

PROVIDER INSIGHTS

ON PATIENT EXPERIENCE

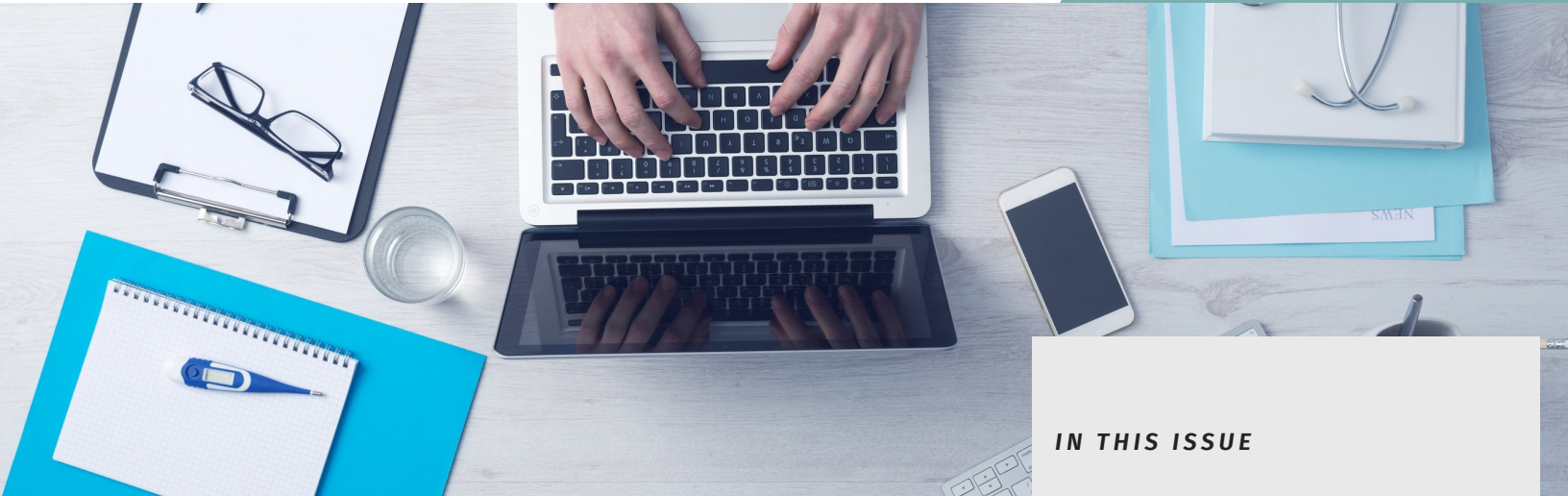


RUTGERS NEW JERSEY MEDICAL SCHOOL

Quarterly Newsletter

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IN THIS ISSUE

UNDERSTANDING OUR PATIENT EXPERIENCES

To understand our patient experiences, we first need to understand “*patient experience*”. Depending on whom you ask, “*patient experience*” definitions can vary. The bottom line is, *patient experience* is not about satisfaction or making people happy. It is about how we deliver on the patient promise of providing safe, high-quality care carried out in a compassionate and empathetic environment – that is our challenge and our goal for the patient experience. This definition is not just about an episode in a single environment of care – it stretches across the continuum and touches every environment where patients are seen – and importantly, where health care is delivered.

This quarterly newsletter was birthed from the need for transparency on our patient experiences. While we currently utilize Press Ganey to sample our patients on their experience with our providers, rarely does that information get transformed into shared deliverables.

Understanding our patient experience is a crucial step in facilitating patient-centered care. With the use of Press Ganey and our actual patient feedback, we aim to share with you our qualitative and quantitative insights.

UNDERSTANDING OUR PATIENT EXPERIENCES

PROVIDER PERFORMANCE REVIEW

BEST PRACTICES FOR PATIENT EXPERIENCE IMPROVEMENT

PHYSICIAN FEATURES: OUR PATIENT EXPERIENCE CHAMPIONS

PROVIDER PERFORMANCE REVIEW

SECTION: CARE PROVIDER

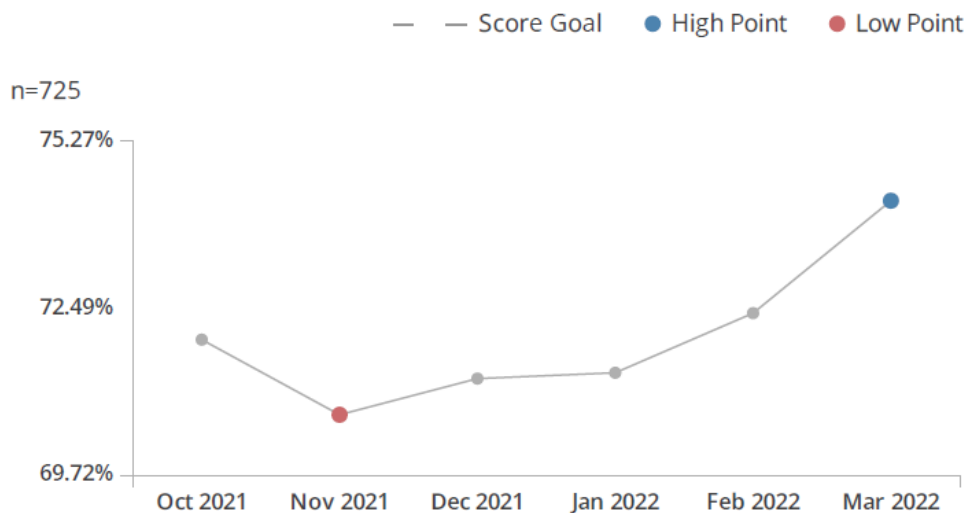
How are we trending?

Last 6 months of response data depict significant improvement with a new high point.

Top Box Score: The percentage of respondents who gave the highest response possible on the survey scale (Yes, Definitely Yes, Always). For the Rate 0-10 question, the Top Box includes the “9” and “10” responses.

Top Box Score Section: Care Provider

74.27% ▲



The Overall Importance

Why focus on the Care Provider?

As much as we'd love to say that our focus for this issue was selected to appease the audience, that is not the case. The Care Provider section is one PG domain that has data-backed need for improvement. Although our overall domain score is on the rise, in comparison to our National Peer Group, our providers **rank 8th**. This means our service is equal to or better than 8% of the database and is lower than

92% of the database. Mind you, this database is *very robust*. Trending data paints a picture where our patients are asking for more meaningful connections, more provider presence and overall, made more of a priority. If we can invest in strategies that influence safety, quality and experience, we can significantly improve care coordination, engagement and our patients' perceptions about the care experience.

What's being asked?

A breakdown of the Care Provider section

Press Ganey uses a 5-point Likert scale for the questions within the Care Provider Section. 1 being very poor, 2, poor, 3 fair, 4 good, and 5 very good

1. Concern the CP showed for your questions or worries
2. Explanations the CP gave you about your problem or condition
3. CP's efforts to include you about your care
4. CP's discussion of any proposed treatment (options, risks, benefits, etc.)
5. Likelihood of recommending this CP to others.



BEST PRACTICES FOR PATIENT EXPERIENCE IMPROVEMENT

Improvement Recommendation based on Priority Index

OUR PRIORITY FOCUS: IMPROVE CARE PROVIDER COMMUNICATION

Communication is the heart of the relationship between physicians and patients. When health care professionals communicate effectively—conveying critical information in a timely, easy-to-understand manner, clearly spelling out orders or instructions, and answering questions thoroughly and thoughtfully—they deliver safer, more cost-effective, and more cost-efficient high-quality care.

The 4 essential behavior checklist was created as a best practice for aiding in the improvement of provider-patient communication.

4 ESSENTIAL BEHAVIORS CHECKLIST

1. **Authenticity:** start with a smile, confirm the patient's name, allow for extra pause, explain when you have to look away from the patient to reference EHR or other health documents
2. **Agenda Setting:** Identify priorities, ask twice, negotiate if needed, restate the agenda
3. **Empathy:** Make a commitment to using more caring language
4. **Closing Checklist:** Summarize the plan, reinforce care provider actions, reinforce any actions the patient must take, review questions and answers, provide guidance on what to watch for should a problem worsen, and offer instruction for follow up questions/concerns

Press Ganey ranks our survey questions by score and correlation (How strong the relationship is between individual items on the survey and the overall satisfaction score; the closer the correlation is to 1, either positive or negative, the stronger the relationship). Questions with lower performance and strong correlation are areas where we need to focus on our improvement efforts. This list is known as the *Priority Index*.

REFLECTION ZONE

To improve communication physicians must get in touch with their intrinsic motivation. Take a minute to ask yourself these four questions.

1. What three words do you want your patients to use when they describe you?
2. What behaviors can you practice to be sure those three words come across to your patients?
3. What are the barriers that keep you from performing the behaviors consistently?
4. Have you told your team how you want patients to describe you so they can help deliver on your vision?

Physician Features: Our Patient Experience Champions

Real patient feedback & the importance of delivering excellent care from the provider themselves

- What sets Dr. Kaufman apart from other physicians is he really cares. He advises me on all decisions involving my health. In great detail, he **explains** why the treatment plan is necessary.
- I have been a Dr. Kaufman patient for nearly 20 years. **His professionalism and dedication to patient care** has helped thru difficult pain management issues. He is simply the best!
- I am also in healthcare and Dr. Kaufman is one of the best practitioners I know. And I know many.

“

[he] takes the time to explain

”

- Dr. Kaufman, was great, **put me at ease.**
- Dr. Kaufman is one of my favorite doctors! He always takes the time to explain everything to me. He has always taken his time to make me feel that **he is really listening to me!**
- Dr. Kaufman is always **thorough and efficient** during visits.
- Dr. Andrew Kauffman is the very first **100% caring doctor** I've ever experienced. Since my very first visit, Dr. Kauffman has been nothing but professional, **concerned for the patient, and very open about finding out what is their need.** I do highly recommend Dr. Kauffman to anyone.
- Dr. Kaufman provides excellent care. He **asks & answers questions & takes the time to explain.** The staff is also always very helpful.

I have always taught my students, residents and fellow that we don't treat MRI's or x-rays, we treat people. The most important thing that we do is listen to the patient's story. This gives me and my team a chance to create a relationship with our patients and their families. In this day and age of electronic medical records I firmly believe that we have lost some of the humanity of the practice of medicine; it has become about the metric of how many patients have you seen, not about the quality of the time you spend with a patient. By spending the time, we create an atmosphere of trust.

There are times when we cannot offer a cure or even completely understand the underlying disease, but we can always be kind and compassionate.

- **DR. ANDREW KAUFMAN**
ANESTHESIOLOGY, PAIN
MANAGEMENT

