

Measuring Patient-Provider Interaction at LVHN.

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Measuring Patient-Provider Interaction at LVHN

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BACKGROUND / INTRODUCTION

- Introduced in 2006, the HCAHPS (Hospital Consumer Assessment of Healthcare, Providers and Systems) survey became a targeted way for hospitals to measure the quality of their patients' experience.²
- In 2007, HCAHPS merged with IPPS payment, which designates how much IPPS sponsored hospitals get paid annually. This meant that unreported or low HCAHPS scores resulted in decreased funding.²
- The HCAHPS score for patient experience at LVH-Cedar Crest currently sits at three stars out of five.³
- The shift to the hospitalist method of care made it difficult for patients to keep track of who their primary provider throughout their stay at the hospital.
 - At Rush University Medical Center, a program was implemented into its care regime that focused on improving communication between patient and hospitalists. This ultimately led to a dramatic increase in HCAHPS scores.¹
- The purpose of this research project was to get a sense of the interaction between patients and providers at LVHN.

METHODS

- A nine question survey on patient experience was created by the LVHN Institute for Quality and Patient Safety. The survey sessions were conducted using an iPad at the LVH-Cedar Crest and LVH-Muhlenberg campuses using the RL Solutions mobile app.
- A total of 144 patient responses were recorded.
- Microsoft Excel was used to analyze the recorded data.

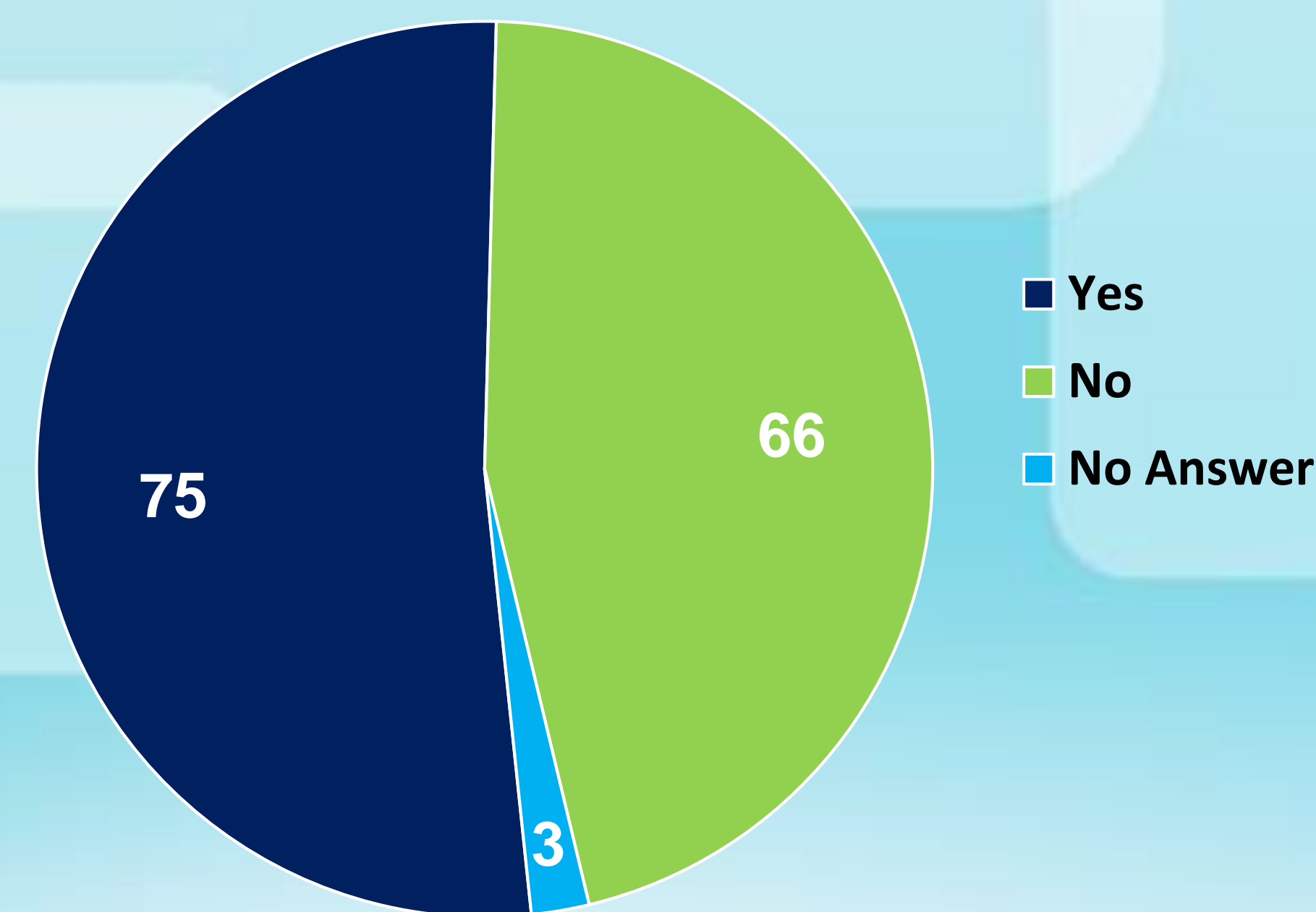
- Do you know who the primary doctor taking care of you in the hospital is?
- Did your doctor knock on the door when coming in?
- Did your doctor sit and talk with you?
- Did your doctor use the communication board?
- Did your doctor discuss a treatment plan in a way you could understand?
- Did your doctor explain any new medications or testing?
- Did your doctor include you in decisions about your health care?
- Do you feel your care team is working together?

Talking Points for Brief Factual Description: Is there anyone that has been taking care of you that you would like me to recognize?

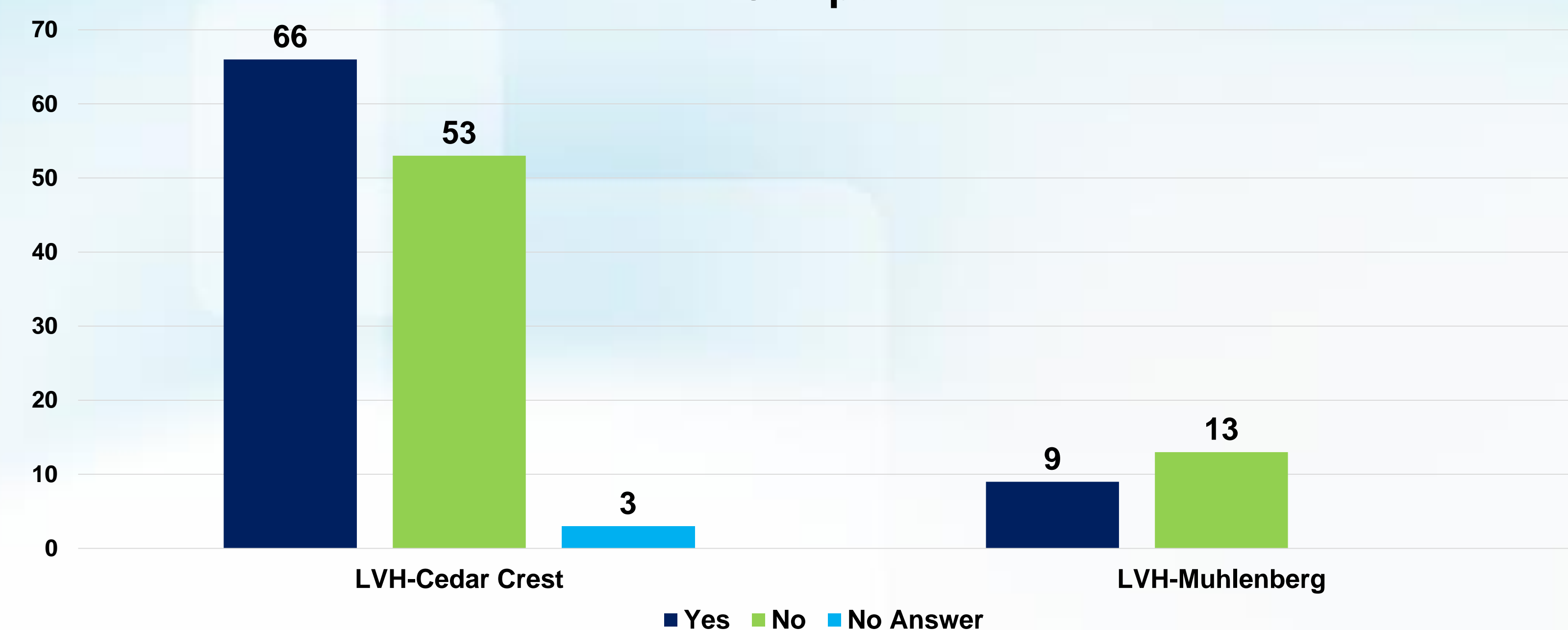
Table 1: A screenshot of the questions on the survey.

OUTCOMES

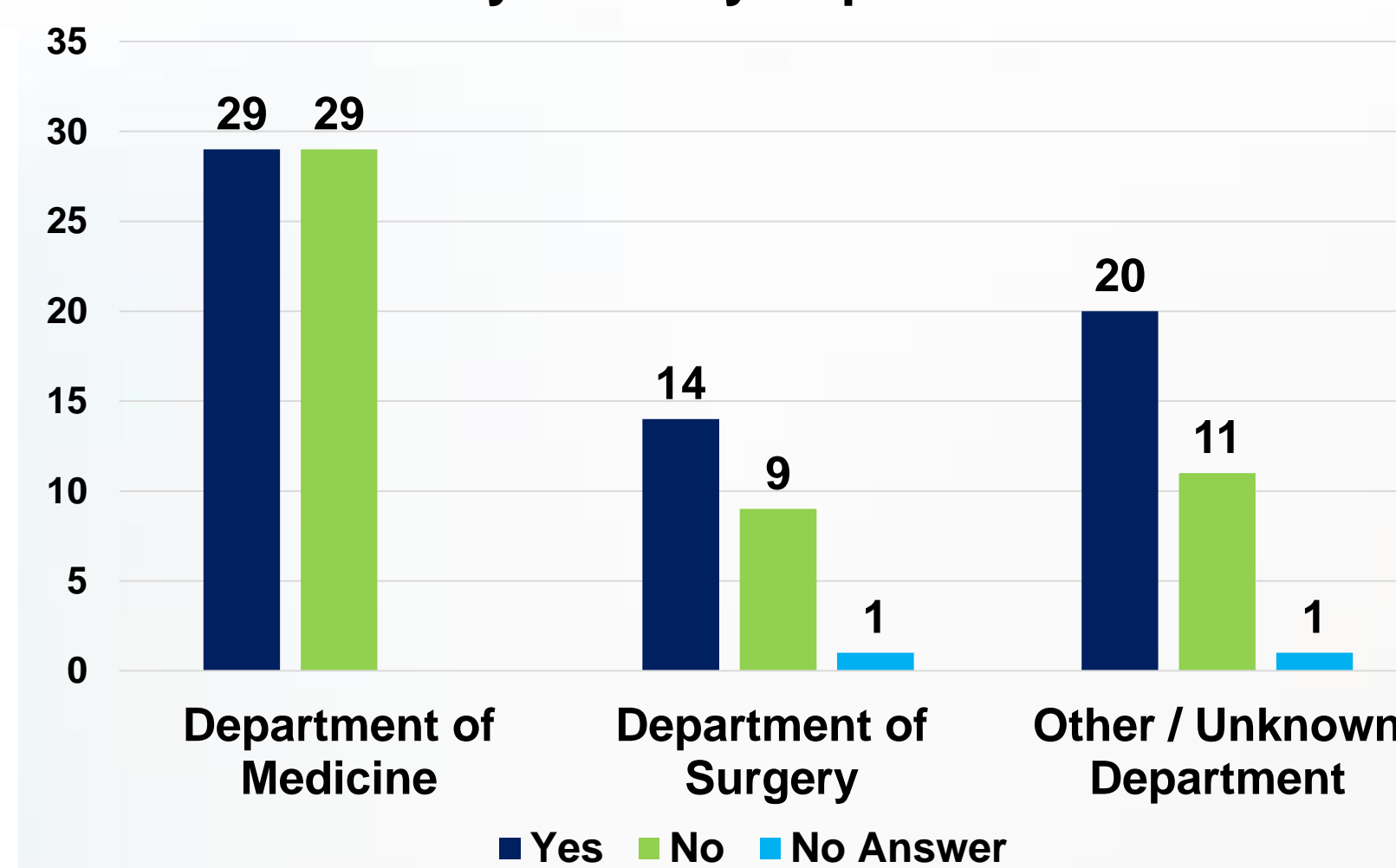
Do Patients Know Their Primary Hospital Physician?



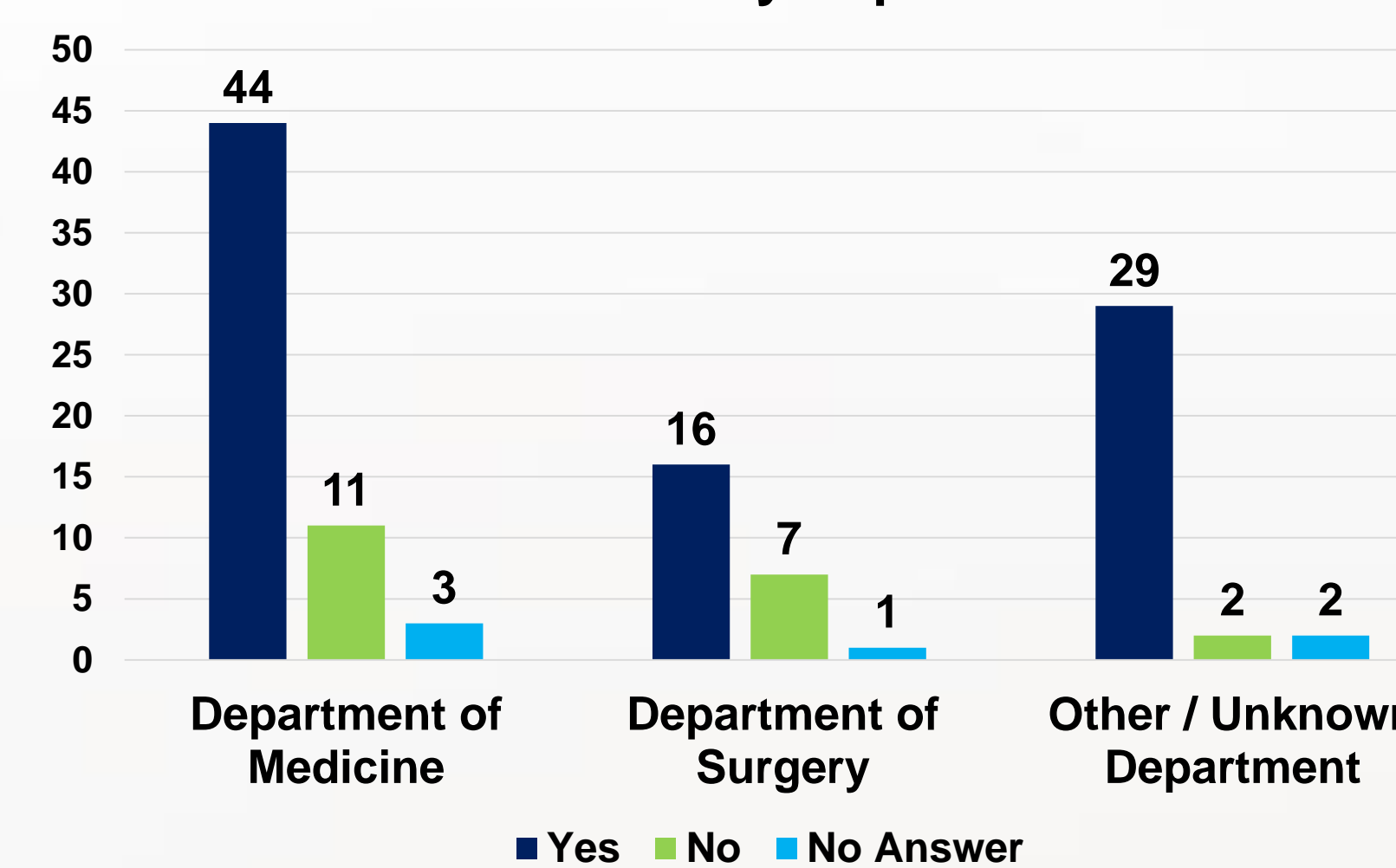
Do Patients Know Their Primary Hospital Physician by LVHN Campus



Do Patients Know Their Primary Hospital Physician by Department



Do Hospital Physicians Sit and Talk with the Patient By Department



RESULTS

- Overall, 52% of the interviewed patients thought that they knew the identity of their primary hospital physician.
- The data showed that there was no correlation between a patient knowing their primary hospital physician and time spent in the hospital.
- Gender and age had an effect on a patient knowing their hospital physician:
 - 62.5% of patients under the age of 65 indicated that they knew their primary hospital physician.
 - 60% of female patients 65 indicated that they knew their primary hospital physician while only 46% of male patients said the same.
- For the rest of the survey questions, the answers were predominantly "yes" with the exception of "did your doctor use the communication board?", where only 50% of responses were "yes".

CONCLUSIONS

52% of total patients thought that they knew their primary hospital physicians.

Though most physicians sit and talk with their patients, they do not introduce themselves in a way patients can remember them.

The lack of usage of the communication board by physicians is correlated to patients not knowing their primary hospital physician's identity.

Female patients are able to recognize their hospital physician at a higher percentage than male patients.

A patient's knowledge of their hospital physician is independent from the length of their hospital stay.

Survey comments suggest that patients hold their nurses in high regard due to the personal relationships that have been established between themselves and their nurses.

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