



2022 LEAD Capstone Poster Session

Utilization of a Provider-Specific Patient Feedback Tool to Enhance Patient Experience in the Inpatient Setting

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Abstract

- Effective communication between providers and caregivers is essential to the caregiver understanding their child's diagnosis and how to care for their child after discharge.
- Department of Pediatrics at Children's Health has consistently been below national benchmark based on the caregiver's perception of "how well providers listen" and "how well providers explain things."
- The current survey tool does not have the capability to routinely provide provider-specific patient feedback in the inpatient setting.
- I propose creating a provider-specific patient feedback tool as an opportunity for improved communication between caregivers and providers, improved performance of providers, and overall enhanced patient experience.



Objectives

- To create a provider-specific patient feedback tool using NRC Health and Epic capabilities
- To implement a provider-specific patient feedback tool on all Pediatric Hospital Medicine service lines.



Background Information

- Patient satisfaction is an essential element of the current healthcare system
 - HCAHPS survey geared towards patients' perspective of hospital care.² Goals:
 - ✦ Consumer comparison of hospitals
 - ✦ Incentives for hospitals to improve quality of care
 - ✦ Transparency of care provided
- Current survey vendors do not have capability of providing provider-specific feedback unless a provider is specifically mentioned by caregivers. Also, not capable of separating ED experience from inpatient experience if patient is admitted.
 - Inaccurate reflection of performance.
 - ✦ Provider Angst, Decreased Morale
 - Ineffective way to understand areas of concerns
- Limited studies regarding the benefits of provider-specific feedback assessments, but demonstrates that specific feedback is one contributing factor that influences a provider's willingness to make "actionable change."¹



Project Plan

- **Create**
 - Develop tool based on NRC Health and Epic capabilities
 - Incorporate photos of the care team for reference
- **Implement**
 - Faculty report card distributed to faculty and division chief monthly for review
- **Assess**
 - Identify and address areas of concerns
 - ✦ e.g. Knowledge gap, limited use of plain language, gaps in communication skills, limited face-to-face time



Application of What You Learned at LEAD

- Engage stakeholders using P.A.R framework
 - Be clear about “asks”
- Enhance organizational awareness
 - Identify influencers
 - Recognize networking opportunities
 - Understand how the institution collaborates with survey vendors
- Setting limits and boundaries to protect time
 - “good enough” vs perfect
 - Holding meaningful meetings that prompt decisions and actions
 - Delegate effectively



Proposed Budget

- Unable to determine at this time
 - Tool currently being developed.
 - ✦ If tool requires functions outside the institution's current package, may generate additional costs.
 - Possible anticipated costs
 - ✦ Protected time if decision made to have designated faculty review feedback monthly and arrange support needed by faculty or resident.



Innovation and Significance

- Currently no vendor surveys have capability of a standardized, provider-specific patient feedback tool
- Potential to impact multiple levels of the healthcare system
 - Enhance patient experience
 - Support professional development of the provider
 - Foster meaningful caregiver-provider partnerships
 - Opportunity for tool to be shared in other departments or institutions
 - Adherence to our mission to promote quality care that enables individuals to achieve their full potential



References

1. Baines R, Regan de Bere S, Stevens S, Read J, Marshall M, Lalani M, Bryce M, Archer J. The impact of patient feedback on the medical performance of qualified doctors: a systematic review. *BMC Med Educ.* 2018 Jul 31;18(1):173. doi: 10.1186/s12909-018-1277-0. PMID: 30064413; PMCID: PMC6069829.
2. *HCAHPS: Patients' perspectives of care survey.* CMS. (n.d.). Retrieved October 21, 2022, from <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/HospitalQualityInits/HospitalHCAHPS>