

WA Health Consumer Council Consumer Advisory Committee Press Ganey Overview

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Press Ganey (AU/NZ/Asia)



Agenda

- About Press Ganey
- Our Solutions
- Improvement

OUR GOAL:

Prevent suffering by optimising care delivery

OUR GOAL:

Alleviate suffering by responding to inherent patient needs

AVOIDABLE SUFFERING

arising from defects in care and service

Inherent Suffering associated with **TREATMENT**

Inherent Suffering associated with **DIAGNOSIS**

Measuring What Matters
to Improve the
Patient Experience

Press Ganey Influence - International

Press Ganey Associates has the largest patient experience comparative database in the world including international clients across 18 countries.

11,000+

Services to health care organizations

57%

U.S. hospitals

83%

Academic Medical Centers

67%

100+ bed hospitals

95%

100+ doctor physician practices

98%

Existing client retention rate

106M

Patients touched annually

34M

eSurveys administered in 2014

99.6%

Operational effectiveness

1,000+

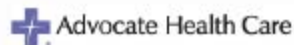
Total employees

400+

Client-facing employees

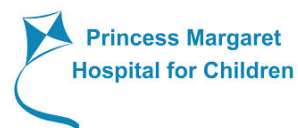
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Years of improving the patient experience



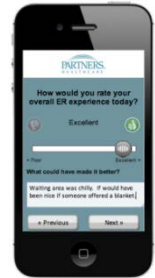
Carolinas HealthCare System

Press Ganey Influence - Australia

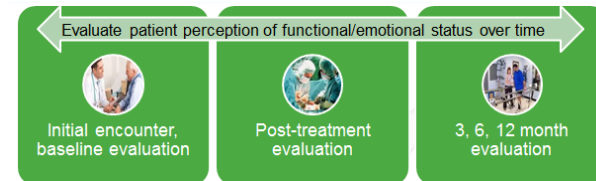


Press Ganey Solutions

- **Patient Voice** - validated, externally benchmarked, post-visit, patient experience surveys across the continuum of care.
- **Employee & Doctor Engagement** - measuring and improving employee and doctor engagement.
- **Point of Care System:** real-time feedback and reporting captured via a smart device at the point of care.



- **Patient Reported Outcome Measures:**



- **Nursing measures** with benchmarks from 2,000+ hospitals and 20,000+ units including 42 VAMCs.



- **Consulting:** Led by Dr James Merlino and his "Service Fanatics" vision.

Crosswalk to National Standards



National Standard and/or Criterion	Press Ganey Resource: Patient Experience Survey & Point of Care Assessment
Standard 1 – Governance for Safety and Quality in Health Service Organisations The intention of this Standard is to: Create integrated governance systems that improve the reliability and quality of patient care, as well as improve patient outcomes.	
1.1.2 The impact on patient safety and quality of care is considered in business decisions making.	<ul style="list-style-type: none"> • Patient Experience Survey • Patient experience/satisfaction feedback & Key Performance Indicators included in strategic and business planning
1.2.1 Regular reports on safety & quality indicators and other quality performance data are monitored by the executive level of governance	<ul style="list-style-type: none"> • Patient Experience Survey • Top 10 Priority Index

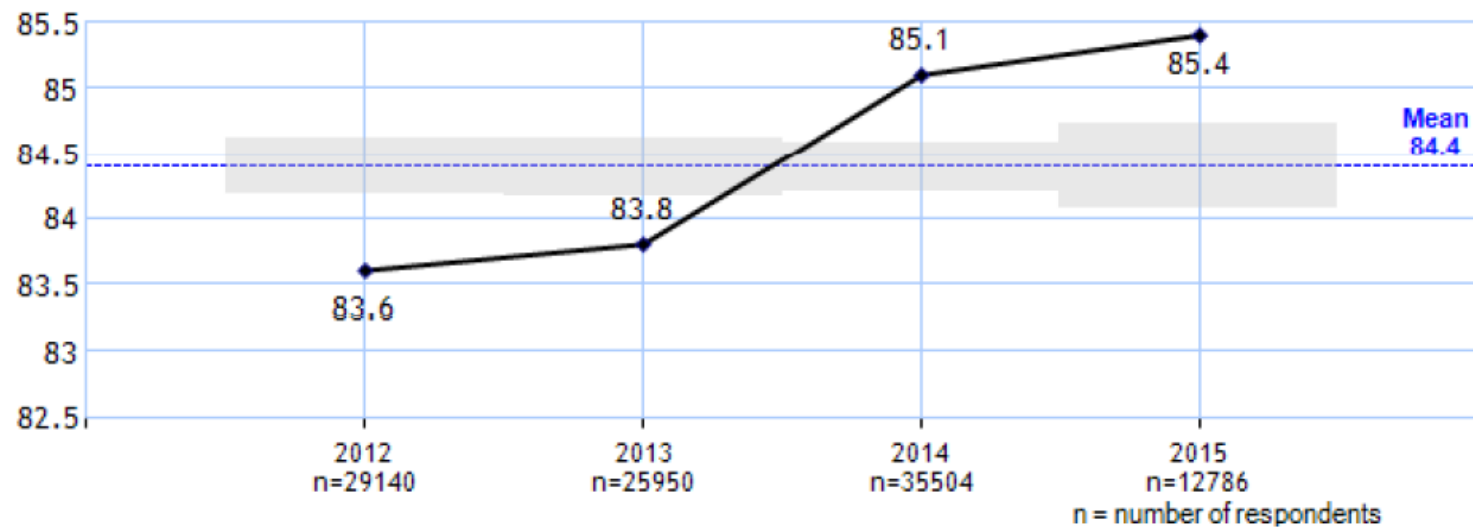
Australian Patient Experience

AUIN

All My Sites

Overall

Mean Trends



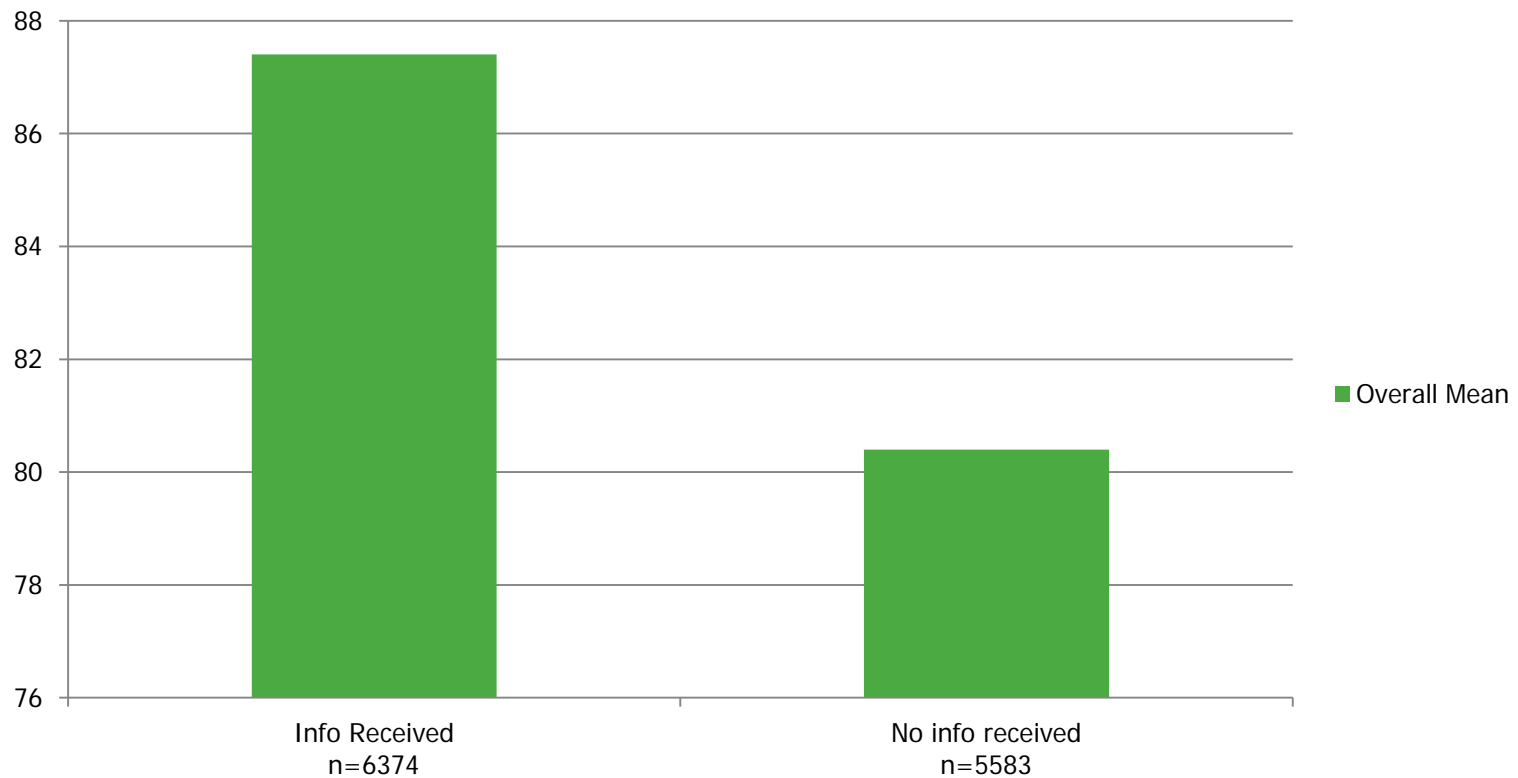
All My Sites



Displayed by Discharge Date

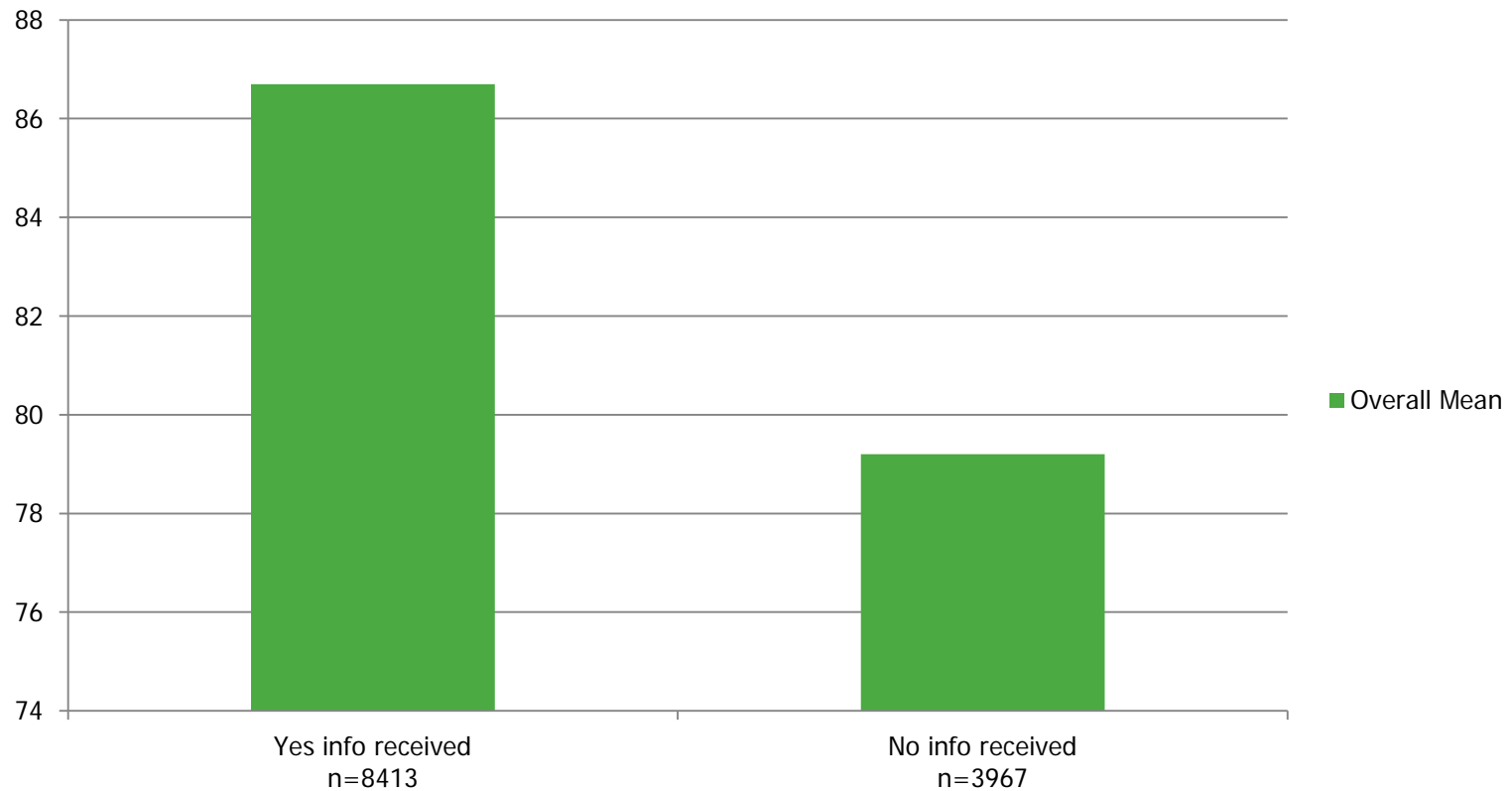
Australian Inpatient Experience

Australian Inpatient Overall Mean Score - Info re: How to Raise a Complaint Made Available 2015



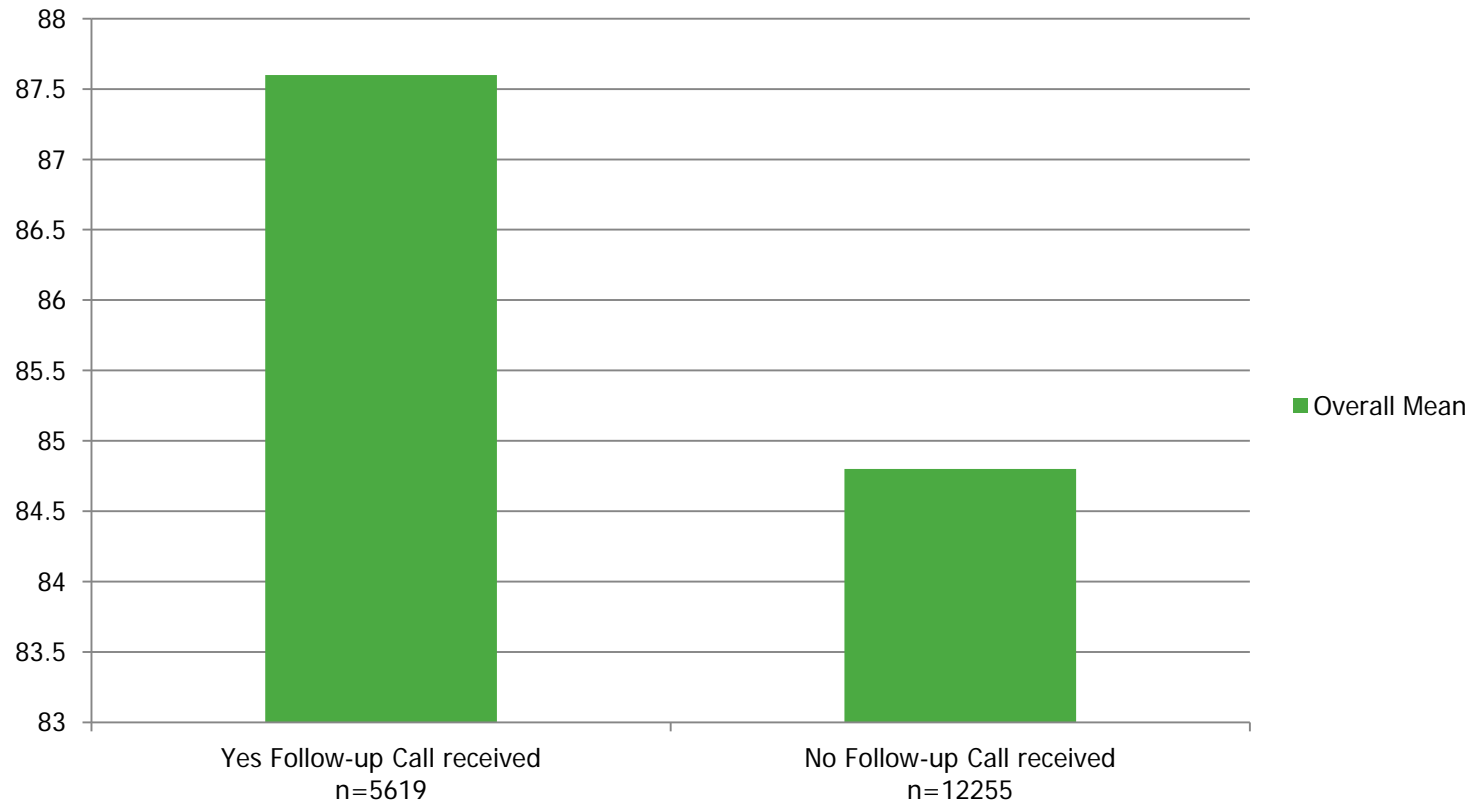
Australian Inpatient Experience

Australian Inpatient Overall Mean Score - Info re: Rights & Responsibilities Received 2015



Australian Inpatient Experience

Australian Inpatient Overall Mean Score – Follow-up Call Received 2015



Impact on Perceptions - Unit Manager Validation

Unit manager visit you during stay

	Yes		No	
	Mean	<i>n</i>	Mean	<i>n</i>
Overall	86.1	8,024	81.3	7,394
Admission	86.5	7,510	81.8	7,005
Room	83.5	7,994	79.7	7,358
Meals	82.4	7,742	78.1	7,079
Nursing Care	89.1	7,969	83.7	7,346
Tests and Therapy	88.8	7,219	85.1	6,085
Visitors and Family	85.8	7,538	80.9	6,571
Doctor Care	86.5	7,864	81.1	7,207
Discharge	84.2	7,905	79.1	7,287

Survey Process Overview

Post-Visit Surveys



Validated Surveys



Surveys Across the Continuum of Care

- ✓ Inpatient
- ✓ Inpatient Rehabilitation
- ✓ Inpatient Paediatric
- ✓ Inpatient Mental Health
- ✓ Emergency Department
- ✓ Day Surgery
- ✓ Outpatient Services
- ✓ Palliative Care
- ✓ Employee Engagement
- ✓ Doctor Engagement
- ✓ Home Health
- ✓ Community Health
- ✓ Residential Aged Care
- ✓ Medical Practice

Standard questions can be externally benchmarked (AU or International)

Surveys can be customised to suit specific needs

Data Collection: Mail, Phone, E-Mail, Internet, Point of Service, Personal Interview

Quality of Experience vs Consistency of Experience

- Press Ganey's survey is designed to assess the ***quality of an event*** in addition to HCAHPS which measures ***the frequency or consistency of that event***.
- A client may score well on the frequency of an experience but the Press Ganey questions and comments may reveal the quality of that experience was poor (***e.g., nurse always arriving in a timely fashion, but her attitude may have been poor***).
- Clients who use the integrated survey ***outperform HCAHPS-only*** clients on every HCAHPS domain.

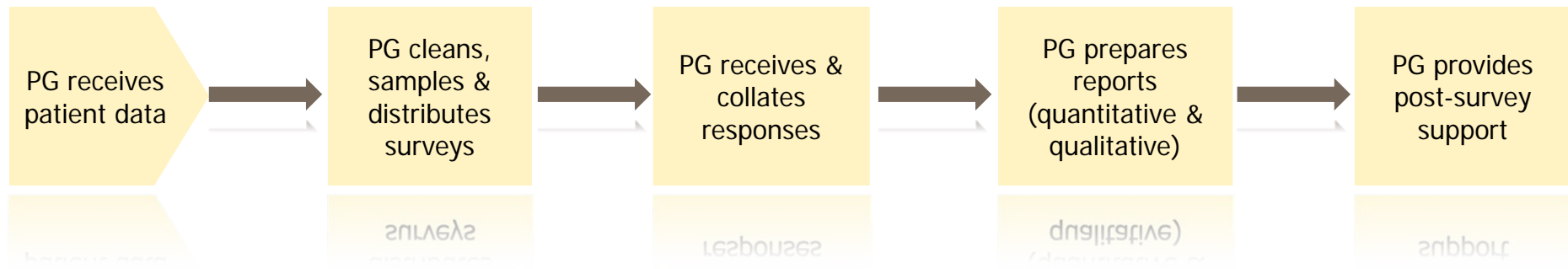
Communication About Medicines

Question	Australia 2016		All DB
	n	%	N = 1940
How often did hospital staff tell you what the medicine was for?	Never	1538 5.3	2.3
	Sometimes	2224 7.6	5.5
	Usually	5342 18.3	13.7
	Always	20036 68.8	77.9
I clearly understood the purpose for taking each of my medications	StronglyDisagree	339 1.0	2.0
	Disagree	919 2.7	2.2
	Agree	15071 43.6	34.4
	Strongly Agree	18271 52.8	60.9
Difference		16	17

How Often →

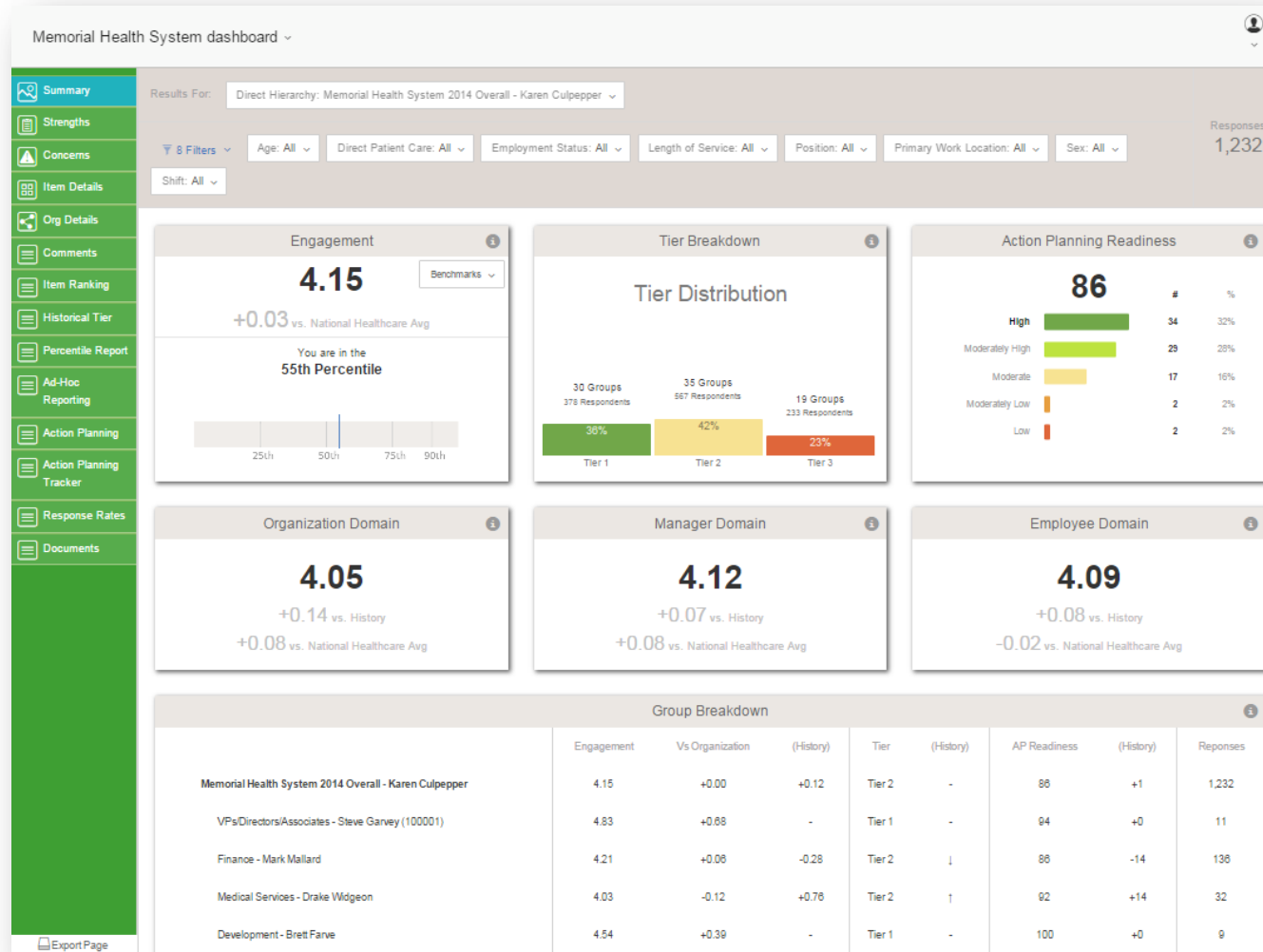
How Well →

The Survey Process

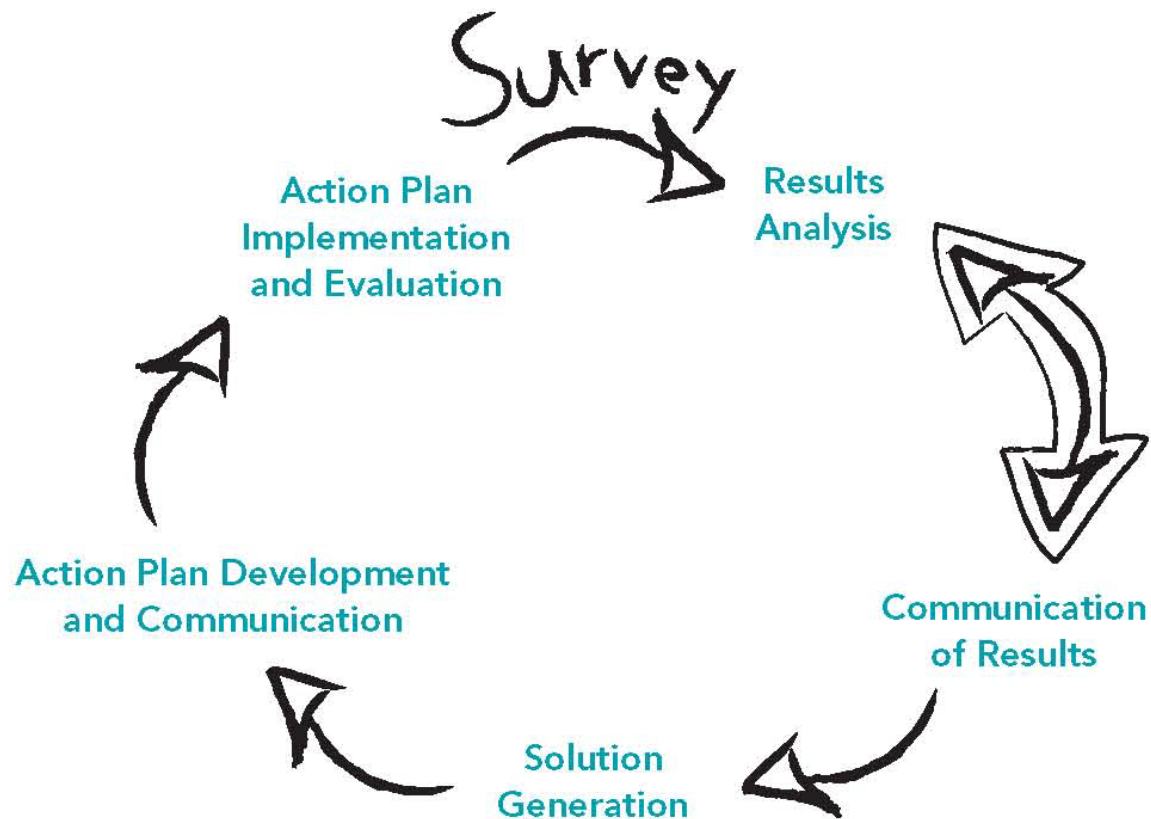


Employee Engagement

Make the best organisational decisions to attract and retain talent, boost productivity and build a patient-centred culture.



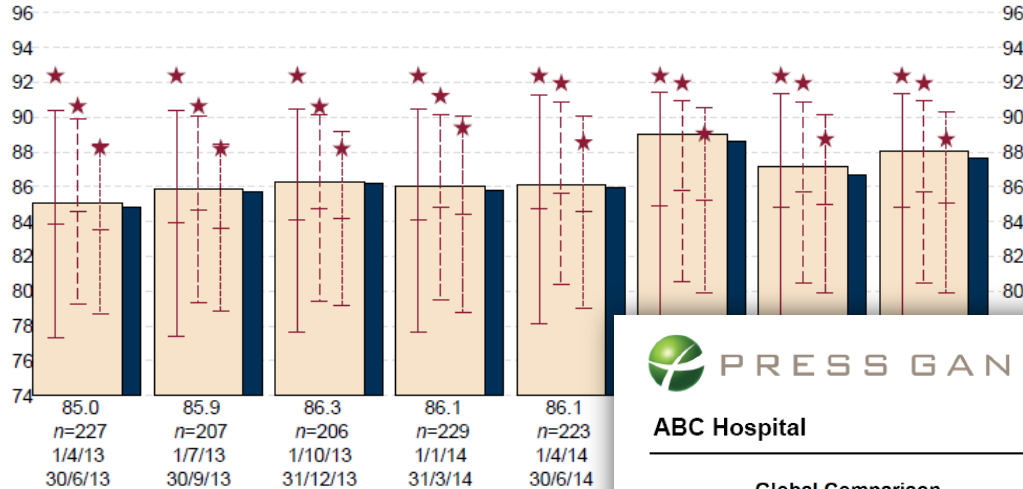
The Improvement Process



Quantitative Analysis

8.1 Overall Mean Trend Analysis

The broad light-coloured columns show your hospital's overall mean score, based on standard questions, over the last eight report periods. One asterisk by a mean score indicates a statistically significant change from the previous period at the .05 level; two asterisks indicate a statistically significant change in mean score at the .01 level. The narrow dark columns show your hospital's overall score, based on all questions. I-bars represent each of your peer groups: The horizontal line in the middle of each I-bar is the peer group's average mean score; the width of the I-bar represents two standard deviations above and below the mean score. A ★ marks the highest overall mean score obtained by a hospital in each peer group.



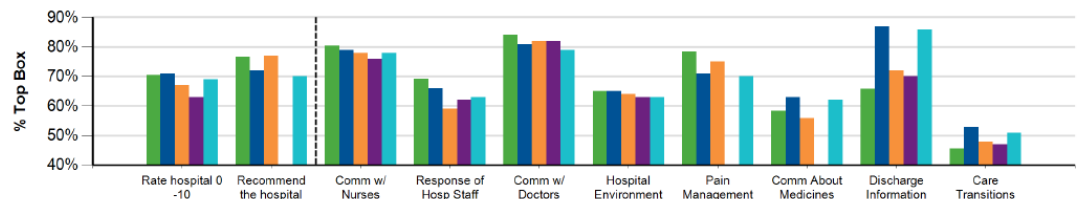
ABC Hospital

HCAHPS Summary Report

Surveys Returned: January 2015 - March 2015

Global Comparison

Domain Comparison



				All DB N = 1966	PG AU N = 30	Peer 3 N = 8	Peer 4 N = 398
		Your Top Box Score					
Domains and Questions	n	Previous % Oct-Dec	Current % Jan-Mar	Percentile Rank	Percentile Rank	Percentile Rank	Percentile Rank
Rate hospital 0-10	227	67.5%	70.5%	▲ 48	59	86	52
Recommend the hospital	214	80.4%	76.6%	▼ 67	52	N<7	74

Qualitative Analysis – Comments Reporting



PRESS GANEY™

Outcomes driven. Performance strong.


Post-Survey Support & Solutions



Online Analysis & Resources




Support Documents - Guides, Solutions & Action Plans



Guide to Interpreting
Report Interpretation


Guide to Interpreting
Part II: Calculations and statistics.

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Inpatient Insights
Solutions Starter[®]

This Solutions Starter provides best practices, research, and improve the delivery of health care. These solutions are linked sections and questions, making it easy to find the information these solutions also can be used to help you improve performance or nonstandard, questions.



Your experience in this hospital
Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

QUESTION DEFINITION
This is a frequency question that asks patients to recollect the frequency with which hospital staff (e.g., nurses, pharmacists) gave understandable explanations. The patient will try to look back at each specific encounter with nurses or pharmacists and recall whether they felt like they understood potential side effects. If the patient does experience unexpected side effects, this could negatively affect this score.

The response is also affected by the patient's ability to recall the discussion. Improvement attempts should focus both on increasing the rate at which this information is passed on (with a goal of 100%) and on improving patients' ability to recall receiving the information.

IMPROVEMENT SOLUTIONS


- Provide all information on medications both orally and in written form.
- Ensure that written information is understandable by persons of low reading levels (i.e., 5th grade or below).
- Provide a comprehensive information packet at admission, containing information on side effects to medications commonly given to hospitalized patients. Have the admissions staff explicitly point out the medication side effect information and ask the patient to read it.
- Consider mailing medication information to the homes of elective surgery patients. Describe not only the medications and possible side effects, but give the patient the opportunity to call a staff member with questions.
- Use information systems to automatically generate information sheets on possible side effects. Collaborate with the hospital pharmacy to provide information sheets automatically with the medications.

Press Ganey's Improvement Model

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STEP 1 Identify Goal
STEP 2 Identify Cause
STEP 3 Recommend Solution
STEP 4 Implement Solution
STEP 5 Monitor
STEP 6 Review

Step One: Identify Goal



Action Planning Worksheet

Title: _____
Project Team: _____
Service: _____ Current Score/Rank: _____ Goal Score/Rank: _____
Focus Question(s)/Theme: _____

Action Plan Description: _____

Action Step	Assigned To	Due Date	Status (Started, Completed, Ongoing, On Hold)	Information/Comments

Transformation in 9 Months



Inpatient Beds = 1,367 (94% occupancy) 70,000 Inpatients

Emergency Department = 72,000 annual presentations

Day Surgery = 43,000 annual DS operations

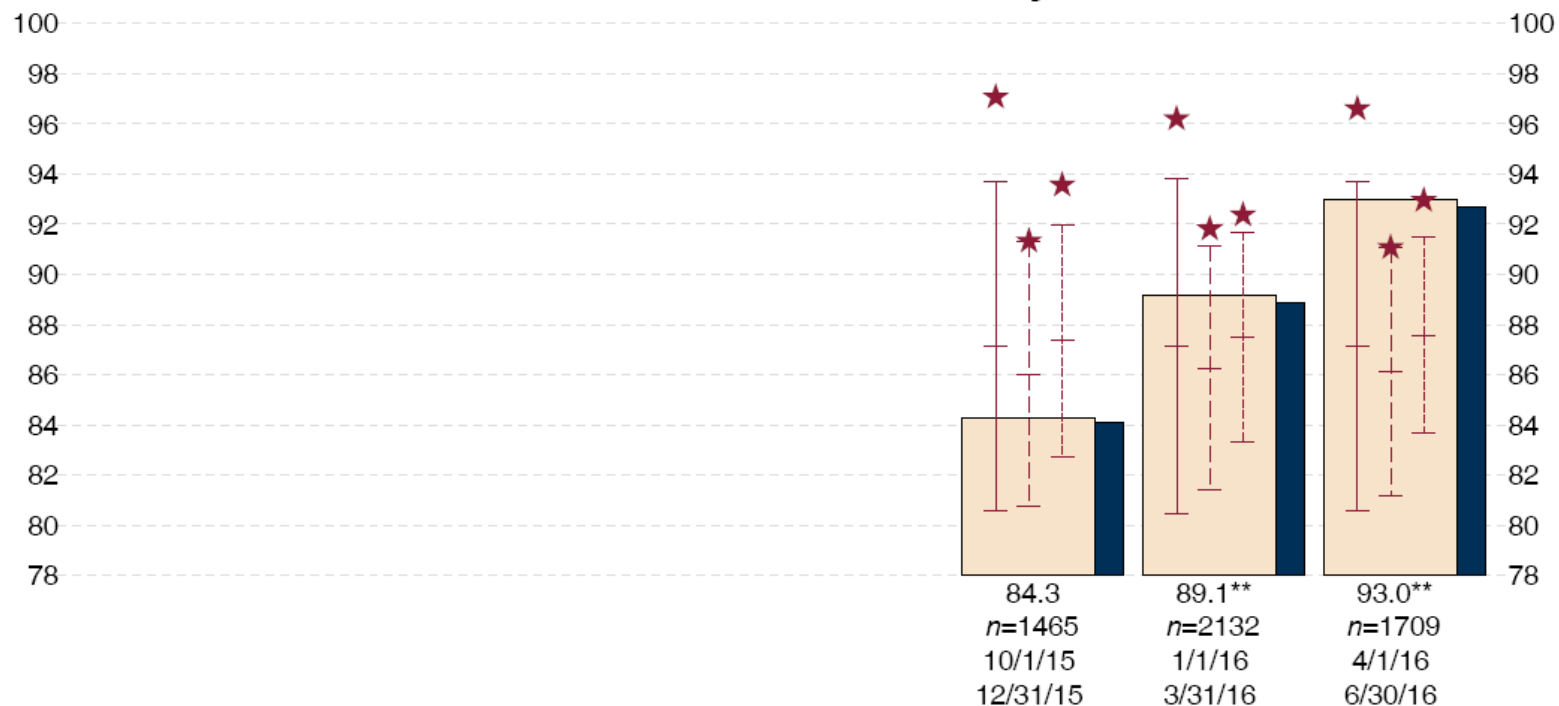
Outpatient Services = 890,000 annual presentations
34 clinics 3,440 patients seen per day



Transformation in 9 Months

INPATIENT SUMMARY REPORT

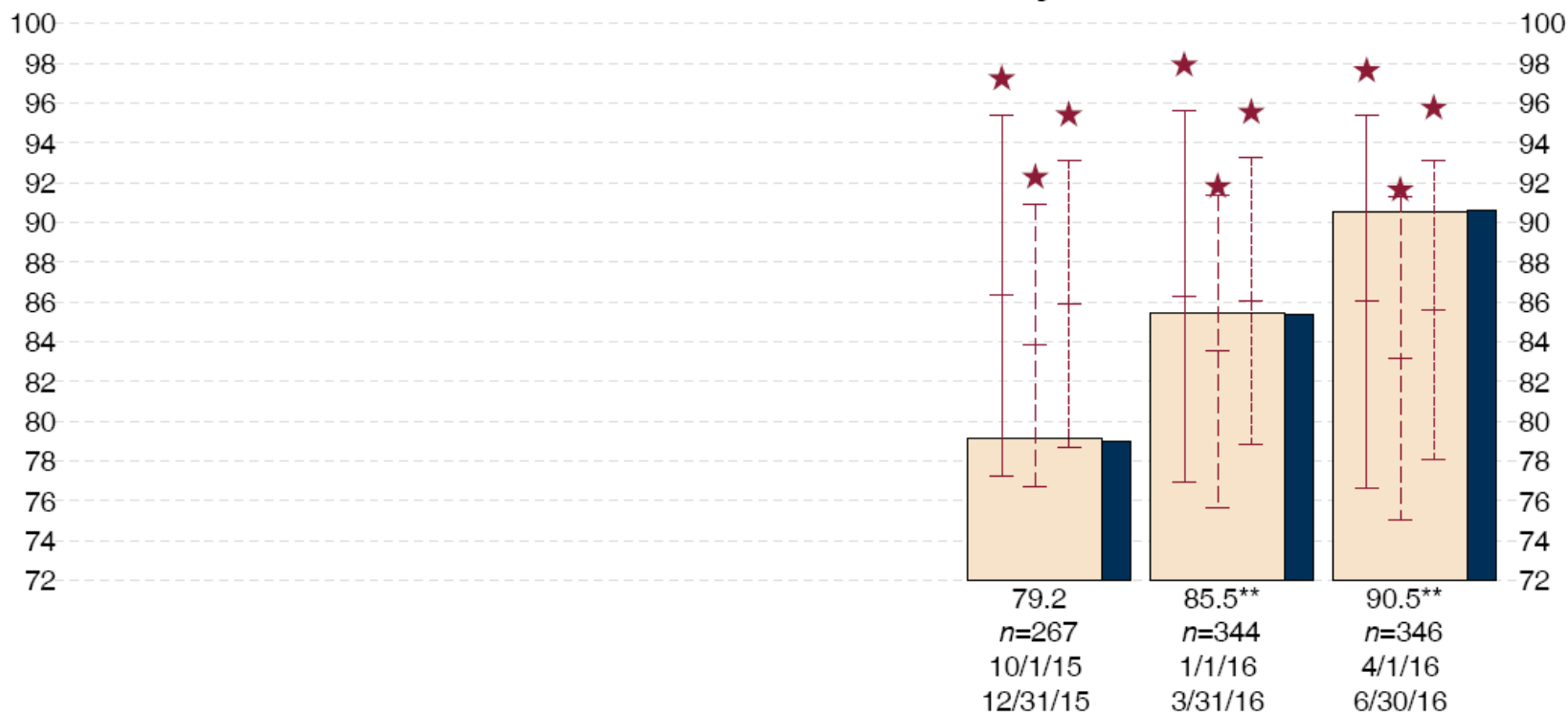
2.0 Overall Mean Trend Analysis



Transformation in 9 Months

ER/ED SUMMARY REPORT

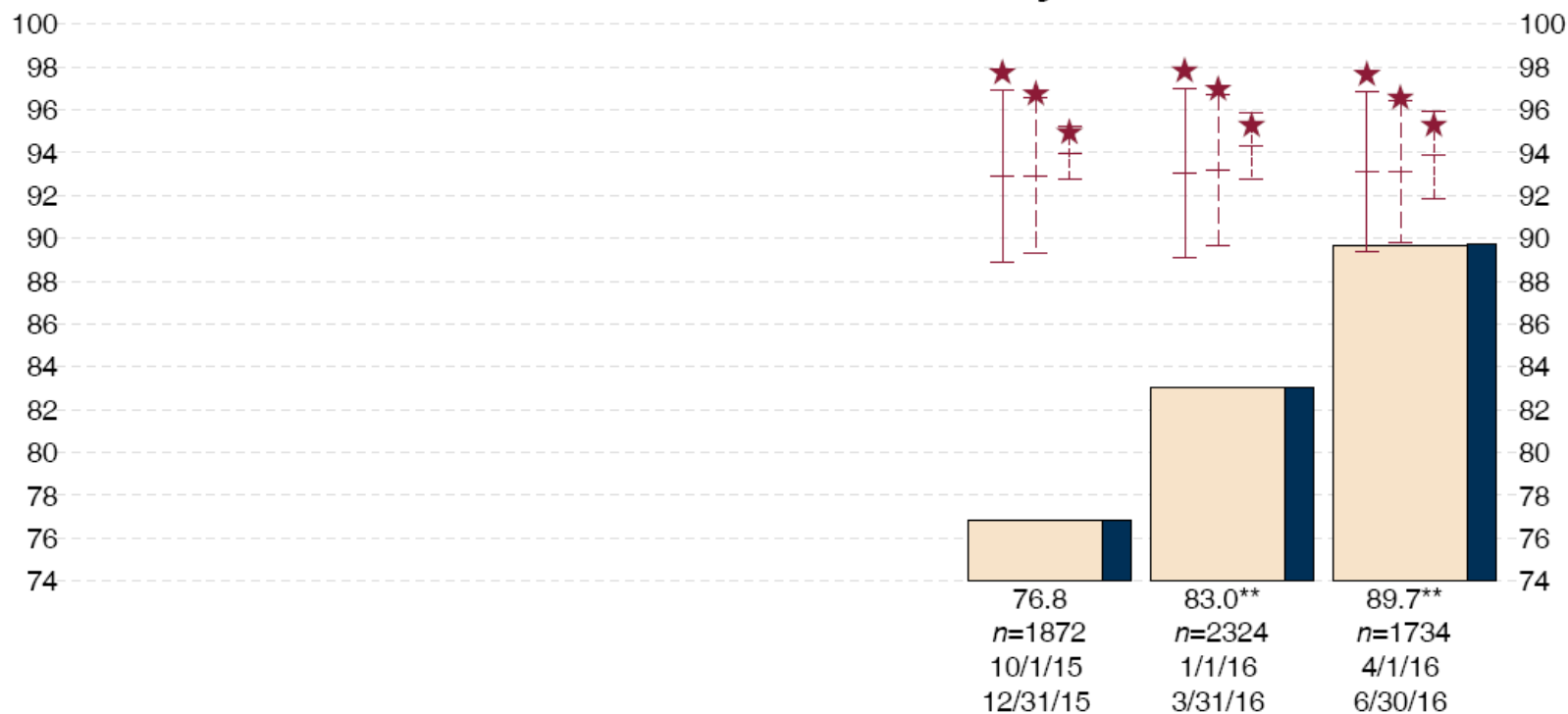
2.0 Overall Mean Trend Analysis



Transformation in 9 Months

OUTPATIENT SERVICES SUMMARY REPORT

2.0 Overall Mean Trend Analysis





Thank you!

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