehealth visits

PHASE	INTERVENTION SITES (N=13)	CONTROL SITES (N=9)
Phase III	<ul style="list-style-type: none">• CG-CAHPS with NIS + New Improvement Question for In-person visits• PG telehealth survey with NIS + new Telehealth Question• Enhanced feedback via Updated Reports Interface	<ul style="list-style-type: none">• CG-CAHPS with NIS + New Improvement Question for In-person visits• PG telehealth survey with NIS + new Telehealth Question• Standard feedback

FEEDBACK REPORTING INTERFACE



Developed

- Substantial practice site input and prototype testing in Phase II.



Partnered

- Creating the report, design, and implementation of the project.



Reported

- Interface update and re-launch in June 2021 to include new content related to:
 - Telehealth
 - COVID-19
 - Improvement feedback

Welcome to the NYP Patient Experience Narrative Report!

This report interface presents a new way for you to view comments from patients that have recently visited one of the practices in the NYP Ambulatory Care Network. Comments are now included for both in-person as well as telehealth visits.

On the main dashboard page, you will be able to select the month from which you want to view comments. This page will show you the number of comments with positive and negative sentiments, broken out by in-person and telehealth visits. You will also be able to view the distribution of comments by selected themes and by the days of the month you have selected. As you scroll down the dashboard, you can also view the distribution of positive and negative comments by CG-CAHPS domain, with a comparison to the CG-CAHPS scores for in-person visits as well as key indicator scores for both in-person and telehealth visits.

By clicking the tab for Patient Experiences, you can access all patient comments and sort them by key themes, key insights, key actors (e.g., comments about doctors, nurses, or office staff), patient attributes (age, sex, and spoken language), and month of visit. The "what's important to patients" tab will show you what patients in your practice say they look for in the healthcare providers and staff in your office.

As you go, you can flag comments that seem especially important to you by adding them to your "Selected Comments" collection, which can be printed or saved as a PDF before you leave the site.

If you have any questions, please contact Maria Colon at 646-317-5780 or by email at mvc9008@nyp.org.

To get started, please select your practice from the following list:

Columbia

- AIM
- Broadway
- Comprehensive HIV Program (CHP)
- Eye
- Fort Washington Dental
- Rangel
- Washington Heights

Weill Cornell

- Cardiology
- Center on Aging
- CIMA HT4
- CIMA Payson House
- Endocrinology
- Neurology

For assistance, contact your patient experience specialist, Maria.

The NYP Patient Experience Team is dedicated to improving the patient experience for all our patients as well as recognizing and rewarding excellence from our staff.

Contact:

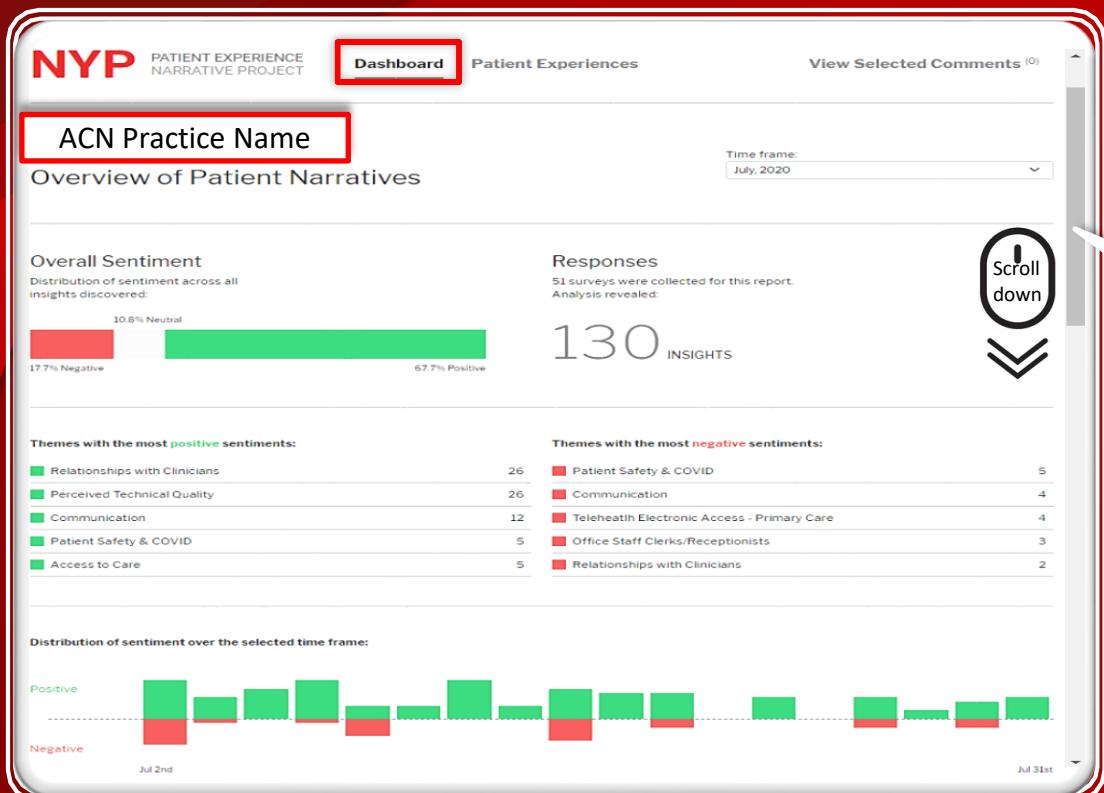
Maria V. Colon
mvc9008@nyp.org
646-317-5780

PATIENT NARRATIVE REPORT INTERFACE

Welcome

PATIENT NARRATIVE REPORTS INTERFACE:

Dashboard



PATIENT NARRATIVE REPORTS INTERFACE:

Patient Experiences

NYP PATIENT EXPERIENCE NARRATIVE PROJECT

Dashboard Patient Experiences View Selected Comments (0)

What patients experience What's important to patients

Visit Type

- In-Person
- Mixed
- Telehealth

Themes

- Access to Care
- Attributes of the Practice
- Care Coordination
- Communication
- Non-MD Clinical Staff
- Office Staff Clerks/Receptionists
- Patient Safety & COVID
- Perceived Technical Quality
- Relationships with Clinicians
- Telehealth Quality of Care

Filters

Key Actors

- Clinical Staff
- Clinician

Key Insights

- Hopes & Dreams
- Problem Named
- Suggested Solution/Remedy

Patient Attributes

Positive Negative

58 Responses matched the selected timeframe & filters.

(+/-) Comments by day

Mar 1st

IA1: My provider was most excellent, she was the first doctor in a very long time, the listened to me, took time to examine me, was very attentive and her bedside manner was wonderful. I give her a 10.

IA2: The were excellent.

IA3: The doctor and staff were very attentive to my care, office visit, and examinations.

IA4: No complaints here.

IA5: My provider and I interacted perfectly together. Her bedside manner made me feel rather comfortable and important.

IA6: Doctors need to follow up with you in regards to your blood work results. Many times your cholesterol may be high and your next doctor's visit might be months away, and you are living with high cholesterol for that length of time. The need to read all blood work results when it comes on their desk.

Q1: What's most important to you in a healthcare provider and their staff?

IAT: To actually listen to any current complaints and try hard to fix any problems

View in Context Add to Report

Q3: What's gone well in the last 3 months with your provider and their staff?

Visit: In-Person

IAT: That they're very thorough with seeing to my overall health needs.

View in Context Add to Report

Q5: Please describe your interactions with your provider and how you get along.

Visit: In-Person

IAT: My provider and I interacted perfectly together. Her bedside manner made me feel rather comfortable and important.

View in Context Add to Report

Q6: What would you change about your care, or your provider or staff interactions?

Visit: In-Person

IAT: Doctors need to follow up with you in regards to your blood work results. Many times your cholesterol may be high and your next doctor's visit might be months away, and you are living with high cholesterol for that length of time. The need to read all blood work results when it comes on their desk.

IA7: cleanliness, communication

IA8: Access to Care, Attributes of the Practice

IA9: What's most important to you in a healthcare provider and their staff?

IAT: Accessibility

Patient Experiences

Time frame: March, 2021

36 Responses matched the selected timeframe & filters.

Q1: What's most important to you in a healthcare provider and their staff?

IAT: To actually listen to any current complaints and try hard to fix any problems

View in Context Add to Report

Q1: What's most important to you in a healthcare provider and their staff?

IAT: That they're very thorough with seeing to my overall health needs.

View in Context Add to Report

Q1: What's most important to you in a healthcare provider and their staff?

IAT: Someone who listens and shows an interest in me as well as being a terrific doctor.

View in Context Add to Report

Q1: What's most important to you in a healthcare provider and their staff?

IAT: cleanliness, communication

IA10: Access to Care, Attributes of the Practice

IA11: What's most important to you in a healthcare provider and their staff?

IAT: Accessibility

PATIENT NARRATIVE REPORTS INTERFACE:

Creating/Saving Reports

NYP PATIENT EXPERIENCE NARRATIVE PROJECT

Dashboard Patient Experiences

[View Selected Comments \[3\]](#)

[Save / Print as PDF](#)

[How do I save as a PDF?](#)

ACN Practice Name

Selected Comments

[Delete Selected Comments](#)

Q1 What's most important?

IA1: My provider was most excellent, she was the first doctor in a very long time, the listened to me, took time to examine me, was very attentive and her bed side manner was wonderful. I give her a 10.

Mar 1st Perceived Technical Quality, Communication
Valences: 1,1,1 (weighted: 4.5) Key Actors: KA1

Visit: In-Person

View in Context In Report

Q3: What's gone well in the last 3 months with your provider and their staff?

IA3: The doctor and staff were very attentive to my care, office visit, and examinations.

Mar 1st Perceived Technical Quality
Valences: 1 (weighted: 1.5)

Visit: In-Person

View in Context In Report

Q5: Please describe your interactions with your provider and how you get along.

IA5: My provider and I interacted perfectly together. Her bedside manner made me feel rather comfortable and important.

Mar 1st Relationships with Clinicians
Valences: 1 (weighted: 1.5) / Key Actors: KA1

Visit: In-Person

View in Context In Report

Destination

Save as PDF

HPG327A (HP OfficeJet 3830 series)

Microsoft Print to PDF

Save as PDF

See more...

More settings

8/2/2021 NYP Patient Experience Narrative Project

ACN Practice Name

Selected Comments

Q1: What's most important to you in a healthcare provider and their staff?

IA1: My provider was most excellent, she was the first doctor in a very long time, the listened to me, took time to examine me, was very attentive and her bed side manner was wonderful. I give her a 10.

Visit: In-Person

Mar 1st Perceived Technical Quality, Communication
Valences: 1,1,1 (weighted: 4.5) / Key Actors: KA1

Q3: What's gone well in the last 3 months with your provider and their staff?

IA3: The doctor and staff were very attentive to my care, office visit, and examinations.

Visit: In-Person

Mar 1st Perceived Technical Quality
Valences: 1 (weighted: 1.5)

Q5: Please describe your interactions with your provider and how you get along.

IA5: My provider and I interacted perfectly together. Her bedside manner made me feel rather comfortable and important.

Visit: In-Person

Mar 1st Relationships with Clinicians
Valences: 1 (weighted: 1.5) / Key Actors: KA1

For assistance, contact your patient experience specialist, Maria.

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10.144.130.36/projectbuild/app/selected-comments/1

1/1

INTERFACE USE EXPERIENCE

- ❑ The medical practice leadership believes it's extremely user-friendly and much easier to navigate than the standard feedback (Excel sheets).
- ❑ The medical practice staff find it impactful and visually appealing; making it more effective to disseminate comments that address their patients' experience.
- ❑ Overall the teams have shared that the new filters allow them to easily address actionable issues and provide recognition to their exemplar staff.



OPPORTUNITIES AND RECOMMENDATIONS |

Opportunities

Disseminating both positive and negative feedback.

Returning to regular practice operations after emergency COVID-19 care restructuring.

Competing priorities for practice leaders within the context of their busy practices.

Recommendations

Empower leaders to give others (i.e. 'Care Champions') ownership over comment-related projects and presentations.

Encourage usage of Interface for meetings/huddles/goal boards/email chains.

Sustain regular follow-ups with medical practice leadership.

PLANS FOR PROJECT EVALUATION

- Detailed interviews with practice administrators, medical directors and staff.
- Analysis of changes in CG-CAHPS survey scores (Control vs Intervention).
- Analysis of narrative content to identify improvement opportunities.

THANK YOU!

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