

The NYP Patient Narrative Demonstration Project

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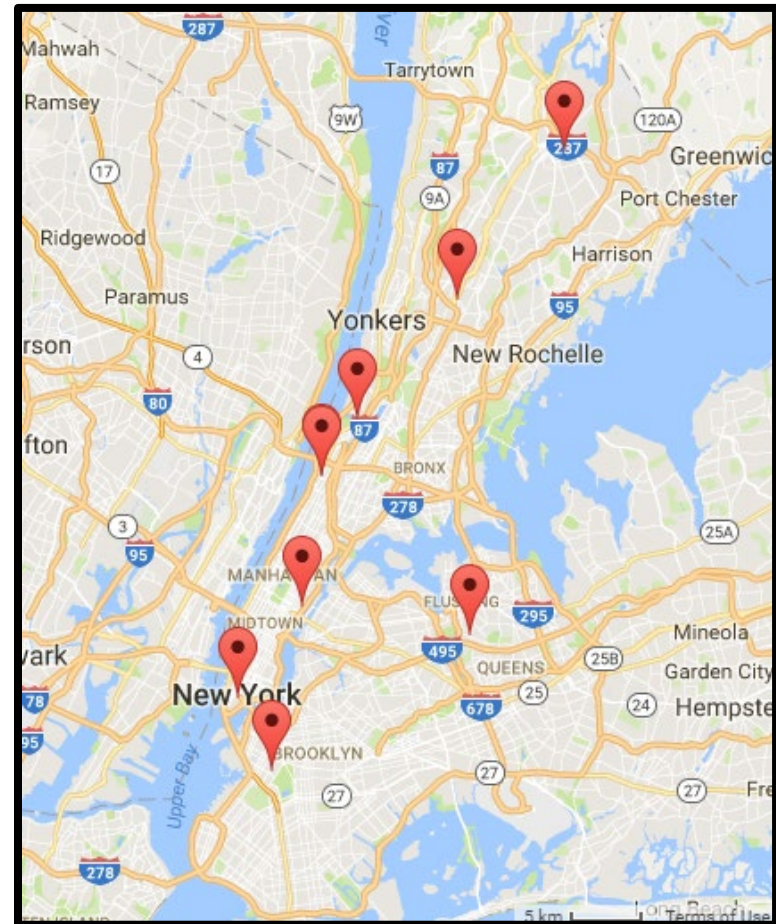
Network, New York-Presbyterian

New York, NY

NYP Demonstration Project Overview

- Overall Aim:
 - Assess the feasibility, value and use of the CAHPS Narrative Elicitation Protocol in ambulatory care practices
- Phase One:
 - How feasible is the collection of the Elicitation Protocol in routine patient experience survey operations?
 - What is the added value of the Elicitation Protocol compared to conventional open-ended questions?
- Phase Two:
 - How can narrative information be reported to practice leaders and clinicians in ways that are easily understood and useful for improving patient experience?

Study Setting: New York-Presbyterian Enterprise



NYP Ambulatory Care Network (ACN)

- 32 practices across Manhattan
 - Primary care, family planning, and specialty clinics
- Located in two major campus settings:
 - Weill Cornell Medical School (east side)
 - Columbia University (west side)
- Each campus has a distinct culture and patient population
 - Weill Cornell: Higher income, elderly patients
 - Columbia: Lower income, strong neighborhood identity; unionized staff

Current Collection of Patient Comments in ACN

- Press Ganey (PG) is the third-party vendor
 - Administers the surveys via mail and e-mail
 - Collects the surveys
 - Houses the survey data and patient comments
 - Provides reports to ACN Patient Experience Office

- PG survey is based on but different from CG-CAHPS
 - 4 composites: Access, MD Communication, Care Coordination, Office Staff
 - 2 rating items: MD Rating, Likelihood to Recommend

- PG survey includes 3 open-ended questions:
 1. What do you **like best** about our office?
 2. What do you **like least** about our office?
 3. Is there **anything else** you would like to share about your experience?

Current Reporting of Patient Comments

- Survey comments are distributed weekly to Practice Administrators, Supervisors, Medical Directors, ACN leadership, and “Care Champions”
- Current format: PDF attachment to email

| 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 clean, and everything looks perfectly in order. | 1/12/2018 | Int. Med. | No |

Study Design

Two-phase, quasi-experimental study of 9 NYP ACN sites

- Phase 1 (10/17 – 10/18): Assess value of Elicitation Protocol content
- Phase 2 (11/18 – 6/19): Assess value of:
 - 1) Enhanced feedback, and
 - 2) Elicitation Protocol content delivered through enhanced feedback

| Phase 1 Intervention Sites (N=3) | Phase 1 Control Sites (N=6) | |
|---|--|--|
| <ul style="list-style-type: none"> • PG survey • 5-question Elicitation Protocol | <ul style="list-style-type: none"> • PG survey • 3-question PG protocol | <ul style="list-style-type: none"> • PG survey • 3-question PG protocol |
| Phase 2 Intervention Sites (N=6) | Phase 2 Control Sites (N=3) | |
| <ul style="list-style-type: none"> • PG survey • 5-question Elicitation Protocol • Enhanced feedback | <ul style="list-style-type: none"> • PG survey • 3-question PG protocol • Enhanced feedback | <ul style="list-style-type: none"> • PG survey • 3-question PG protocol • Standard feedback |

Phase 1 Intervention: Enhanced Invitation Language

Standard PG Invitation

We are absolutely committed to fulfilling the promise of ***We Put Patients First*** to all who walk through our doors. Our goal is to ***always*** meet and exceed the needs of our patients and their families. To reach this goal, we need your feedback about the quality of care and service that you received during your stay with us.

On an ongoing basis, we use the survey results and your suggestions to improve care, service, and the overall environment at the Hospital. We would truly appreciate if you could please take a moment to complete the enclosed survey

Enhanced Invitation

We are absolutely committed to fulfilling the promise of ***We Put Patients First*** to all who walk through our doors. Our goal is to ***always*** meet and exceed the needs of our patients and their families. To reach this goal, we need your feedback about the quality of care and service that you received during your stay with us.

We especially value hearing about your experiences in your own words. The enclosed survey gives you the chance to tell us what went well and what may need improvement. We carefully review your answers and comments along with others so we can provide better care and service to our patients.

Phase 1 Intervention: Enhanced Transition Language

Standard PG Survey

ADDITIONAL COMMENTS ABOUT THIS VISIT

Now that we have asked you to tell us about what happened during your recent experience with the provider and his/her office, we would like to ask you for any additional comments about the services you received during this visit.

What do you like best about our office?

What did you like least about our office?

Is there anything else you would like to share about your experience?

PG Survey with Elicitation Protocol

IN YOUR OWN WORDS

Please tell us in your own words about your experiences with the care and services from your provider. Health care providers value feedback from their patients that helps them understand what is working well and what may need improvement.

What are the most important things that you look for in a healthcare provider and the staff in his or her office?

When you think about the things that are most important to you, how do your provider and the staff in his or her office measure up?

Now we'd like to focus on anything that has gone well in your experiences in the last 3 months with your provider and the staff in his or her office. Please explain what happened, how it happened, and how it felt to you.

Next we'd like to focus on any experiences in the last 3 months with your provider and the staff in his or her office that you wish had gone differently. Please explain what happened, how it happened, and how it felt to you.

Please describe how you and your provider relate to and interact with each other.
