

Various Facets of Capturing Emergency Department Patient Experience: Lessons Learned

A Bi-State Collaborative

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Objectives

- ▶ Identify best practice delivery model for a critical access hospital (CAH) emergency department (ED) Patient Engagement Program
- ▶ Mitigate anticipated road blocks and potential barriers to overcome during survey implementation
- ▶ Compare and contrast the difference between ED Consumer Assessment of Healthcare Providers and Systems (CAHPS) pilot project through the Centers for Medicare and Medicaid Services (CMS) and a pared-down process for patient engagement

History

- ▶ Started with an 'idea' back in 2014
- ▶ Eight Illinois hospitals and five North Dakota Hospitals
- ▶ Utilized Custom Learning to help in building initial mailed survey
- ▶ Brian Lee from Custom Learning provided four education sessions with pilot group
- ▶ Reporting was challenging, no electronic platform

Flex Grant Logic Model 2015

Goal 5 Program Area: Integration of Innovative Health Care				To support the financial and operational transition to value based models and health care transformation models in the health care system	
Objective 5.01				(Optional) To develop/implement and assess innovative health care models designed to have a positive transformational impact on rural health.	
Activities	Budget	Staff Responsible	Sub-Activity	Outputs (Process Measures)	Impact (Short and Long Term) Outcome Measures
5.01a Integration of innovative health care models. Specific areas may include: clinically integrated networks; population health management; projects addressing frequent/high cost users of healthcare or emergency department; care coordination	\$15,000	ICAHN Quality Director	<p>Identify cohort between Illinois and North Dakota with six participating CAHs from each state</p> <p>Create cohort objectives around improvement of ED CAHPS and patient satisfaction from ED consumers</p> <p>Year 2: determine a minimum of 3 measures (domains) to focus and offer coaching through use of subject matter experts</p> <p>Share preliminary findings at national conference (Flex and/or National Rural Health Association)</p> <p>Year 3: Continue same with further identification on 3 domains to improve upon in cohort</p> <p>Share findings through state and national routes such as newsletters, webinar training and national conference</p>	<p># CAHs continuing participating in cohort</p> <p># CAHs attending quarterly technical assistance calls</p> <p># of best practices shared</p> <p># top performers</p> <p>#measures and guidelines identified</p> <p>#education events; # attendees</p> <p>#CAHs adding ED as new survey service</p>	<p># CAHs who report improvement in ED CAHPS related measure(s) to a quality improvement intervention</p> <p># of interventions suggested to CAHs and/or high performers and best practices shared at quarterly meetings</p> <p># CAHs not part of the cohort implementing best practices share and/or participating on educational webinars or conference attendance</p>

Decision Factors

- ▶ Survey design
- ▶ Length of survey
- ▶ Mail vs telephone (manpower)
- ▶ CMS Pilot in progress
 - ▶ EDPEC 2.0
 - ▶ 53 Questions
 - ▶ ED Patient Admitted version
- ▶ “If I were a patient”
- ▶ “I want to know....”
- ▶ “What can I improve”

Initial Survey

- ▶ 30 Questions
- ▶ Mailed to homes
- ▶ Domains
 - ▶ Going to the emergency room (ER)
 - ▶ During the ER visit
 - ▶ Medicine education
 - ▶ Pain management
 - ▶ Nurses and Doctors
 - ▶ Introduce
 - ▶ Courtesy and Respect
 - ▶ Listen
 - ▶ Explain
 - ▶ Leaving: Discharge Instructions
 - ▶ Rate and Recommend

Start Up Successes and Failures

Successes

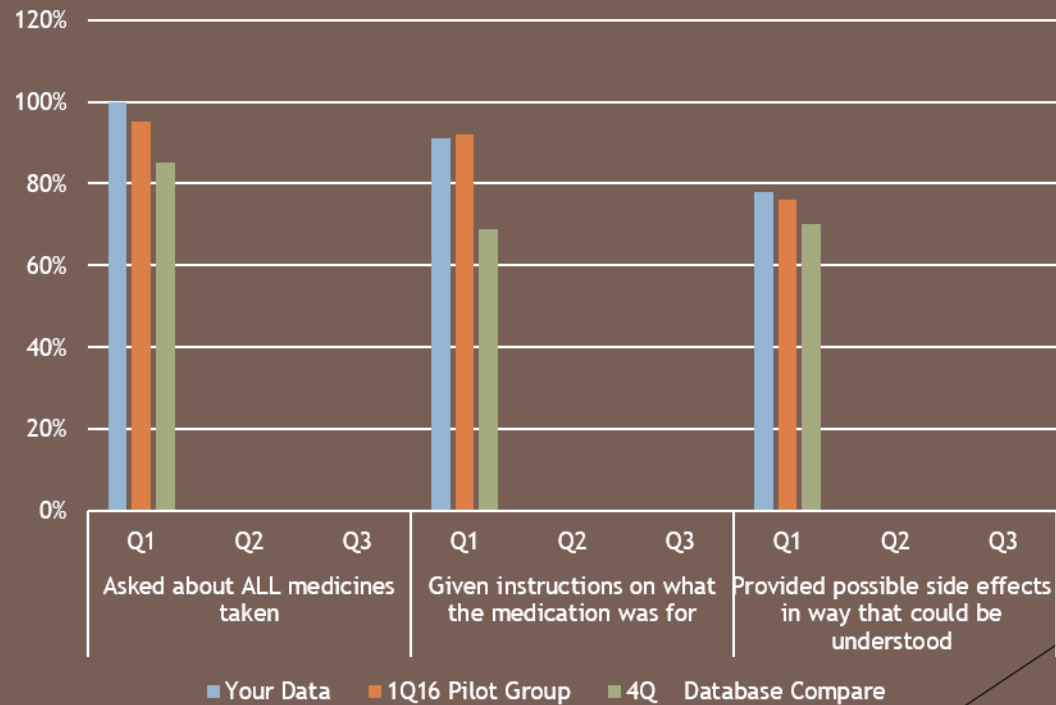
- ▶ Energetic
- ▶ Easy to implement
- ▶ Easy to return

Failures

- ▶ Bad addresses
- ▶ Incomplete responses
- ▶ Poor response rate
- ▶ Provider engagement fair
- ▶ Staff not as participative in learning

Communication about Medications			91%	89%	79%
Asked about ALL medicines taken	Q1	100%	95%	85%	
	Q2				
	Q3				
Given instructions on what the medication was for	Q1	91%	92%	69%	
	Q2				
	Q3				
Provided possible side effects in way that could be understood	Q1	78%	76%	70%	
	Q2				
	Q3				

Communication About Medications



2015 and 2016

- ▶ Changed it up a bit
- ▶ Started by reducing to 23 questions
- ▶ Created a 14 Question

2017 Year of Change

- ▶ January 2017 pilot group discussion
- ▶ Partnered with tablet vendor
- ▶ Real-time data collection
- ▶ 11 Questions

Initial Outcomes to Changes

- ▶ Four hospitals had immediate 60% improved response rate
- ▶ Staff engaged but struggle with ‘framing the ask’
- ▶ Real time notification of unsatisfied patient
- ▶ Provider engagement by two ‘groups’
- ▶ Supervisor satisfaction to fix any immediate needs
- ▶ Quickly watch dashboard
- ▶ Not as easy to see comparison with entire pilot group
- ▶ Tablets challenging for infection control issues

2018 Changes

- ▶ Partnered with AdCo as our Platform
- ▶ Ability to benchmark against others but not as 'real time'
- ▶ www.icaahnsurveysolutions.org

The screenshot displays the Franklin Hospital Survey Solutions dashboard. The header includes the Franklin Hospital logo and the Survey Solutions by ICAHN logo. A navigation bar contains various survey categories like HCAHPS, ED, and Outpatient. The main content area is titled 'Domains & Questions' and features a table with performance data for four domains: 'During your Emergency Room Visit', 'People Who Took Care of You', 'Leaving the Emergency Room', and 'Overall Experience'. The table shows scores for the current week (Wk 28) and compares them to previous weeks, monthly averages, and quarterly benchmarks. A 'PRINT' button is visible in the top right of the table area.

	Wk 28	WEEKLY					MONTHLY			QUARTERLY	
		Wk 27	Wk 26	Wk 25	Wk 24	Jun	May	Apr	Mar	Q2 2019	Natl Avg
During your Emergency Room Visit	0%	99%	98%	99%	98%	97%	98%	98%	98%	98%	96%
People Who Took Care of You	0%	96%	96%	100%	94%	94%	96%	95%	97%	95%	94%
Leaving the Emergency Room	0%	100%	100%	100%	100%	99%	100%	100%	98%	100%	99%
Overall Experience	0%	85%	92%	100%	93%	92%	92%	94%	96%	93%	85%

Survey Count: 0, 23, 13, 22, 52, 147, 92, 74, 67, 313, 879

* Survey results from Q1 2019 forward are still being received. This data may be incomplete at this time.

Lessons Learned

- ▶ Staff not comfortable asking for patient feedback
- ▶ Concerns with 'is it accurate' or are 'nurses doing it'
- ▶ Need signage for patient reminders
- ▶ Tablets don't hold up over a year
- ▶ Admin and ED Provider Groups like data provided
- ▶ The more simple the better

- ▶ Next steps
 - ▶ Email, Text, QR Code

Ask Away....

