

# **Overview of NYP Patient Narrative Reporting Project**

**Dale Shaller, MPA  
Principal, Shaller Consulting Group**

# Acknowledgements



- **NYP Team Members:**

- ▶ Dan DiCello, Director, Patient Experience
- ▶ Maria Colon, Patient Experience Program Manager
- ▶ Annery Polanco, Patient Experience Lead

- **CAHPS Team Members:**

- ▶ Sasmira Matta, PhD Candidate in Health Care Management, University of Pennsylvania
- ▶ Rachel Grob, PhD, Director, Qualitative Research Lab, UW-Madison
- ▶ Yuna Lee, PhD, MPH, Assistant Professor, Columbia Mailman School of Public Health
- ▶ Emily Warne, Research Program Coordinator, UW-Madison

*Funded by Agency for Healthcare Research and Quality (AHRQ) Cooperative Agreement #2U18HS016978*

# Background: Learning from Patient Narratives

- Patient narratives – feedback from patients in their own words – can provide valuable insights for improving patient experience
- The CAHPS Team has developed a Narrative Item Set (NIS) for ambulatory patient experience surveys
- Practice leaders, staff and clinicians face challenges in learning from and using patient narratives to effect change
- Optimal learning requires structured supports that facilitate access, interpretation, and use of narratives

# The Principal Aim of this Study

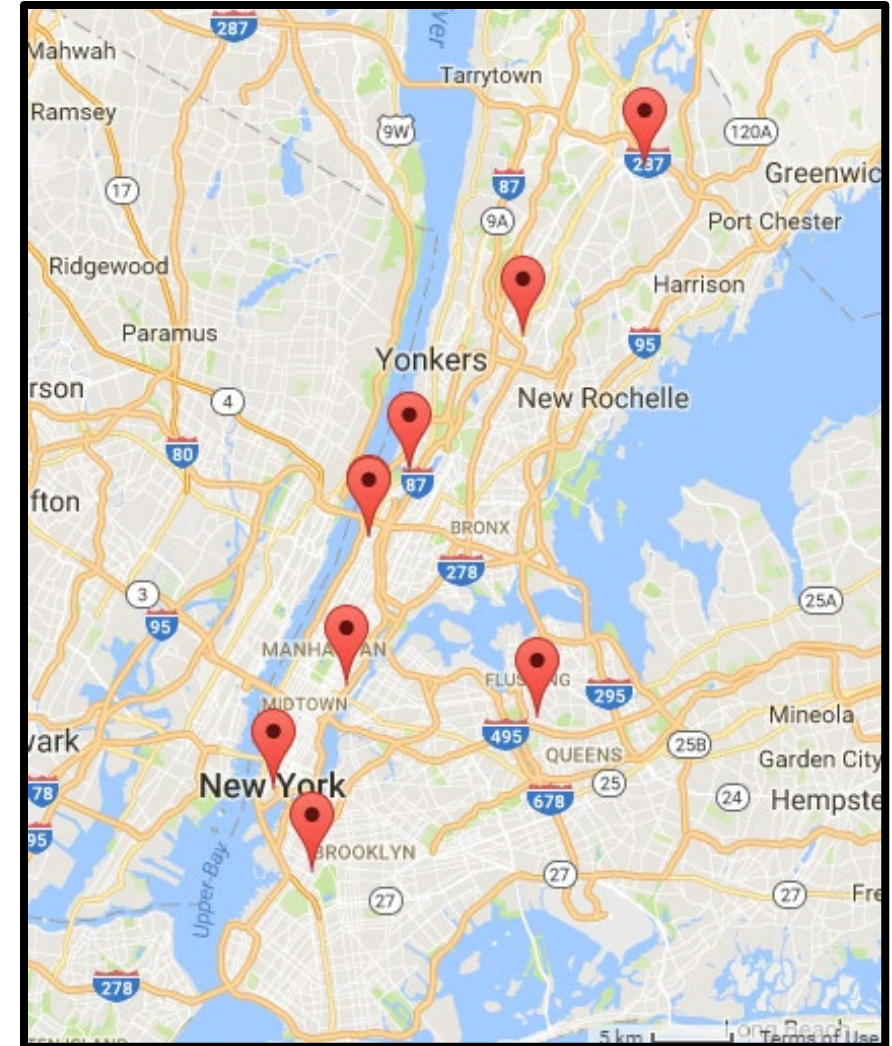
Aim: To assess the impact of an innovative method of reporting patient narratives collected with the NIS developed for the CAHPS Clinician & Group Survey (CG-CAHPS)

Examined impact on:

- Experiences of medical practice staff and clinicians
- Experiences of patients as measured by CG-CAHPS

# Study Setting: New York-Presbyterian Ambulatory Care Network (ACN)

- 22 practices across Manhattan
  - ▶ Primary care and specialty care practices
- Located in two major campus settings:
  - ▶ Weill Cornell Medical School (east side)
  - ▶ Columbia University (west side)



# Study Design

- Comparison of 12 "intervention" and 10 "control" ACN practices

12 Intervention Sites	10 Control Sites
<b>Modified CG-CAHPS Survey + CG-CAHPS Narrative Item Set Narrative Reporting Interface with Active User Support</b>	<b>Modified CG-CAHPS Survey + CG-CAHPS Narrative Item Set Standard Comment Reporting</b>

- Data collected to evaluate the intervention:
  - ▶ In-depth qualitative interviews with practice leaders
  - ▶ Survey of practice staff and clinicians
  - ▶ Modified CG-CAHPS patient experience survey

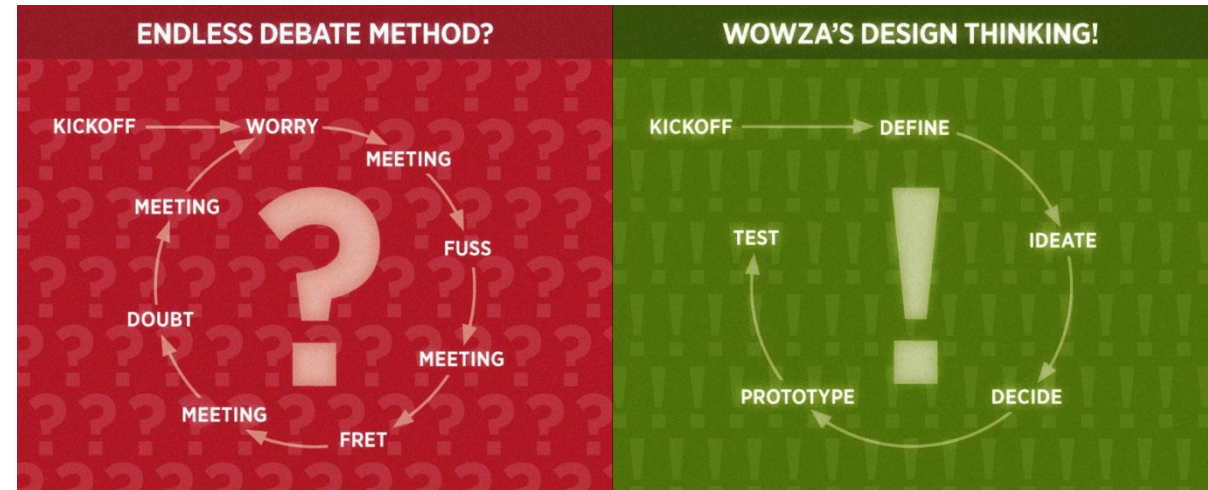
# Standard Reporting of Patient Comments

- Survey comments distributed weekly to practice site leaders
- Weekly comment reports consisted of spreadsheet with verbatim comments:

SITE	SURVEY	COMMENT	VISIT DATE	SPECIALTY	Kept inform if wait >15
CU/AIM	1472830411	Very good.	1/10/2018	Int. Med.	Yes
CU/AIM	1472830411	She is kind & loving to talk to.	1/10/2018	Int. Med.	Yes
CU/AIM	1472835723	The office was very hot. Just a small fan.	1/12/2018	Int. Med.	No
CU/AIM	1472835723	The office was very dean, and everything looks perfectly in order.	1/12/2018	Int. Med.	No

# Co-Design of the Narrative Reporting Interface

- Focus groups to assess user needs
- Prototype development:
  - ▶ Partnered with Wowza, Inc.
  - ▶ Engaged in a “design sprint”
- Results shared with ACN leadership
- ACN feedback → new iteration
- User testing of prototype





# Narrative Reporting Interface: Dashboard Page



## Canal Street Practice - Overview of Patient Narratives

Jan 2018 - July 2018

### Overall Sentiment

Distribution of sentiment across all insights discovered:



### Responses

434 surveys were collected for this report. Analysis revealed:

1,249 INSIGHTS

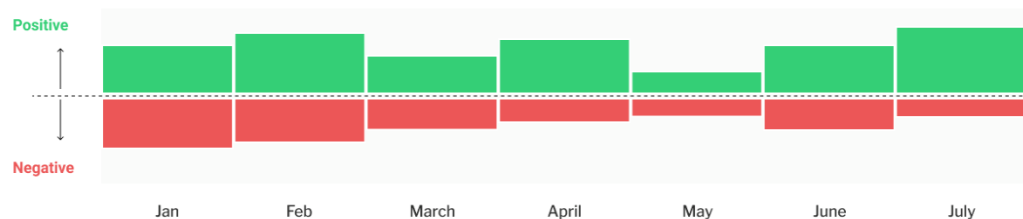
### Themes with the most positive sentiments:

Ability to Get Immediate Care	145
Competence of Office Staff	98
Emotional Rapport	77
Makes Comfortable	26
MD Listens Carefully	12
Patient Empowerment	4

### Themes with the most negative sentiments:

Care Approach	112
Clerks/Receptions Helpful	90
Contacting the office	84
Making appointments	47
Wait time in the office	23
MD Knows Medical History	18

### Average sentiment month by month



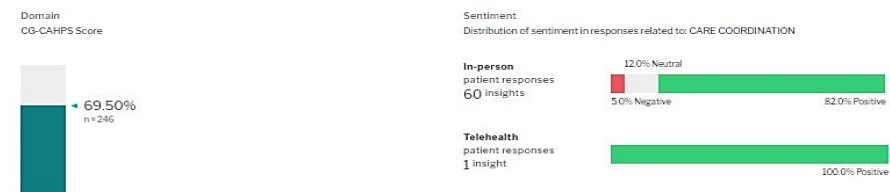
### OFFICE STAFF QUALITY



### ACCESS TO CARE 3 MONTH



### CARE COORDINATION



# Narrative Reporting Interface: Narrative Detail Page

**NYP** PATIENT EXPERIENCE NARRATIVE PROJECT **Dashboard** **Patient Experiences** **View Selected Comments (0)**

What patients experience | **What's important to patients** | Time frame: March, 2021

Visit Type:  In-Person,  Mixed,  Telehealth

Themes:  Access to Care,  Attributes of the Practice,  Care Coordination,  Communication,  Non-MD Clinical Staff,  Office Staff Clerks/Receptionists,  Patient Safety & COVID,  Perceived Technical Quality,  Relationships with Clinicians,  Telehealth Quality of Care

**Filters**

Key Actors:  Clinical Staff,  Clinician

Key Insights:  Hopes & Dreams,  Problem Named,  Suggested Solution/Remedy

Patient Attributes:

**(+/-) Comments by day**

58 Responses matched the selected timeframe & filters.

**Q1. What's most important to you in a healthcare provider and their staff?** Visit: In-Person

**IA1: My provider was most excellent, she was the first doctor in a very long time to examine me, was very attentive and her bedside manner was wonderful. I give her a 10.**

Mar 1st Perceived Technical Quality, Communication Valences: 1, 1, 1 (weighted: 4.5) / Key Actors: KA1 [View in Context](#) [Add to Report](#)

**Q3. What's gone well in the last 3 months with your provider and their staff?** Visit: In-Person

**IA3: The doctor and staff were very attentive to my care, office visit, and examinations.**

Mar 1st Perceived Technical Quality Valences: 1 (weighted: 1.5) [View in Context](#) [Add to Report](#)

**Q5. Please describe your interactions with your provider and how you get along.** Visit: In-Person

**IA5: My provider and I interacted perfectly together. Her bedside manner made me feel rather comfortable and important.**

Mar 1st Relationships with Clinicians Valences: 1 (weighted: 1.5) / Key Actors: KA1 [View in Context](#) [Add to Report](#)

**Q6. What would you change about your care, or your provider or staff interactions?** Visit: In-Person

**IA6: Doctors need to follow up with you in regards to your blood work results. Many times your cholesterol may be high and your next doctor's visit might be months away, and you are living with high cholesterol for that length of time. The need to read all blood work results when it comes on their desk.**

**Dashboard** **Patient Experiences** Time frame: March, 2021

**What's important to patients**

36 Responses matched the selected timeframe & filters. [Previous](#) [Page 1 \(of 3\)](#) [Next](#)

**Q1. What's most important to you in a healthcare provider and their staff?** Visit: In-Person

**IA1: To actually listen to any current complaints and try hard to fix any problems**

Mar 2nd Access to Care [View in Context](#) [Add to Report](#)

**Q1. What's most important to you in a healthcare provider and their staff?** Visit: In-Person

**IA1: That they're very thorough with seeing to my overall health needs.**

Mar 2nd Perceived Technical Quality [View in Context](#) [Add to Report](#)

**Q1. What's most important to you in a healthcare provider and their staff?** Visit: In-Person

**IA1: Someone who listens and shows an interest in me as well as being a terrific doctor.**

Mar 3rd Access to Care, Perceived Technical Quality [View in Context](#) [Add to Report](#)

**Q1. What's most important to you in a healthcare provider and their staff?** Visit: In-Person

**IA1: cleanliness, communication**

Mar 4th Access to Care, Attributes of the Practice [View in Context](#) [Add to Report](#)

**Q1. What's most important to you in a healthcare provider and their staff?** Visit: In-Person

**IA1: Accessibility**

Mar 4th Access to Care

# Narrative Reporting Interface: Action Reports



**NYP** PATIENT EXPERIENCE NARRATIVE PROJECT

Dashboard Patient Experiences **View Selected Comments (3)**

**ACN Practice Name**

**Save / Print as PDF**

[How do I save as a PDF?](#)

Delete Selected Comments

Selected Comments

Destination: Save as PDF (dropdown menu)  
Pages: HPOA337A (HP OfficeJet 3830 series)  
Layout: Microsoft Print to PDF (selected)  
More settings: Save as PDF, See more...

**Comment 1:**  
Q1. What's most important to you in a healthcare provider and their staff? Visit: In-Person  
IA1: My provider was most excellent, she was the first doctor in a very long time, the listened to me, took time to examine me, was very attentive and her bedside manner was wonderful. I give her a 10.  
Mar 1st Perceived Technical Quality, Communication Valences: 1, 1, 1 (weighted: 4.5) / Key Actors: KA1 [View in Context](#) [In Report](#)

**Comment 2:**  
Q3. What's gone well in the last 3 months with your provider and their staff? Visit: In-Person  
IA3: The doctor and staff were very attentive to my care, office visit, and examinations.  
Mar 1st Perceived Technical Quality Valences: 1 (weighted: 1.5) [View in Context](#) [In Report](#)

**Comment 3:**  
Q5. Please describe your interactions with your provider and how you get along. Visit: In-Person  
IA5: My provider and I interacted perfectly together. Her bedside manner made me feel rather comfortable and important.  
Mar 1st Relationships with Clinicians Valences: 1 (weighted: 1.5) / Key Actors: KA1 [View in Context](#) [In Report](#)

8/2/2021 NYP Patient Experience Narrative Project

**NYP** PATIENT EXPERIENCE NARRATIVE PROJECT

**ACN Practice Name**

[How do I save as a PDF?](#)

Selected Comments

**Comment 1:**  
Q1. What's most important to you in a healthcare provider and their staff? Visit: In-Person  
IA1: My provider was most excellent, she was the first doctor in a very long time, the listened to me, took time to examine me, was very attentive and her bedside manner was wonderful. I give her a 10.  
Mar 1st Perceived Technical Quality, Communication Valences: 1, 1, 1 (weighted: 4.5) / Key Actors: KA1

**Comment 2:**  
Q3. What's gone well in the last 3 months with your provider and their staff? Visit: In-Person  
IA3: The doctor and staff were very attentive to my care, office visit, and examinations.  
Mar 1st Perceived Technical Quality Valences: 1 (weighted: 1.5)

**Comment 3:**  
Q5. Please describe your interactions with your provider and how you get along. Visit: In-Person  
IA5: My provider and I interacted perfectly together. Her bedside manner made me feel rather comfortable and important.  
Mar 1st Relationships with Clinicians Valences: 1 (weighted: 1.5) / Key Actors: KA1

For assistance, contact your patient experience specialist, Maria.

The NYP Patient Experience Team is dedicated to improving the patient experience for all our patients as well as recognizing and rewarding excellence from our staff.

Contact:  
Maria V. Colon  
mvc:9008@nyp.org  
646-317-5780

10.144.130.36/project/build/app/selected-comments/1 1/1

# Active User Support During 9-Month Study Intervention Period



- ACN Patient Experience Lead met monthly with practice leaders, supervisors, and care champions in 12 intervention sites
  - ▶ Offered reporting interface demonstrations
  - ▶ Assisted in printing and use of Action Reports
- Monthly updates to interface with new batch of coded comments
- Monthly emails sent to practice leaders announcing interface updates
- Emails included links to short videos demonstrating interface use

# Insights from Staff Interviews: 20 Practice Leaders and Supervisors

- Interface has **high usability**:
  - ➔ user-friendly, visually pleasing, facilitates active use of narratives
- Dashboard enables **clear visualization of complex data**
  - ▶ *“It’s right there... you have the red...you have the green. And so that way it can be addressed... You don’t have to do digging anywhere for anything, so I like that.”*
- Detailed narrative page allows **ability to drill down and query** the data
  - ▶ Can see differences *“between what an older person will say versus someone who is younger...”*
  - ▶ Can explore *“a trend over here, or... an issue over there”*
- Focused use of narratives on **staff performance**
- **Most common critique**: too much lag time in posting comment updates