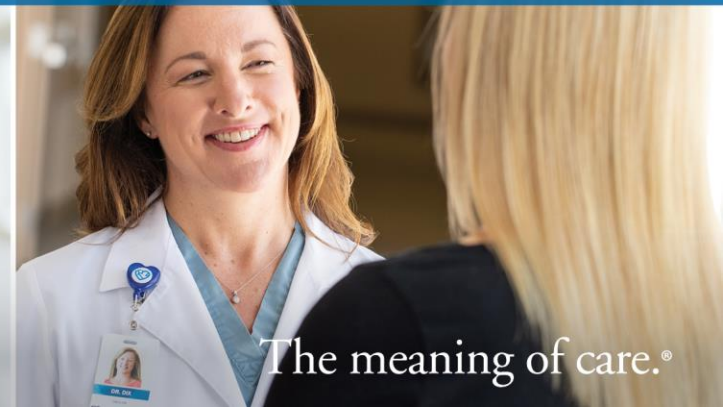
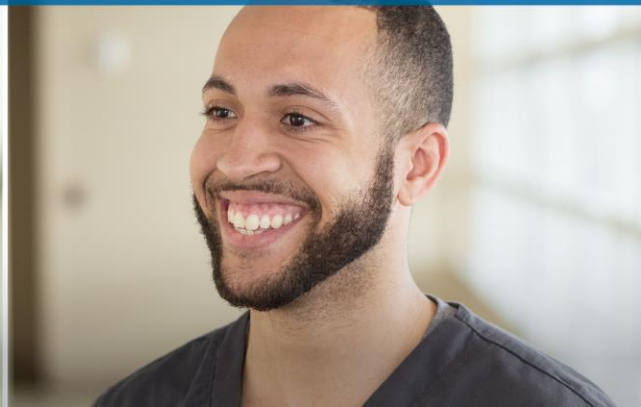




# Patient Experience and Star Quality Ratings

Lauren Robins, OTD, OTR/L, CLT  
MHS Experience Specialist  
Adrienne Carson, OTS



The meaning of care.®



**Lauren Robins, OTD, OTR/L, CLT**

MHS Experience Specialist

[Lauren.Robins@nmhs.org](mailto:Lauren.Robins@nmhs.org)



**Adrienne Carson, OTS**

Occupational Therapy

Doctoral Student



# Presentation Objectives

- Demonstrate organizational strengths and barriers to quality star ratings within a large health system
- Explore the future of using and improving HCAHPS quality star ratings for continued quality patient experience and improvement
- Identify key initiatives within the health system to cultivate an environment that encourages and sustains future quality star ratings
- Articulate initiatives on how improving quality star ratings relates to successes within the system



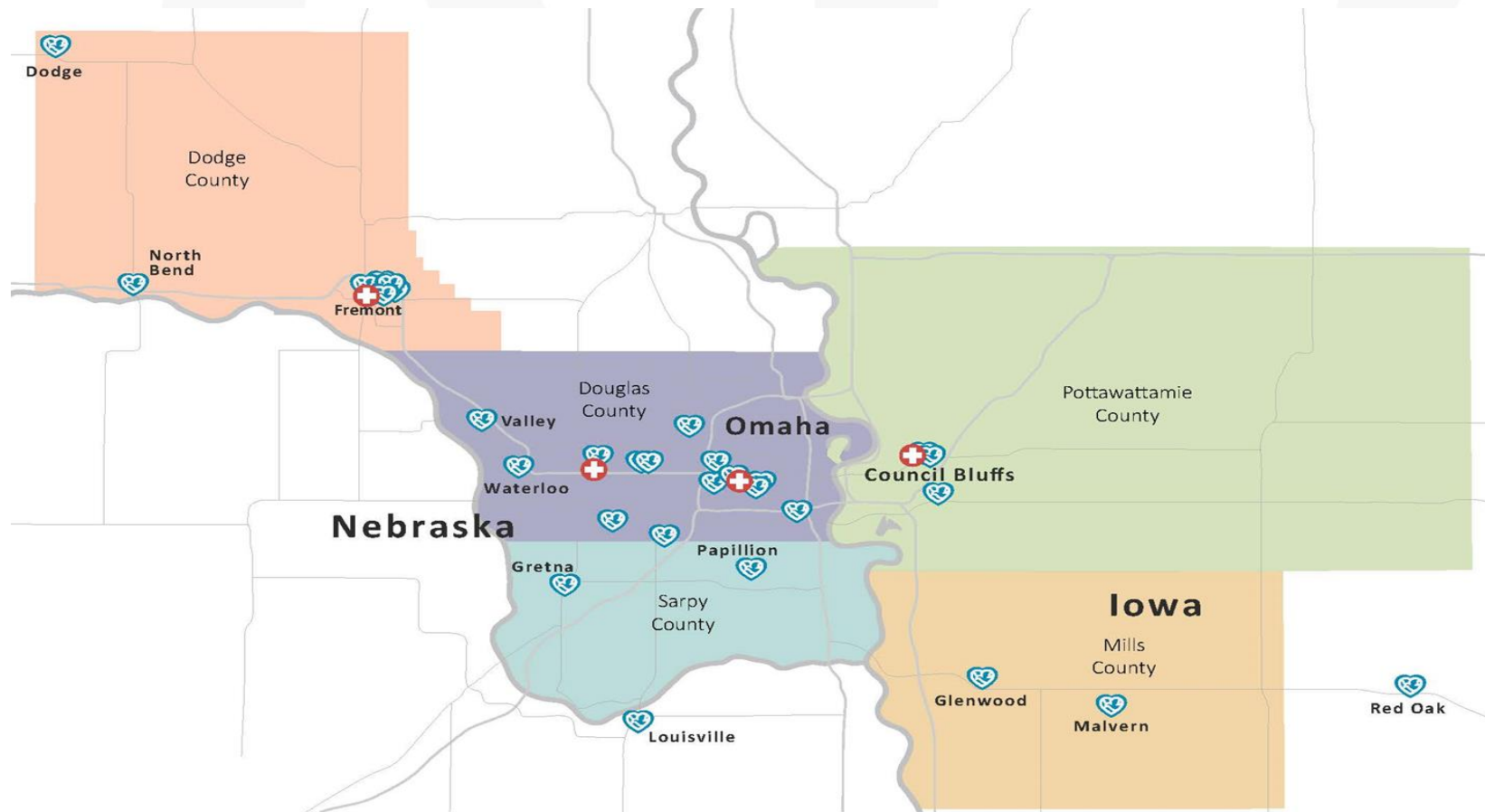
The Meaning of Care

# NEBRASKA METHODIST HEALTH SYSTEM



# Methodist Health System Mission Statement

- Improving the health of our communities by the way we care, educate and innovate*





# Methodist Fremont Health





# Methodist Hospital



Anchor Service Lines - Cardiovascular, Oncology, Orthopedics/Neuro, and Women's/Mother-Baby/NICU.

423 Licensed Beds and 277 Staffed Beds

Average Daily Census - 2021- 236; 2022 - 242

Average Daily ED Visits – 2021 -75; 2022-78

Total Number of Employees - 2,605

Total Medical Staff - 905 (MH and MWH), 47 employed by the hospital, 267 Advanced Practice Providers, 270 employed by Methodist Physicians Clinic

Fully Integrated EMR

MH & MWH Daily Safety Huddle – 7 days a week, led by the President, a Vice President, or a House Supervisor



# Methodist Women's Hospital



Anchor Service Lines - Cardiovascular, Oncology, Orthopedics/Neuro, and Women's/Mother-Baby/NICU

137 Licensed Beds and 115 Staffed Beds

Average Daily Census – 2021 -113; 2022 - 111

Average Daily ED Visits – 2021- 35; 2022- 40

Total Number of Employees - 824

Largest Neonatal Intensive Care Unit in the Omaha Metro with 51 beds

Fully integrated EMR

MH & MWH Daily Safety Huddle – 7 days a week, led by the President, a Vice President, or a House Supervisor

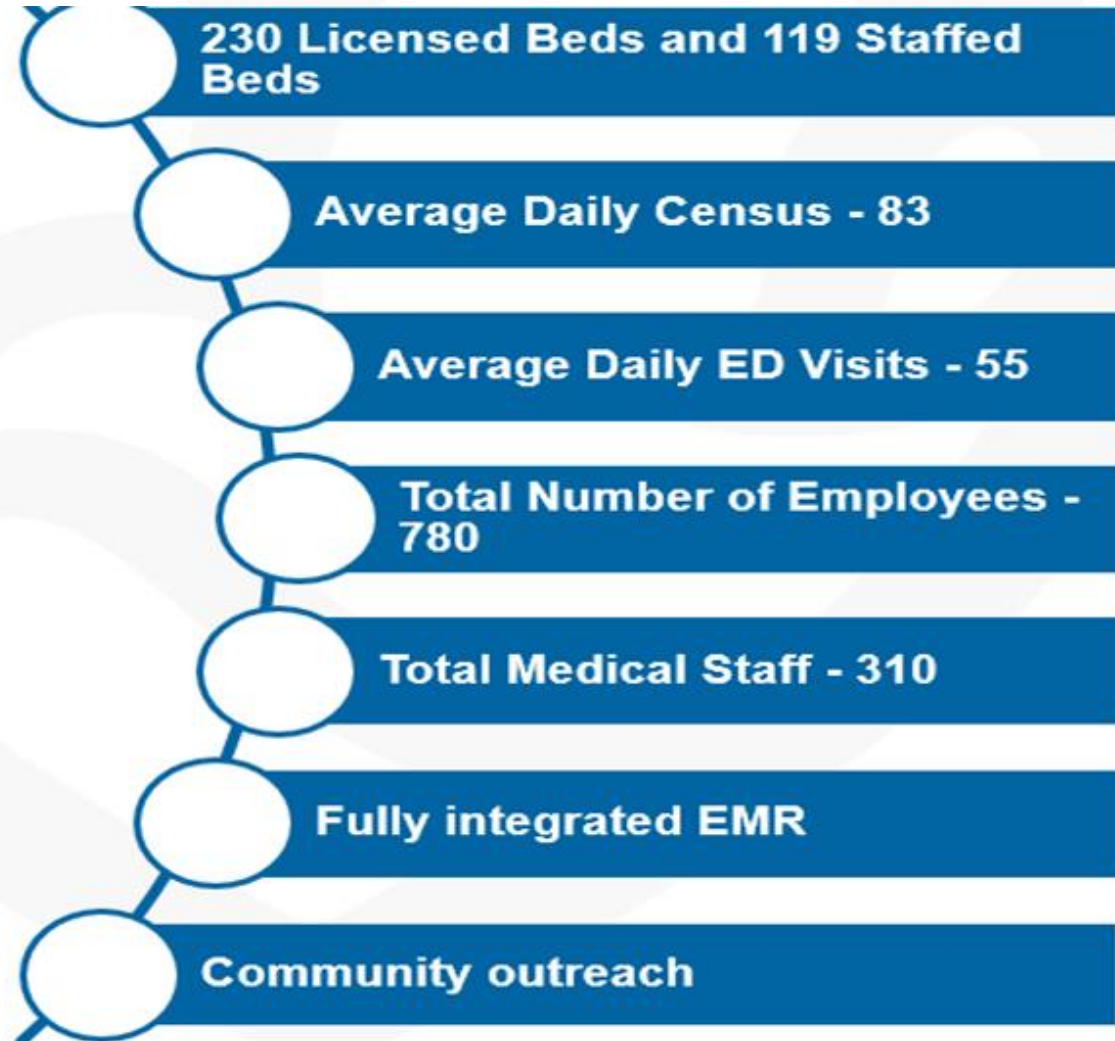




# Methodist Jennie Ed



**Anchor Service Lines –Cardiovascular, Orthopedics, Oncology, & Women’s Services (Mother/Baby and Labor & Delivery)**





# PATIENT EXPERIENCE AT NMHS



# Health System Patient Experience (PX) History

## Patient Experience Systems

- NRC Health - MFH
- Professional Research Consultants (PRC) - MPC, MH/WH, & MJE
- No system-wide measures
- No single agreement with standard reports

## Volume

- 150+ internal PX reports distributed to leaders every month

## Change

- MHS presidents elected to move to one system - Press Ganey (Oct. 2019)
- Resulted in savings of about \$112k annually





# Health System PX

## System-ness

- Jan. 2022 – Moved to different primary measure – “Likelihood to Recommend” (exception: MFH primary measure “Rate the Hospital”)
- System working towards standardized reports and scorecard data parameters
- Increased alignment and collaboration across affiliates

## Process

- Requests for assistance sent to MHS Experience Specialist via email
- Jan. 2022 – Presidents elected to move to mailed surveys based on Press Ganey recommendation

## Volume

- Leaders are receiving 3-4 reports each month that are standard across NMHS

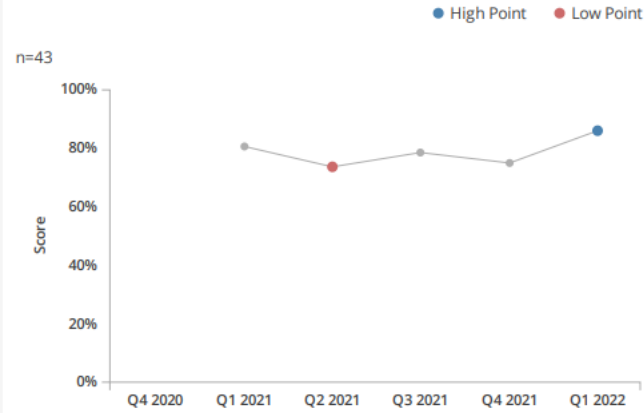


# Health System PX Reporting

## Top Box Score 📌

CAHPS Likelihood to Recommend

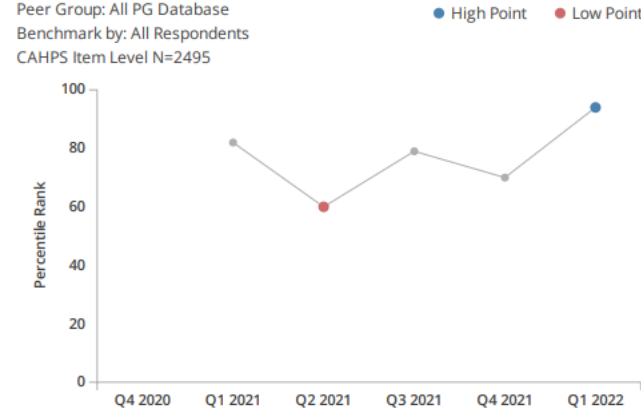
86.05% ▲



## Top Box Percentile Rank 📌

CAHPS Likelihood to Recommend

94th ▲



Time Period	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022
n		31	19	14	4	43
Top Box Score	N/A	80.65%	73.68%	78.57%	75.00%	86.05%
Percentile Rank	N/A	82	60	79	70	94

**Left:** Example of scorecard report including Top Box Score & Percentile Rank for Likelihood to Recommend (LtR).

**Top Box Score** = the top answer a survey respondent could give on an item.

**Below:** Example of Key Driver Report.

Survey Items <span>⌵</span>	SECTION/DOMAIN	Survey Type <span>⌵</span>	n <span>⌵</span>	Top Box Score		Goal <span>⌵</span>	Change <span>⌵</span>	Percentile Rank <span>⌵</span>	Score Trendline
				Current (Q1 2022) <span>⌵</span>	Previous (Q4 2021) <span>⌵</span>				
Domain: Comm w/ Nurses	COMM W/ NURSES	CAHPS	879	85.78%	86.93%	—	-1.15%	91	<span>Compare Trending</span>
Nurses treat with courtesy/respect	COMM W/ NURSES	CAHPS	877	92.32%	92.53%	—	-0.21%	91	<span>Compare Trending</span>
Nurses listen carefully to you	COMM W/ NURSES	CAHPS	875	84.20%	85.44%	—	-1.25%	92	<span>Compare Trending</span>
Nurses expl in way you understand	COMM W/ NURSES	CAHPS	872	80.82%	82.81%	—	-1.99%	88	<span>Compare Trending</span>

† Custom Question ^ Focus Question  
■ At or Above Goal ■ <5 Points Below Goal ■ >5 Points Below Goal □ No Goal



# Health System PX Analysis

## What's Going Well

- Consistently high scoring
- **Meaning of Care**
- System using single PX vendor
- Press Ganey offers increased database comparisons
- System-wide PX measures & standard reports\*
- Aligning PX & workforce engagement

## Opportunities & Considerations

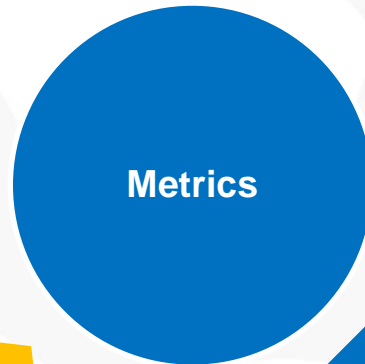
- Multiple affiliates with individual priorities
- Pace of movement toward “system-ness”
- Centralized PX approach with dedicated budget
- Consistent messaging and branding across affiliates
- Competition within market region
- Staffing shortages

\*Working toward centralized model/efforts

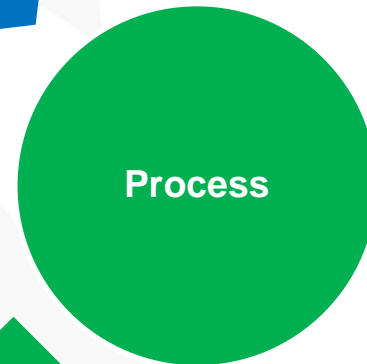


# Future State PX Recommendations

- Identify best practices across the health system and through benchmark research. (ongoing)
- Implement solutions to enhance patient experience. (ongoing)



- Move all affiliates to primary measure of “Likelihood to Recommend” and report by system. (2023)
- Identify other system measures to create system-wide analysis and solutions. (2023)



- Requests for PX system support entered into Service Now to track time spent and help prioritize. (2023)
- Establish a dedicated team to lead patient experience across the health system. (2023-2024)
- Implement governance process.



- Schedule quarterly system review meetings with all patient experience representatives to receive system reports, brainstorm solutions, discuss challenges. (2023)
- Create system dashboard with scheduled updates to affiliate leaders. (2023)



# Health System Current State PX Roles

## Methodist Health System

Jeff Francis  
CFO

Maureen Holstein  
Director Operational Innovation

Lauren Robins  
MHS Experience Specialist

## MH/WH

Julie Murray  
VP Ancillary & Professional Services

Director of Quality

TBD

## MFH

Shaun Custard  
VP Ancillary

Director Performance Excellence

Sr. Decision Support Analyst

## MJE

Shanna Stofer  
VP Ancillary & Professional Services

Dir Quality & Performance Improvement

Quality Specialist

## MPC

Mick Ehler  
VP & COO

Sr. Director Retail Medicine

Performance Improvement Manager





# **CURRENT INITIATIVES & PX FOCUS**



## Key Drivers at System, Affiliate and Service Line Levels

- Key Drivers include survey data items collected from patient experience surveys that have the most impact on our primary measure of “Likelihood to Recommend”
- The use of previous years data was compiled to assist leaders in efforts to increase performance improvement
  - Staff working together to provide patient care
  - Staff courtesy and respect toward patient
  - Staff caring for patient as a person



# Key Driver Structure

## NMHS

### Likelihood to Recommend

Methodist  
Fremont  
Hospital

Nurse  
Communication  
Domain

Domain Leaders

Methodist  
&  
Women's  
Hospital

Nurse  
Communication  
Domain

Domain Leaders

Methodist  
JennieEd

Nurse  
Communication  
Domain

PX Committee

Methodist  
Physicians  
Clinic

Moving Through  
Your Visit

Physician & PX  
Led



# Methodist Health System Key Initiatives Within System

- Creation of a standardized PX plan to include goals and action steps for all system affiliate sites
- PX system plan is built around KPI of “Likelihood to Recommend” and other Key Driver themes based on patient experience survey
- PX system collaborative to include discussion on handling PX within each affiliates initiatives, goals and overcoming challenges.
- Stand out components of patient experience implementation and training used to capture strengths/barriers to create improvement a multifaced improvement to patient experience



# Patient Experience Collaborative Meetings



## 2023 Quarterly PX Collaborative Meeting

- Representatives from NMHS affiliate sites including Methodist Fremont Health; Methodist Hospital; Methodist Jennie Edmundson Hospital; Methodist Womens Hospital and Methodist Physicians Clinics
- Committee/team involved with patient experience
- Goals and Metrics with each affiliate is working towards
- Successes, challenges, reporting and data regarding patient experience



# **PATIENT EXPERIENCE CHALLENGES**



# Patient Experience Challenges

- Engagement and participation for patient experience committees
  - Shortages of staff, time and availability due to current workload leaves patient experience falling heavily on affiliate Directors
- Presentation of Data and understanding of research and statistics
- Time necessary to set individual site goals based on performance and work strategies outside of presenting the survey data
- Conflation of patients views of one experience within the practice with overall patient experience



## Patient Experience Challenges (Continued)

- Top decile health system goals are in the 90<sup>th</sup> percentile for “Likelihood to Recommend”
- Mercy of the database reliability and validity of survey
- Sociodemographic variables and possible resistant to change







# **MOVING FORWARD WITH PATIENT EXPERIENCE**



# Implementation & Cultivating Environment Change

- New goals set and implemented based on suggestions by Press Ganey upon 2022 yearend and implementing performance improvement committees for patient experience
- Dimension Leaders – Mix of Directors, Leadership Roles and Front-Line staff
- This creates the Report/Manage Back Up structure for all feedback to return to Directors
- Meetings to discuss PX at large



# Implementation & Cultivating Environment Change

- Bucketing Patient Feedback
- Discussion on what is going well and what needs improvement
- Management level feedback obtained on monthly data and end score
- Performance Improvement Committees
- Staff Engagement and Provider Engagement to improve performance and scores
- Importance of Executive Engagement and Involvement



# Future of Using and Improving HCAPHS Quality Star Ratings

- Partnered with Press Ganey to provide the following towards NMHS improvement of HCAPHS Quality Star Ratings and Health System Success in Patient Experience
- Patient Experience Data
  - Key quality outcomes for areas of improvement
  - Data that shows improvements in ratings
  - Access to daily survey data
- Participation in structured patient experience committees to support improvements and to provide input and implement changes for improvements
- All NMHS Employees and Staff buy into enhancement aimed towards patient experience now and future



# Future Work

- Utilizing Patient and Family Action Committees (PFAC)
- Continuing to work towards more “system-ness”
- Focus on continuum of care (acute and ambulatory)
- New Employee Orientation
- Utilize other data sources
- Patient comments





# RECOGNITION



# Press Ganey Excellence Awards

- This award honors clients who have reached the **95th percentile** for patient experience, employee or physician engagement, or clinical quality performance — awarded annually based on one year of data
- **HOW MANY HX GUARDIAN OF EXCELLENCE AWARDS ARE GIVEN OUT?**
  - 535 total:
  - 7 clinical quality
  - 53 physician engagement
  - 90 employee engagement
  - 385 patient experience





And the awards goes to....

- Guardian of Excellence-Patient Experience-**Methodist Hospital-Inpatient Rehab**
- Guardian of Excellence-Patient Experience-**Methodist Hospital-HCAHPS**
- Guardian of Excellence-Patient Experience-**Methodist Women's Hospital-HCAHPS**
- Guardian of Excellence-Patient Experience-**Methodist Fremont Health**
  
- **Congratulations!**







- “You are blessed with the gift of Healing”
- “Your talents are important, and they must never be transactional”
- “In an emergency, what treatment is given by ear? Words of comfort”
- “They may forget your name, but they will never forget how you made them feel” *Maya Angelou*
- “You treat a disease, you win, you lose. You treat a person, I guarantee you, you’ll win, no matter what the outcome”  
*Patch Adams*



# Summary

- There will be challenges
- Patients are evolving into consumers
- Staff buy-in
- Developing a Culture
- Ultimately, it is always about patient care and patient safety





Questions?

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[Lauren.robins@nmhs.org](mailto:Lauren.robins@nmhs.org)

Thank you!!