

Patient Experience and a Point-of-Care Survey Administration Method



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Background

What is Patient Experience?

It is the range of interactions patients have with the entire healthcare system, including providers, nurses and all other staff. (AHRQ)

- It is a patient's perception of quality of care
- It objectively assesses whether something that should happen in a healthcare encounter actually occurred
- Different from patient satisfaction

How do we survey patient experience?

- Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys
 - Est in 1995
 - Standardized questionnaires
 - 14 surveys to assess experience in variety of settings
- Normally mailed to patients after clinic visits or hospital stays
- Measure of quality, used for reimbursement
- Calculation of "Top Box" score

Criticism of CAHPS

- National decline in response rates
- Diversity of perspectives gathered
- Financial burden of distribution, analysis

What can patients teach us about how to improve our surveys using a POC survey distribution method?

Study 1: Inpatient & H-CAHPS

Method

- Patients met in hospital room
- Surveyed using Survey Monkey Tool (with H-CAHPS)

Questions

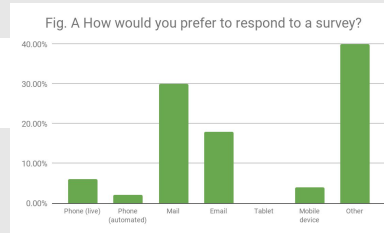
1. Why do you respond to surveys?

- Positive reasons: "Thank my provider", "good care", "give credit"
- Negative reasons: "Affect change", "bad experience", "feedback"
- "If I have nothing else to do"

2. What is missing from the H-CAHPS questions?

- "Nothing" (most common response)
- Care plan, post-hospitalization
- "My family's experience"

3. How would you prefer to respond to a survey? Fig A.



Study 2: Outpatient & CG-CAHPS

Method

- Pts exiting Internal Medicine Clinic given patient experience survey (CAHPS)
- Supplemental survey questions: (1) Ideal survey length, (2) Time it should take
- Option to take home survey and mail back

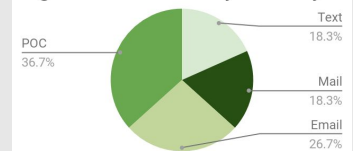
Questions

1. Does POC (Point-of-Care) survey administration result in better survey participation? Fig. 1
2. What proportion of POC surveys were returned by mail? 7.9%
3. How do patients prefer to complete the survey? Fig. 2

Fig. 1 Comparing Surveys



Fig. 2 Preferred Survey Modality



Summary

- Patients prefer POC survey administration. (See Perspectives)
- More research needed including analysis for bias, cost effectiveness, integration into clinic workflow, etc.
- CAHPS would further benefit from improvement in terms of reading level, design, etc.

Patient Perspectives

"I value a connection to the people, not the institution."
"I respond if there is a personal connection. I would like a personalized invite from my MD."