

The Influence of Positive Feedback on Provider Views and the Correlation Between Positive Feedback and HCAHPS.

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The influence of positive feedback on provider views and the correlation between positive feedback and HCAHPS.

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Introduction

Feedback is an integral part of the communication that occurs between a healthcare provider and the patient. It allows the provider to hear what he/she is doing right or wrong from the perspective of the patient. HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is “the first national, standardized, publicly reported survey of patients’ perspectives of hospital care.” (HCAHPS Fact Sheet 2013). This survey provides an effective system of scoring that can be compared on a national basis and can be utilized by prospective and current patients. One problem with HCAHPS is that it does not factor patient comments into its scores.

A British study titled “Associations between internet-based patient ratings and conventional surveys of patient experience in the English NHS: an observational study” found that there was an association between web-based ratings of patient experience and paper-based patient surveys (Millet, 2012). This relates to concepts of the HCAHPS and patient feedback comments discussed in this study. In another study titled “The value of patients’ handwritten comments on HCAHPS surveys,” Huppertz (2014) found that “coefficients for negative comments were significant for both the overall hospital rating and intent to recommend” (p. 39-40). This information is very valuable to the study as it deals with the same topics of patient comments and HCAHPS. This study looks to add to Huppertz’s by focusing more on the effects of positive patient comments and their relationship to HCAHPS.

Objectives

- ✓ To examine the influence that positive feedback has on advance practice clinicians (APCs) and the impact it has on the level of care that they provide.
- ✓ Analyze the correlation between positive patient feedback and hospital HCAHPS scores, particularly rate of hospital and communication with doctors.
- ✓ Hypothesis is that the survey will show that positive feedback has encouraging effects on APCs and that it encourages them to not only maintain, but increase the level of care provided to patients. It is also hypothesized that there will be a positive correlation between positive patient feedback and HCAHPS scores.

Methodology

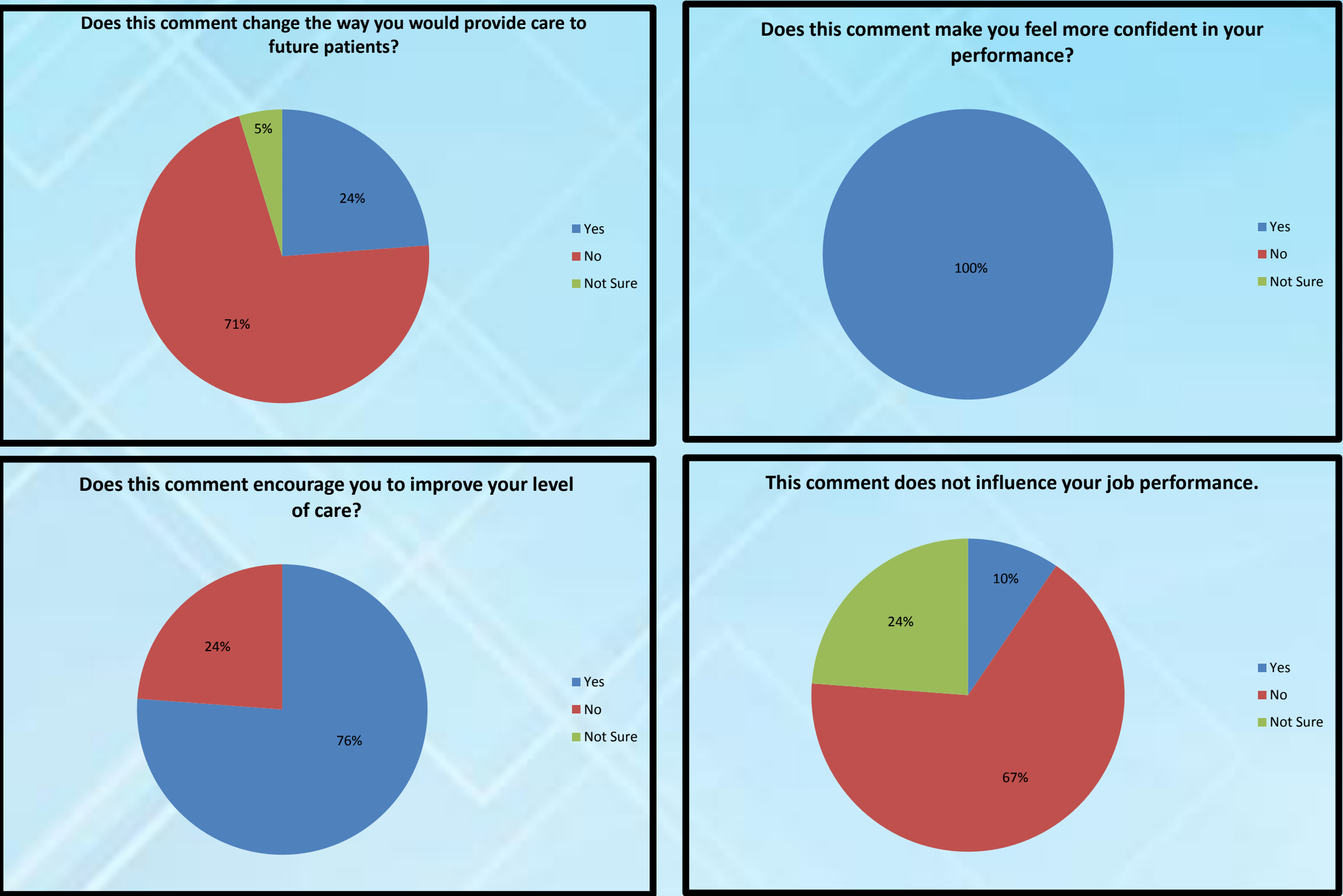
An informal survey was used to assess the impact of positive patient feedback on APCs. These surveys were sent in the form of an email. Comments between the time periods of 7-1-2013 and 6-30-2014 were collected. Positive comments specifying APCs were used. The surveys were sent individually to APCs. A total of 31 surveys were distributed. They included a comment(s) about the particular provider it was addressed to and asked four questions that were to be answered with yes, no, or not sure.

To determine if there is a correlation between positive feedback and HCAHPS, the study organized all comments for each unit of the hospital into weighted categories for positive, negative, and mixed comments. HCAHPS data for rate of hospital and communication with doctors was collected for each corresponding unit. These sets of data were compared and correlation coefficients were calculated to determine if there was a correlation between the two.

Results

APC Survey Questions:

1. Does this comment change the way you would provide care to future patients?
2. Does this comment make you feel more confident in your performance?
3. Does this comment encourage you to improve your level of care?
4. This comment does not influence your job performance.
5. Any additional comments (optional)



Unit Positive Comment Percentages

Unit	Positive (%)
2KS	54
3Aip	61
4CP	54
4K	52
4KS	50
5Att	49
5B	37
5CP	49
5K	61
6B	44
6C	48
6K	54
7BP	48
7C	58
7K	69
Bu	72
Mbu	51
Msic	53
NSIC	83
NSU	53
Ohu	67
Pcu	52
Pnu	43
TNIC	65
Toh	62
TPO	67
Average	56

Comment and HCAHPS Scores Correlation

Comments					Comments				
Avg. Positive					Avg. Positive				
56					56				
HCAHPS Score					HCAHPS Score				
LVH-CC Rate of Hospital					LVH-CC Communication with doctors				
74.3					78.3				
Unit	Comment Score	Dev.	HCAHPS Score	Dev.	Unit	Comment Score	Dev.	HCAHPS Score	Dev.
2KS	54	-2	57.1	-17.2	2KS	54	-2	66.7	-11.6
3Aip	61	5	79.8	5.5	3Aip	61	5	80.4	2.1
4CP	54	-2	66.7	-7.6	4CP	54	-2	80.6	2.3
4K	52	-4	77.5	3.2	4K	52	-4	79.9	1.6
4KS	50	-6	71.9	-2.4	4KS	50	-6	83.3	5
5Att	49	-7	73.5	-0.8	5Att	49	-7	68.4	-9.9
5B	37	-19	70.3	-4	5B	37	-19	64.9	-13.4
5CP	49	-7	50	-24.3	5CP	49	-7	53.7	-24.6
5K	61	5	65	-9.3	5K	61	5	75.9	-2.4
6B	44	-12	58.1	-16.2	6B	44	-12	67.4	-10.9
6C	48	-8	76.6	2.3	6C	48	-8	76	-2.3
6K	54	-2	79.5	5.2	6K	54	-2	77.2	-1.1
7BP	48	-8	73.9	-0.4	7BP	48	-8	73.2	-5.1
7C	58	2	91.7	17.4	7C	58	2	86	7.7
7K	69	13	90.7	16.4	7K	69	13	90	11.7
Bu	72	16	95.8	21.5	Bu	72	16	77.4	-0.9
Mbu	51	-5	68.1	-6.2	Mbu	51	-5	86.7	8.4
Msic	53	-3	74.1	-0.2	Msic	53	-3	64.4	-13.9
NSIC	83	27	81.8	7.5	NSIC	83	27	82.2	3.9
NSU	53	-3	67.3	-7	NSU	53	-3	76.6	-1.7
Ohu	67	11	77.8	3.5	Ohu	67	11	78.5	0.2
Pcu	52	-4	65.1	-9.2	Pcu	52	-4	68.5	-9.8
Pnu	43	-13	55.6	-18.7	Pnu	43	-13	85.2	6.9
TNIC	65	9	75	0.7	TNIC	65	9	70.3	-8
Toh	62	6	78.6	4.3	Toh	62	6	74	-4.3
TPO	67	11	84.2	9.9	TPO	67	11	94.7	16.4

Correlation Coefficient 0.62

Correlation Coefficient 0.42

Conclusion

- **100%** experience increase in confidence from positive feedback
- Positive feedback motivates **76%** to improve care
- Correlation coefficient of **0.62** demonstrates that positive comments have a moderately positive relationship with HCAHPS scores for rate of hospital
- Correlation coefficient of **0.42** demonstrates that positive comments have a moderately positive relationship with HCAHPS scores for communication with doctors
- Focusing on informing providers about positive feedback will directly benefit patients’ health and care and lead to an overall improvement in hospital quality, patient satisfaction, and patient experience.
- Regularly notifying providers of positive feedback from patients will encourage them to improve their level of care. Due to the correlation, improving their level of care will generate a greater weight of positive comments among the different units. If a greater weight of positive comments is achieved, it will likely improve HCAHPS scores for the entire hospital, which will increase hospital rank in the nationally standardized HCAHPS system, thus attracting more potential patients.



Limitations

- Small sample size due to exclusivity to APCs
- Response rate not fully optimized
- Patient interaction was prohibited, eliminating the possibility to study the impact of positive feedback on patient views

Future Study

- Extend survey to physicians
- Analyze feedback and HCAHPS data beyond fiscal year used in this study to determine if the correlation still holds true
- Begin distributing positive feedback and see if it does indeed increase HCAHPS scores

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