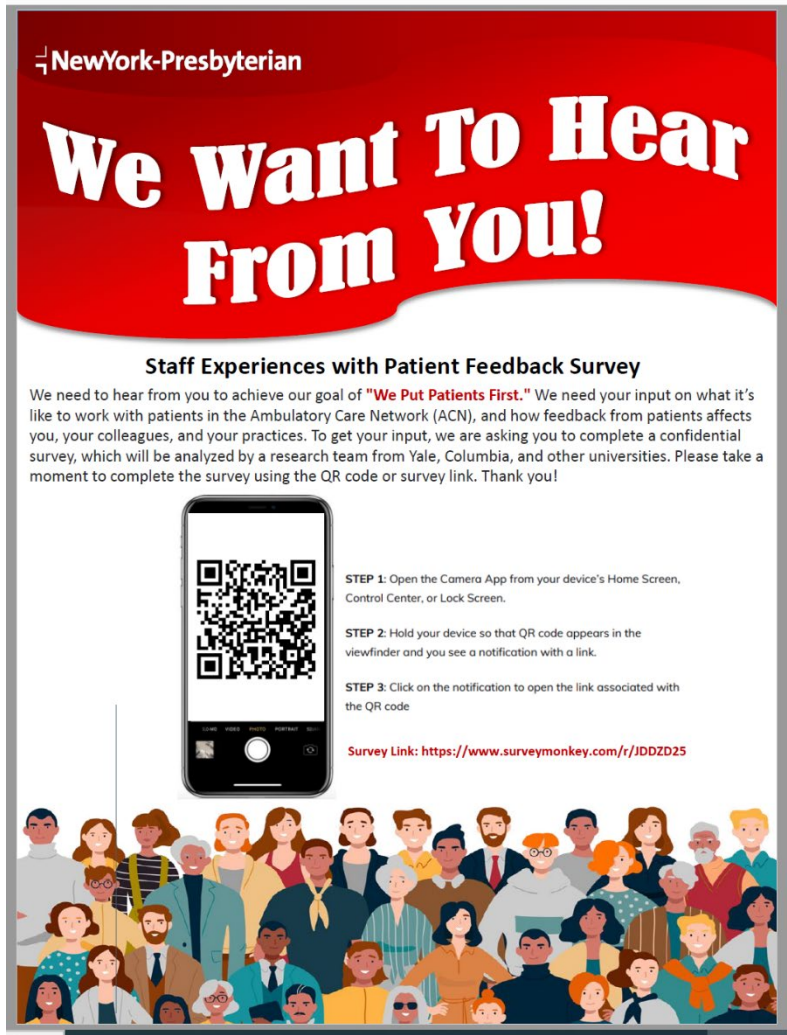


Impact of the Intervention on Staff Experience

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The Wharton School
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Data Collection: Staff Survey




NewYork-Presbyterian

We Want To Hear From You!

Staff Experiences with Patient Feedback Survey

We need to hear from you to achieve our goal of "We Put Patients First." We need your input on what it's like to work with patients in the Ambulatory Care Network (ACN), and how feedback from patients affects you, your colleagues, and your practices. To get your input, we are asking you to complete a confidential survey, which will be analyzed by a research team from Yale, Columbia, and other universities. Please take a moment to complete the survey using the QR code or survey link. Thank you!




STEP 1: Open the Camera App from your device's Home Screen, Control Center, or Lock Screen.

STEP 2: Hold your device so that QR code appears in the viewfinder and you see a notification with a link.

STEP 3: Click on the notification to open the link associated with the QR code

Survey Link: <https://www.surveymonkey.com/r/JDDZD25>



- 333 surveys returned
 - ▶ Physician or Physician Assistant (N=59)
 - ▶ Supervisor/Administrator (N=37)
 - ▶ Medical Assistant (N=36)
 - ▶ Staff (e.g., Receptionist) (N=31)
 - ▶ Patient Financial Advisor (N=31)
 - ▶ Nurse (N=29)
 - ▶ Other Provider (Social Worker, Nutritionist, etc.) (N=16)
 - ▶ Other role/Not disclosed: _____ (N=7)
- 81% response rate

43% of reporting sample are clinicians

The Value of the Staff Survey Data

Answers four key questions:

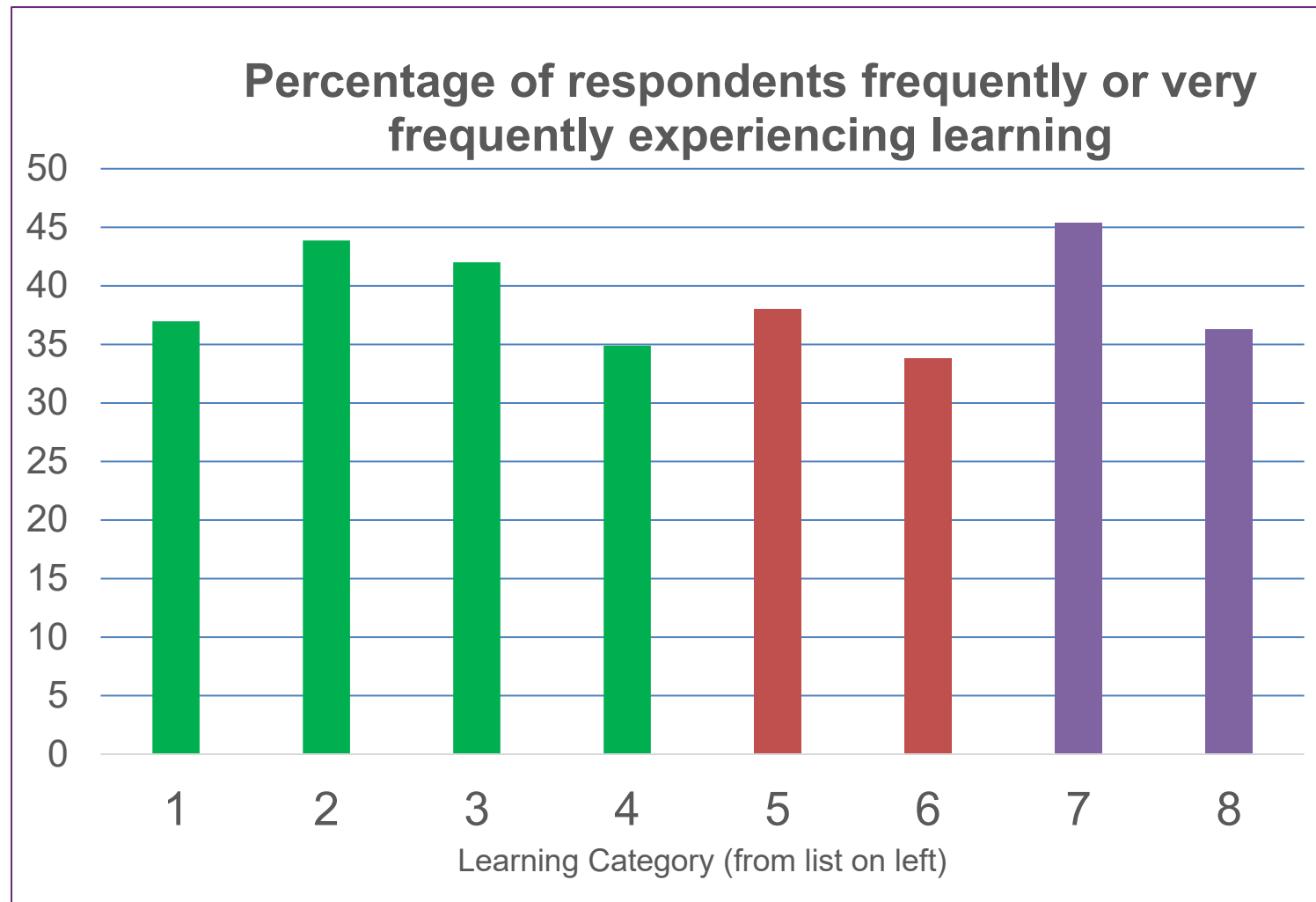
1. What do staff learn from patient narratives?
2. Are behavior changes linked with seeing patient narratives?
3. Are there significant differences between intervention and control sites in what is learned and behavior changes?
4. Is there an association between staff seeing patient narratives and feeling more or less understood and burned out?



Finding 1: Respondents had multiple learnings from patient narratives that facilitate improvement

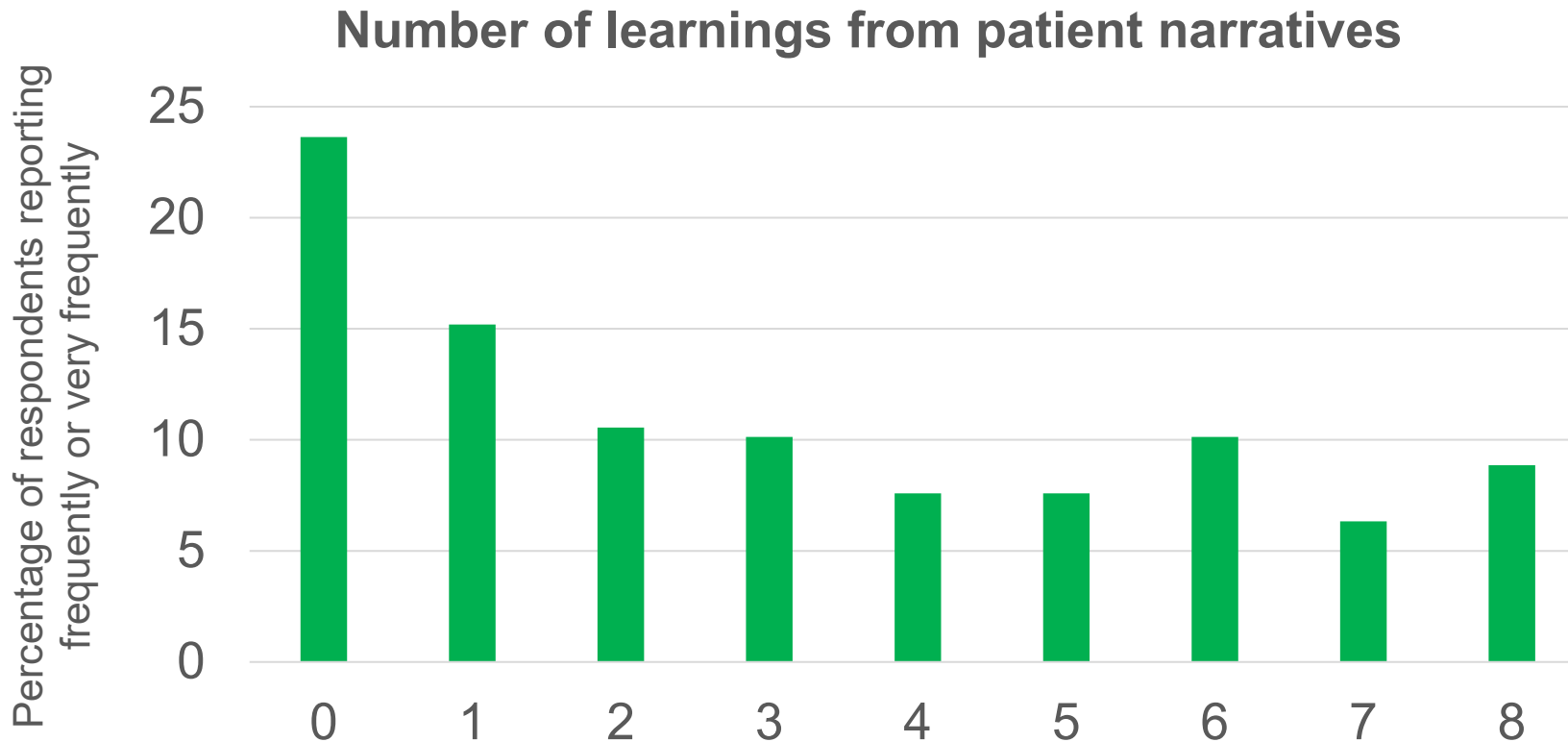
In the last six months, how often have written comments from patients about their care been useful for identifying:

1. Best practices used by clinicians and staff
2. Aspects of the practice's day-to-day operations that work well
3. Patients' hopes for how care could be better
4. Creative ideas for improving patient care
5. Problems with the practice's day-to-day operations
6. Problems that occurred between patients and clinicians or staff
7. Exceptional people
8. Exceptional ways to do things



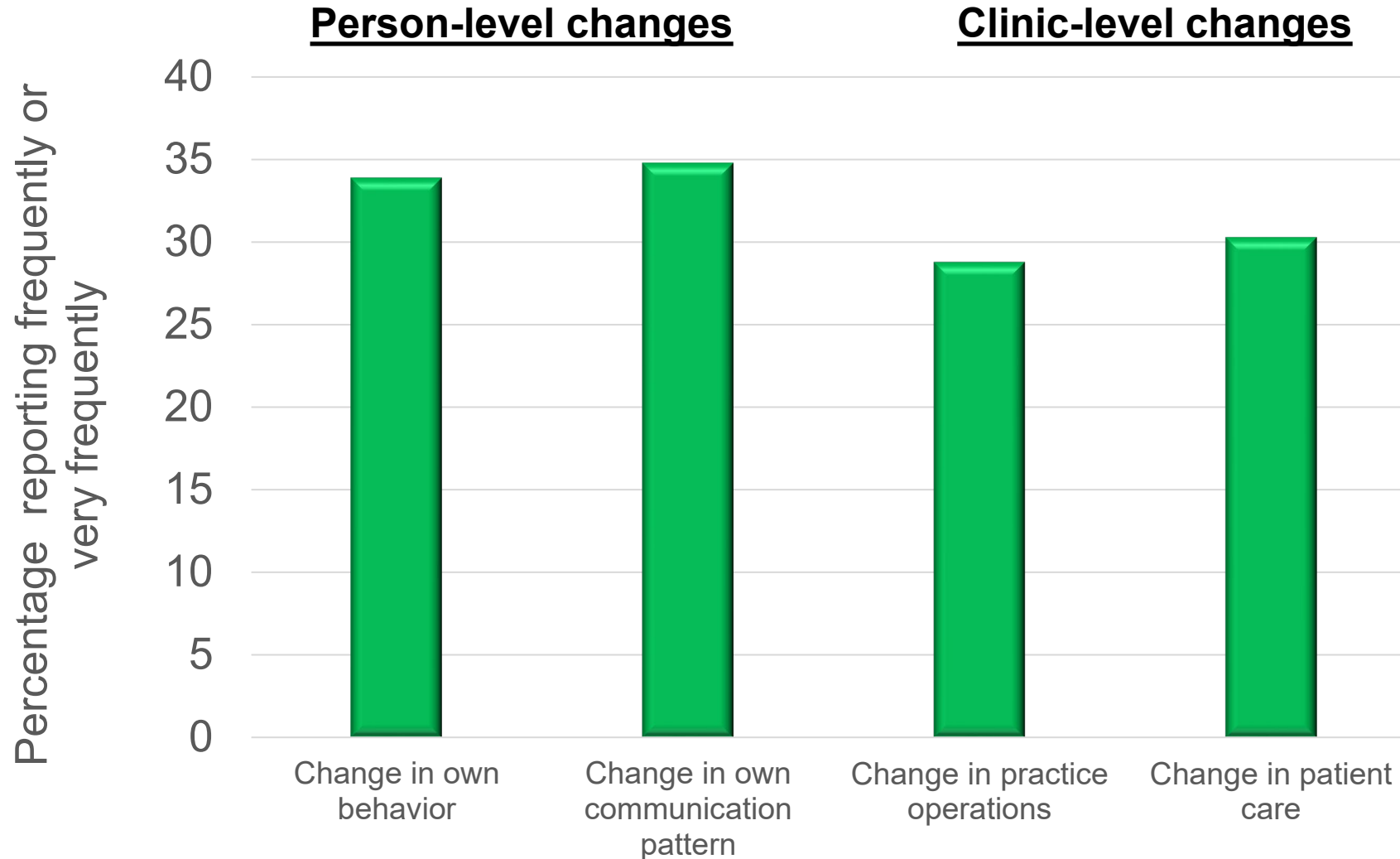
Finding 1: Respondents had multiple learnings from patient narratives that facilitate improvement

In the last six months, how often have written comments from patients about their care been useful for identifying: [eight options listed]



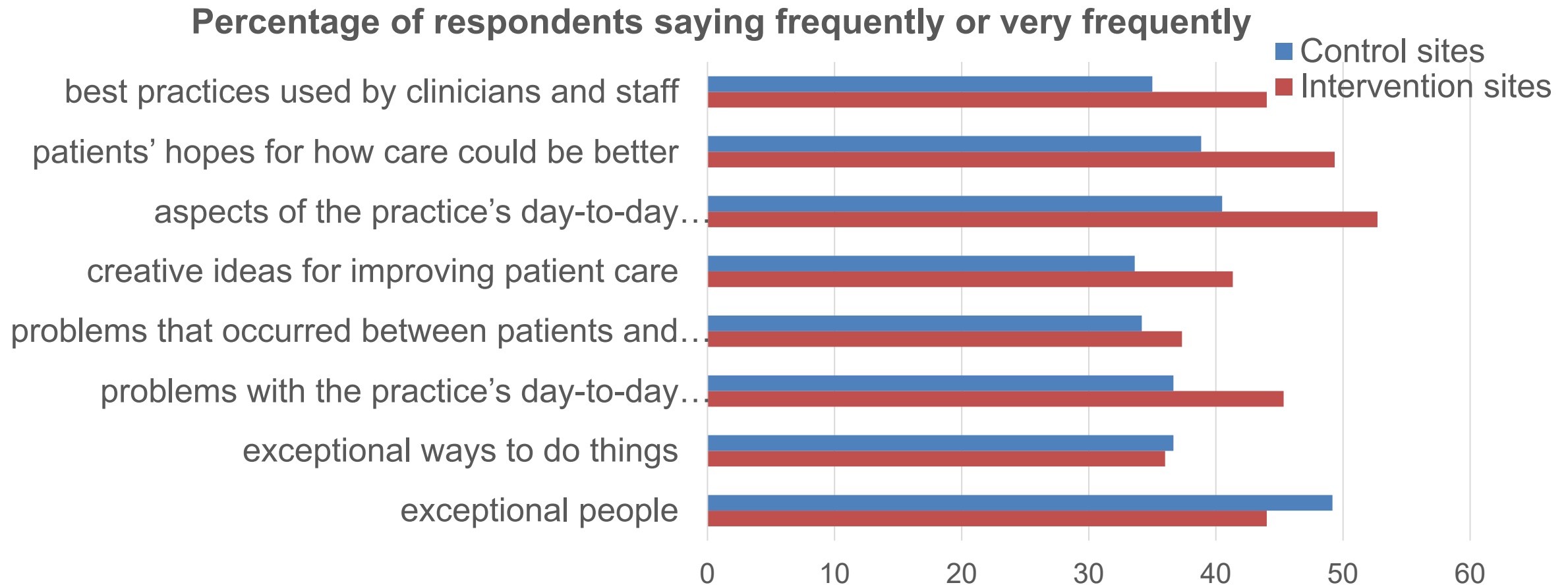
41.4%
frequently
experienced at
least HALF of
learning
options

Finding 2: Reported behavior changes in response to seeing patient narratives

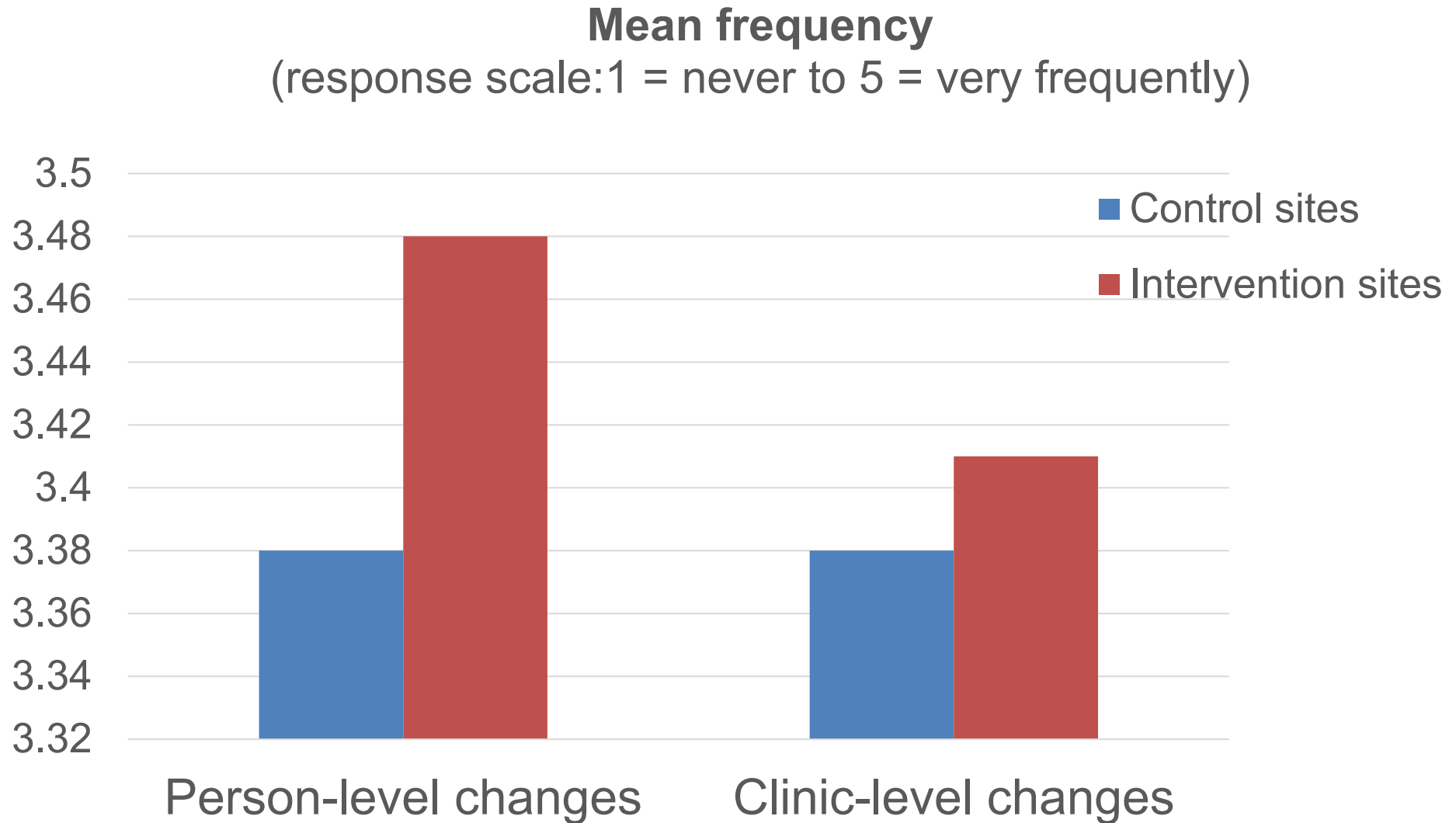


Finding 3: Intervention sites had significantly higher learning than control sites

In the last six months, how often have written comments from patients about their care been useful for identifying:



Finding 3: Intervention sites had significantly more behavior change than control sites



Finding 3: Magnitude of intervention effect varies by type of learning (positive, negative, exceptional)



Coefficient of Effects from Statistical Analysis

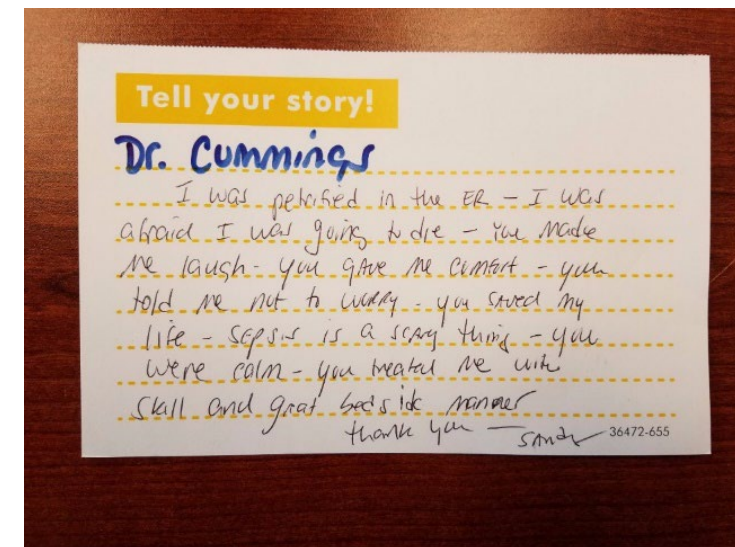


*All magnitudes of difference are significant between intervention and control groups, except for narratives helping to identify exceptional ways to do things. Statistical models are adjusted for professional role, tenure, frequency of comment exposure, mix of positive and negative comments seen, and campus affiliation.

Four additional interesting results

Learning effects are greater for those with:

- More narrative exposure
- Less years of experience*
- Non-clinical roles
- More exposure to positive narratives



* **Measured by response to:** How long have you worked at this practice?

Less than one year, 1-2 years, 3-5 years, More than 5 years

Finding 4: Reinforcing feedback in patient narratives is associated with staff well-being

Two Forms of Reinforcing Feedback

1. **Positivity** in Narratives: compliments care received

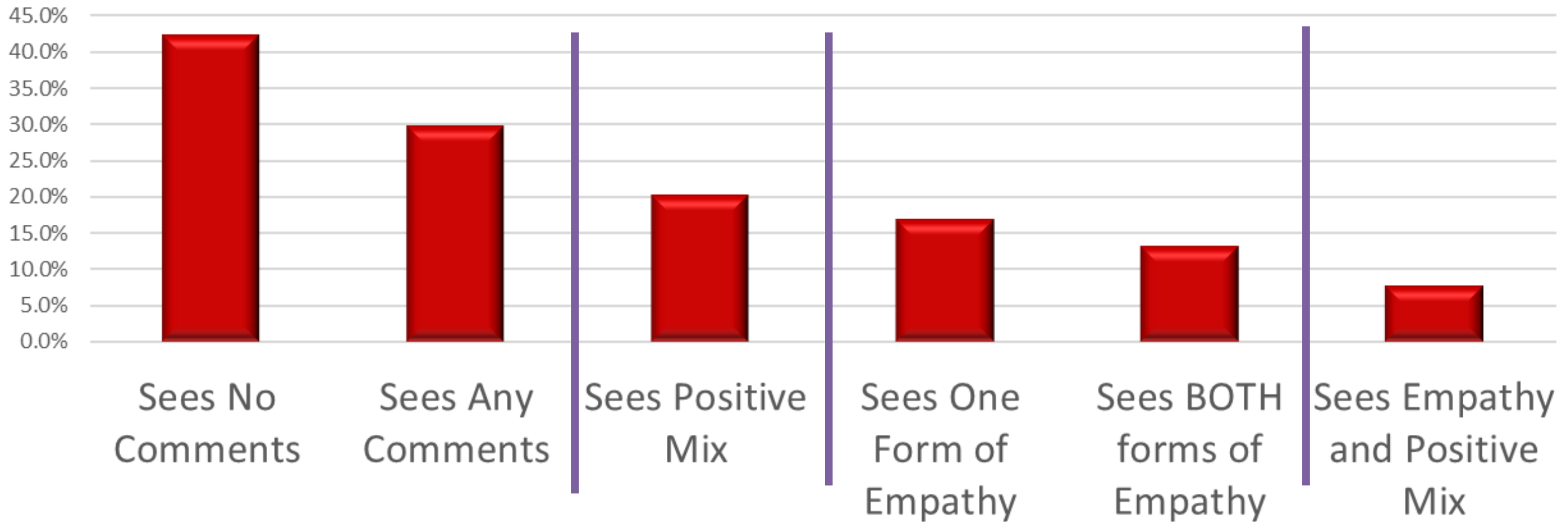
- ▶ Modal narrative roughly **60% positive** (our coding)
- ▶ Respondents reporting >70% positive narratives: **37.6%**

2. **Empathy** in Narratives: Conveys 1) understand challenges and/or 2) appreciate effort

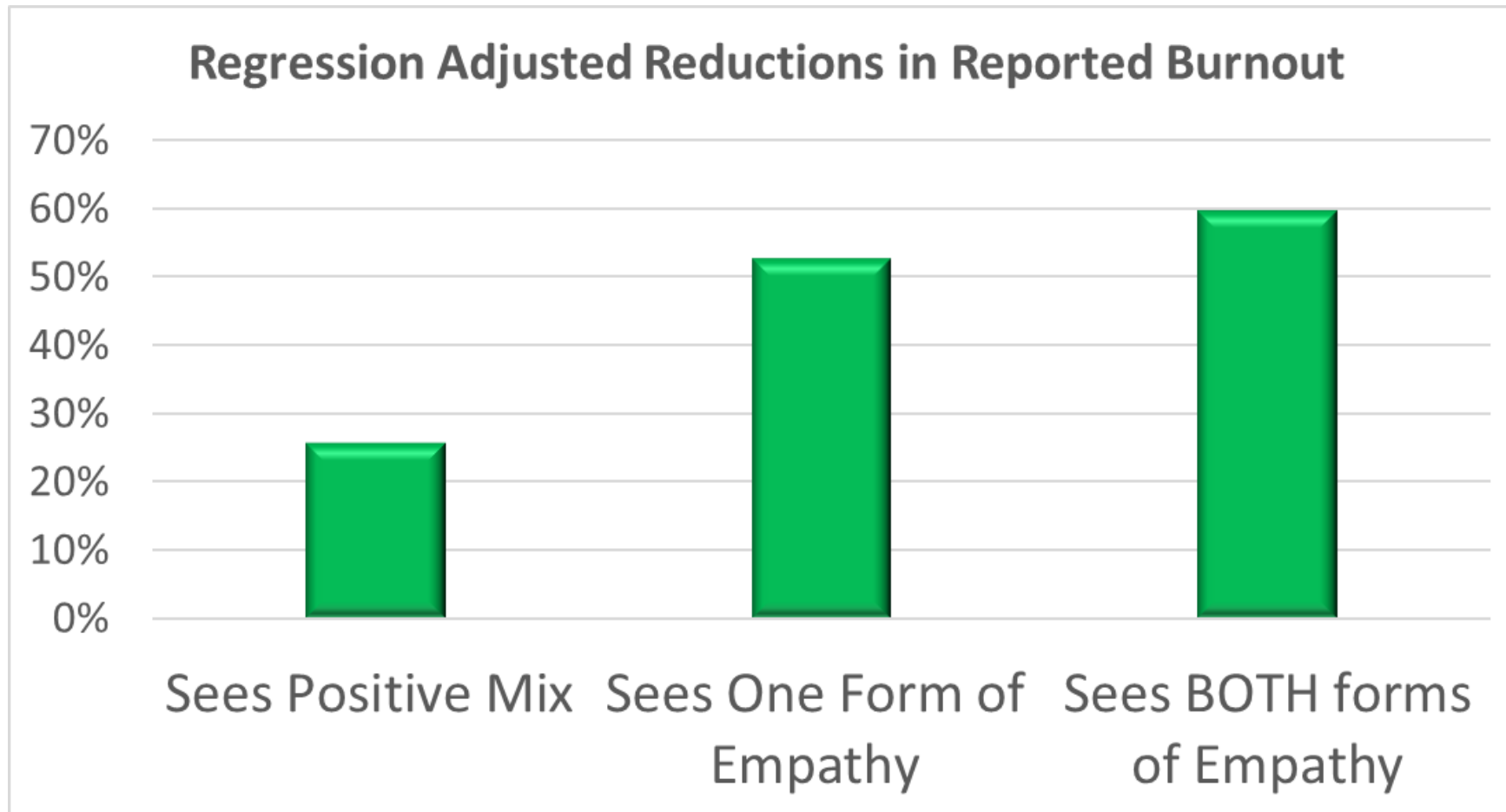
- ▶ One form of empathy seen frequently in narratives: **30.9%**
- ▶ Both forms of empathy seen frequently in narratives: **11.5%**
42.4 %

Reinforcing Feedback and Reported Staff Burnout

Frequency of Reported Burnout



Correlation between Reinforcing Feedback and Reported Staff Burnout: Regression Adjusted



Implication: Do not forget to share narratives that convey positivity and empathy

Analysis adjusts for tenure at practice, role in practice, intervention vs. control site, and geographic location.