Prepared in partnership with

# The State of Patient Experience 2013 Findings

# Improving the patient experience



## Road Map

### Purpose, Methodology, Sample

### **Participant Profile**

**Key Findings** 

### **Conclusions & What's Ahead**



### **Research Purpose**

The <u>overall purpose</u> of this study was to gather information about what American hospitals are actually doing to "<u>improve the</u> <u>Patient Experience</u>."





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## İNSTITÜ

## **Research Methodology & Sample**

- The Beryl Institute (TBI) and Catalyst Healthcare Research (CHR) collaborated on this important research initiative
- Online survey: **44 questions**
- Survey period: **Feb. 8 Mar. 6, 2013**
- Total US Hospital/Hospital System Responses: 1,072 respondents

- Represents **672** unique organizations
- All **50 states + DC** represented in this study



## Who We Heard From

### Type of Organization

Cass Regional A Schuyler Hospita Valir Rehab Hospita El Camino Hospita Redwood Area Hospita Winchester Hospital Evergreen Medical Cen Davis County Hospit Mammoth Hospital st Jefferson Medical Ce Siskin Hospital thern Maryland Hospita Galichia Heart Hospita Central Peninsula Hos Columbus Regional Prcy Suburban Hospital



Blue Ridge Health Meridian Health Mayo Health System Alegent Health Memorial Health Care Saint Francis Healthcar versity of North Carolin St Joseph Heritage Hea orthwestern Memorial H Ionangalia General Hos Susquehanna Health Sisters of Providence Intracare Hospitals Kaleida Health The Jewish Hospi Monroe Clinic SoutheastHealth



Hospital



Hospital

Group/System

Location

5%

35%

Overall

3%

🛙 Suburban

Declined

Rural

🖩 Urban



■Individual Hospital

47%

Hospital Group/System

## Who We Heard From



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### T H E B E R Y L I N S T I T U T E

## **KEY FINDINGS**



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## Most feel good about their progress to improve Patient Experience (PX); however, not quite as positive as two years ago

At this point, how do you <u>feel</u> about the progress your organization is making toward improving the "Patient Experience?"



## PX/Satisfaction, Quality/Patient Safety & Cost Reduction topped the list again



## More organizations now have a formal <u>definition</u> and formal <u>structure</u> for PX

Does your organization have a <u>formal definition</u> of "Patient Experience?" Does your organization have a <u>formal structure</u> for addressing "Patient Experience?" Does your organization's "Patient Experience" effort have a <u>formal mandate/mission</u>?



### **Examples of Formal Mandates/Missions**

- To listen, To care, To heal...Together.
- To consistently deliver both the highest quality care and the highest quality caring for every patient and family...
- Accountable to the community to provide high-quality, compassionate health care services.
- Courtesy, compassion and communication must be at the forefront of every interaction.
- Every patient, every interaction, every time.
- Improve the patient experience at every step of the healthcare journey.
- One Team, One Purpose Caring for You
- To provide every patient an extraordinary experience at every encounter.



## A <u>committee</u> approach is most widely used to address PX

Who in your organization has the primary responsibility and direct accountability for addressing "Patient Experience?"



#### Note: Only 3% of respondents feel it is important for this person to be a physician.



## Those with primary responsibility for addressing PX spend an average of 63% of their time supporting these efforts and staff levels remain small

What percent of that person's time is allocated to support PX efforts? How many other FT staff members are designated to these efforts?



## <u>HCAHPS scores</u> and <u>leadership</u> are key factors in providing great PX

Please rank order the following factors in terms of how important each one is in driving your organization toward providing a great patient/family experience (1=most important; 6= least important).



## Organizations continue to <u>focus on key</u> <u>tactics</u> to improve PX

Which of the following are <u>key components</u> of your organization's "Patient Experience" effort? (top 5 of 25)



#1 Sharing patient satisfaction/experience scores

#2 Regular/hourly rounding by clinical team members

#3 Leadership rounding (by members of senior management)

#4 Staff training programs (for customer service or other behaviors)

#5 Special initiative(s) to improve specific HCAHPS domains

## HCAHPS and Patient Satisfaction surveys are being used to measure PX progress

Aside from tracking the success of individual improvement activities, what <u>metrics</u> is your organization using to measure <u>overall</u> <u>improvement</u> in the "Patient Experience?"



## To improve PX, hospitals remain focused on priorities tied to HCAHPS domains

### What are your organization's top 3 priorities for improving the Patient Experience?



#### **2011 Top Priorities**

Reducing Noise, Discharge Process, Rounding, Responsiveness of Staff/Communication, Pain Management



## Drivers & obstacles to improving PX are consistent & clear



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### The State of Patient Patient Experience Revisited: Positive Trends Continue, But Awareness Needed

Patient Experience <u>remains the top priority</u> among American hospitals and hospital systems...again this year as it was two years ago.

Mandates for action have slipped while formal support structures and formal definitions (targets) are on the rise.

Hospital professionals continue to be <u>optimistic</u> (cautiously & realistically) about the progress being made to improve the PX.

Hospitals typically address the PX with <u>committees or teams</u>, but there is an increasing trend toward delegating this responsibility to a dedicated Leader. Though time commitment still wavers.

Tactical change is underway and focused on a few key issues, including better communication, reduced noise levels, and improving the discharge process.

<u>Support from senior leadership</u> continues to be the biggest driving force in supporting PX efforts, and distracted leadership now the biggest roadblock.

### T H E B E R Y L I N S T I T U T E

#### For additional information on this study, contact:

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