

# Effective Implementation of Patient Experience Improvement

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AHRQ-CAHPS: Improving Patient Experience in Large Organizations  
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# Overview of Kaiser Permanente

# We are one of America's leading health care providers and not-for-profit health plans.

23K+ physicians deliver high-quality care to Kaiser Permanente members



12.4M people

get care + coverage from Kaiser Permanente



\$88.7B revenue



217K + employees improving the health of people + communities



39 Hospitals

+



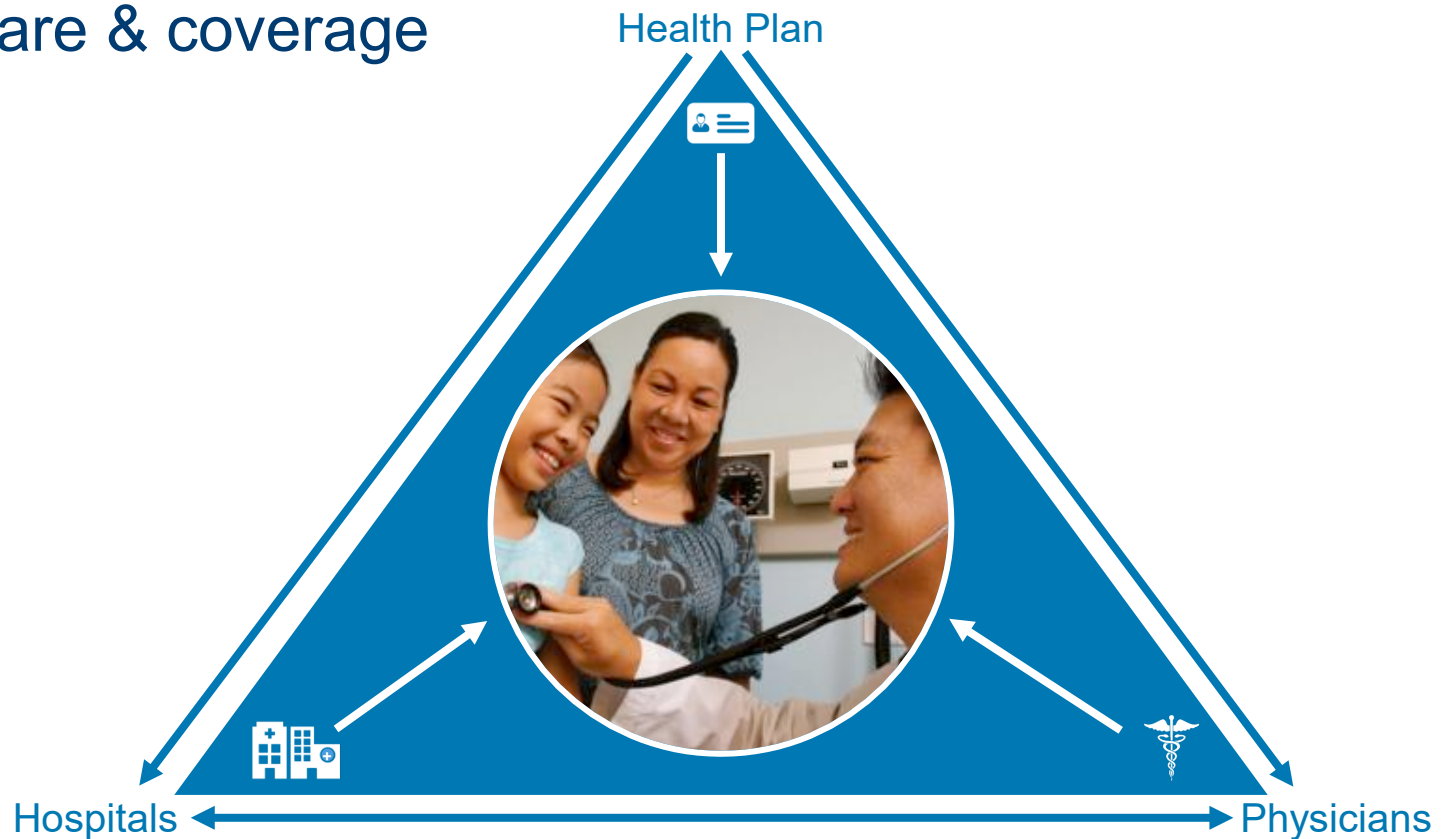
723 medical offices

63K + nurses are at the center of our care



Source: 2019 Annual Financial Results ([Link](#))

# Our integrated model includes both care & coverage



# HCAHPS Case Study: Medication Communication

# HCAHPS Case Study: Medication Communication Composite

**12. During this hospital stay, were you given any medicine that you had not taken before?**

Yes

No → If No, Go to Question 15

**13. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?**

Never

Sometimes

Usually

Always

**14. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?**

Never

Sometimes

Usually

Always

# Processes for Quality Improvement

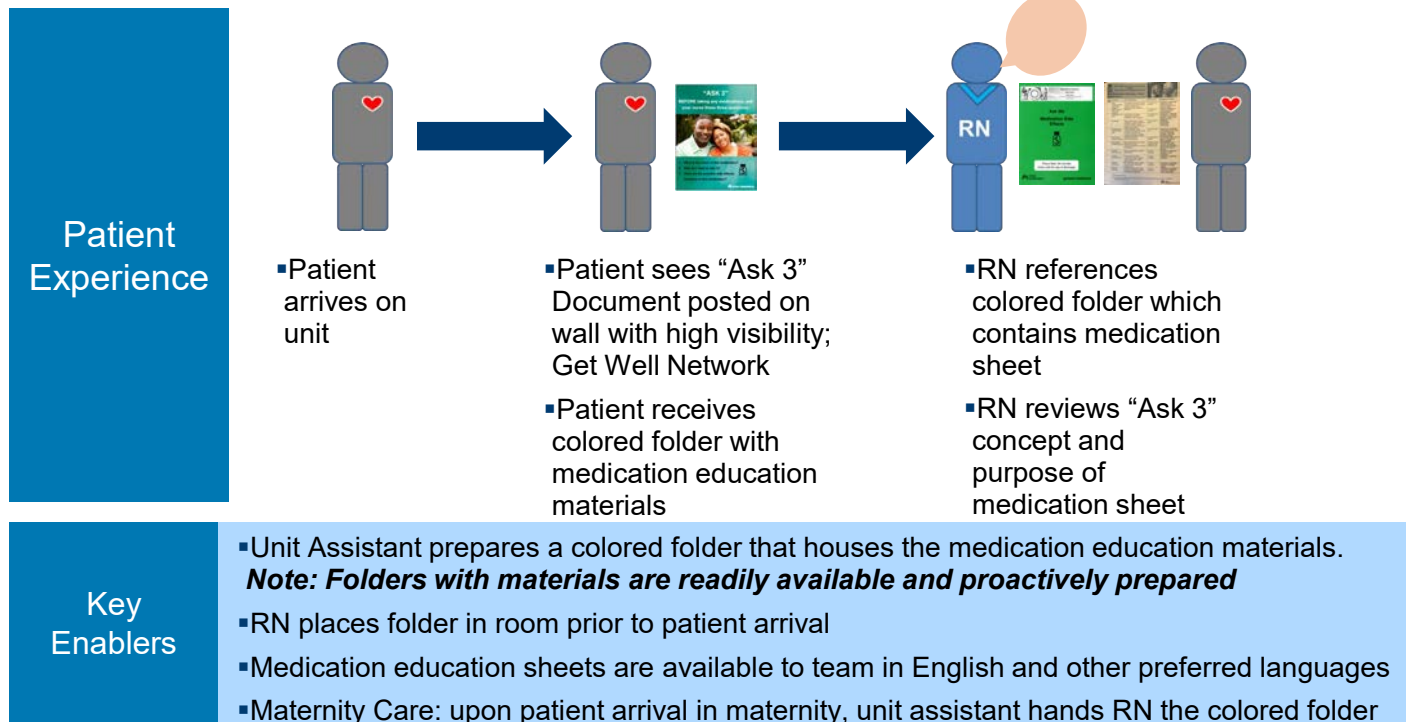
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- Gap analysis
- Interdisciplinary, multi-site team
- Informed by industry *and* internal insights
- Pilot study
- Playbook with workflow



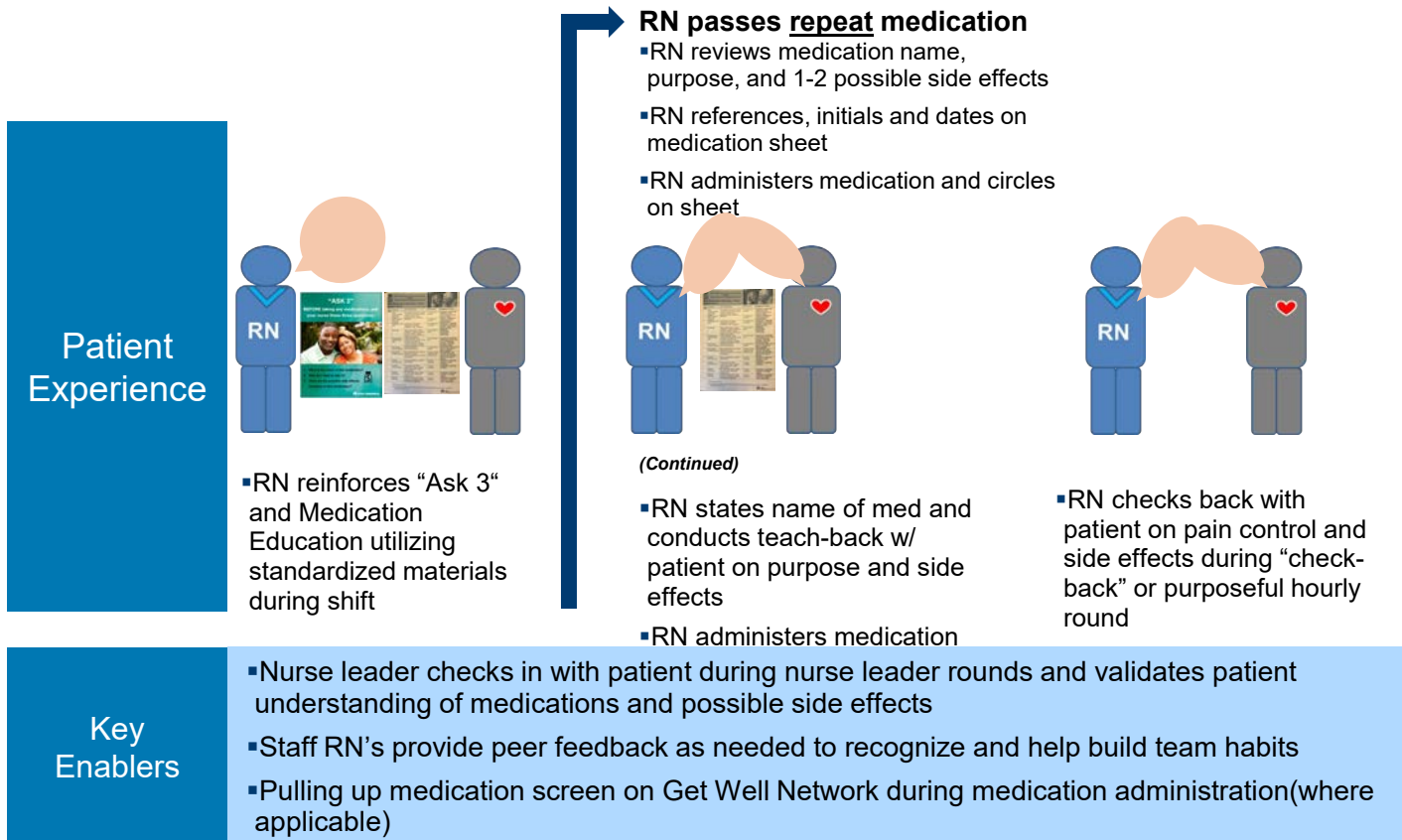
# Practice Workflow: Unit Arrival

This diagram highlights the specific touchpoints where patients are impacted by the practice while the actions themselves can be easily incorporated into existing workflows such as medication passes, and hourly rounding.





# Practice Workflow: During Stay



# Practice Workflow: Discharge

## Patient Experience



- RN prints discharge summary
- RN closes door to prepare for discharge teaching



- RN reviews discharge medications and references medication sheet for possible side effects.



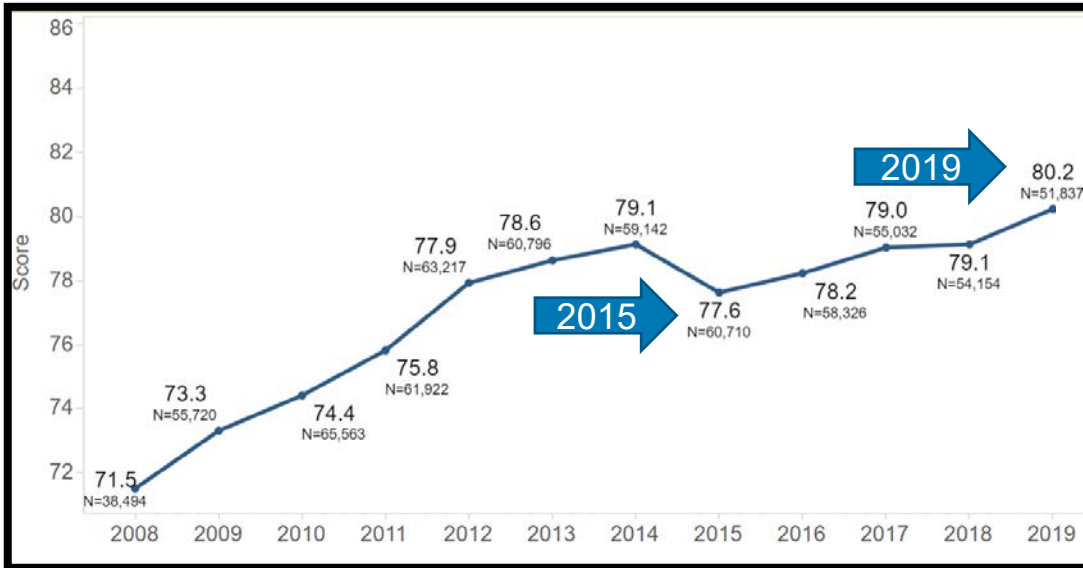
- Patient takes colored folder home and encouraged to use for future appointments and communication with providers.

## Key Enablers

- Close door to increase quiet and minimize interruption
- Post “Stop Sign” on door to prevent interruptions
- Ensure back-up and coverage, charge, or relief nurse covers calls while providing education
- Maternity: Folder travels with patient into post-partum and placed in highly visible area

# Impact of Playbooks and Workflow on the Medication Communication Composite

Enterprise Annual Composite Linear Mean Raw Score



CMS Star Score by Hospital

2015 →

Medicine Comm					
Oct 16	Oct 17	Oct 18	Oct 19	Oct 20	
KFH	KFH	KFH	KFH	KFH	
4	4	4	4	4	
3	2	2	3	3	
3	2	2	3	3	
2	2	2	2	2	
2	2	2	2	3	
2	2	2	2	3	
2	3	2	2	2	
3	2	3	2	3	
3	3	3	3	3	
2	2	2	3	3	
2	2	2	2	3	
3	3	3	3	3	
3	3	3	3	3	
2	2	2	3	3	
3	3	3	3	3	
3	2	3	3	3	
3	2	3	3	3	
2	3	2	3	2	
3	2	3	3	3	
3	2	2	2	3	
3	3	3	3	3	
3	3	3	3	4	
3	3	3	3	4	
4	4	4	4	4	
3	3	4	4	4	
3	3	3	3	3	
3	3	3	3	4	
3	3	3	3	3	
3	3	3	4	4	
2	3	3	3	3	
3	4	4	3	3	
3	3	3	3	3	
2	2	3	4	4	
3	2	3	3	4	
3	3	3	4	4	
3	3	3	3	3	
			4	5	

← 2019

Thank you

Questions:

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