

# 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



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+**

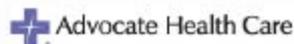
Total employees

**400+**

Client-facing employees

**30**

Years of improving the patient experience



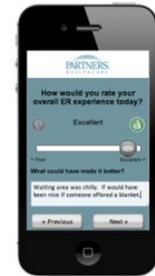
Carolinus HealthCare System

# 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.



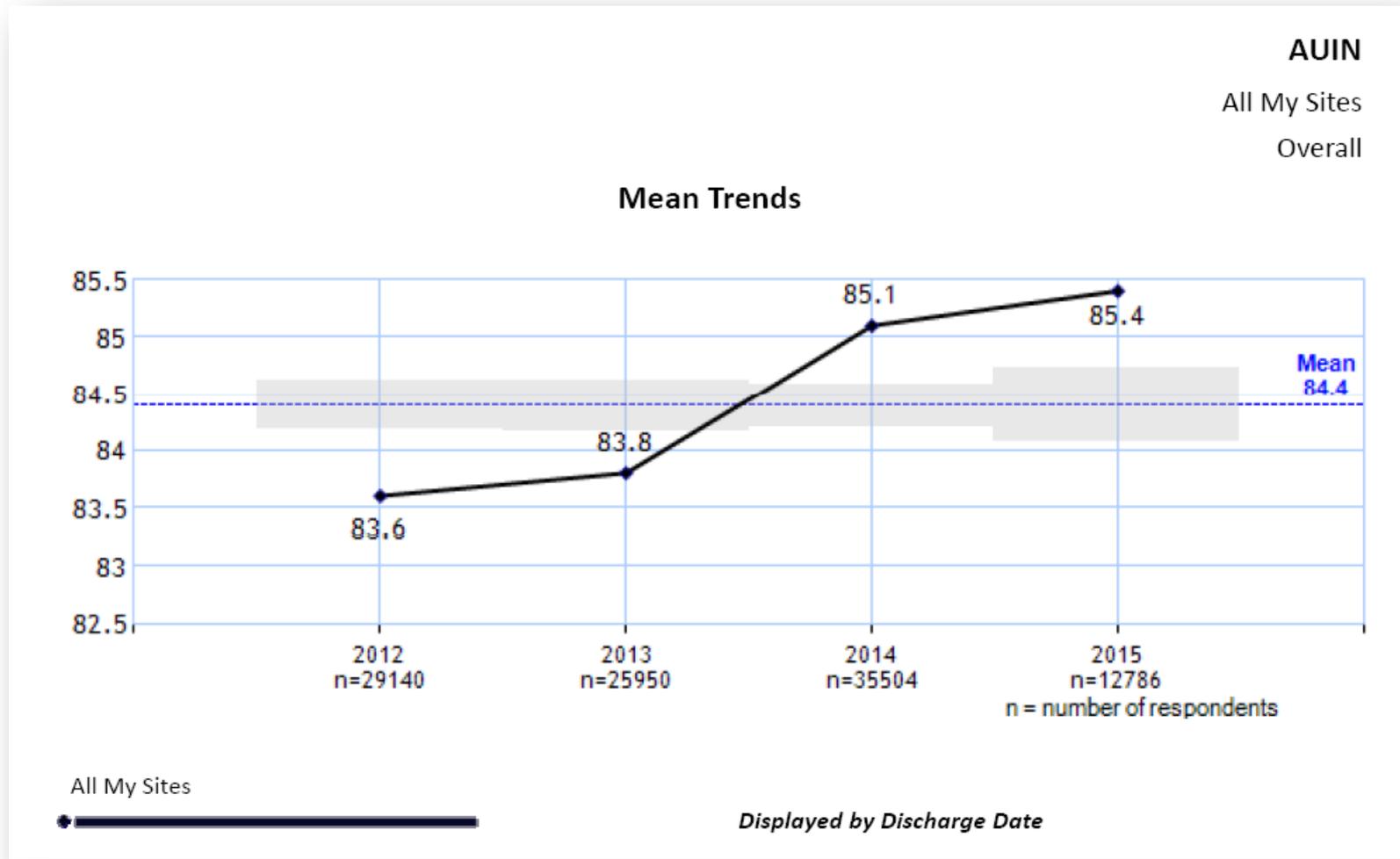
- **Consulting:** Led by Dr James Merlino and his "Service Fanatics" vision.

# Crosswalk to National Standards



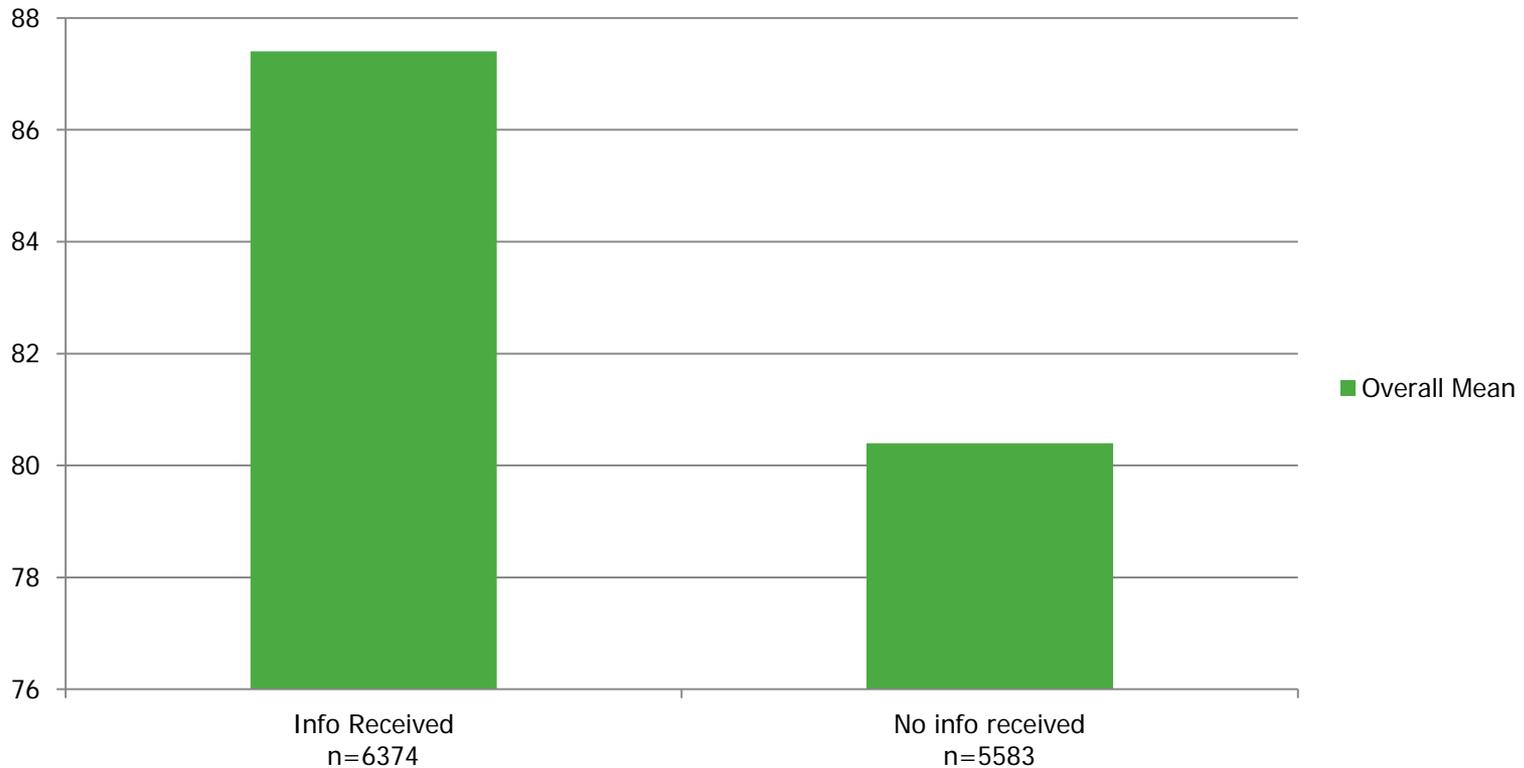
National Standard and/or Criterion	Press Ganey Resource: Patient Experience Survey & Point of Care Assessment
<p><b>Standard 1 – Governance for Safety and Quality in Health Service Organisations</b>                      The intention of this Standard is to: Create integrated governance systems that improve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

# Australian Patient Experience



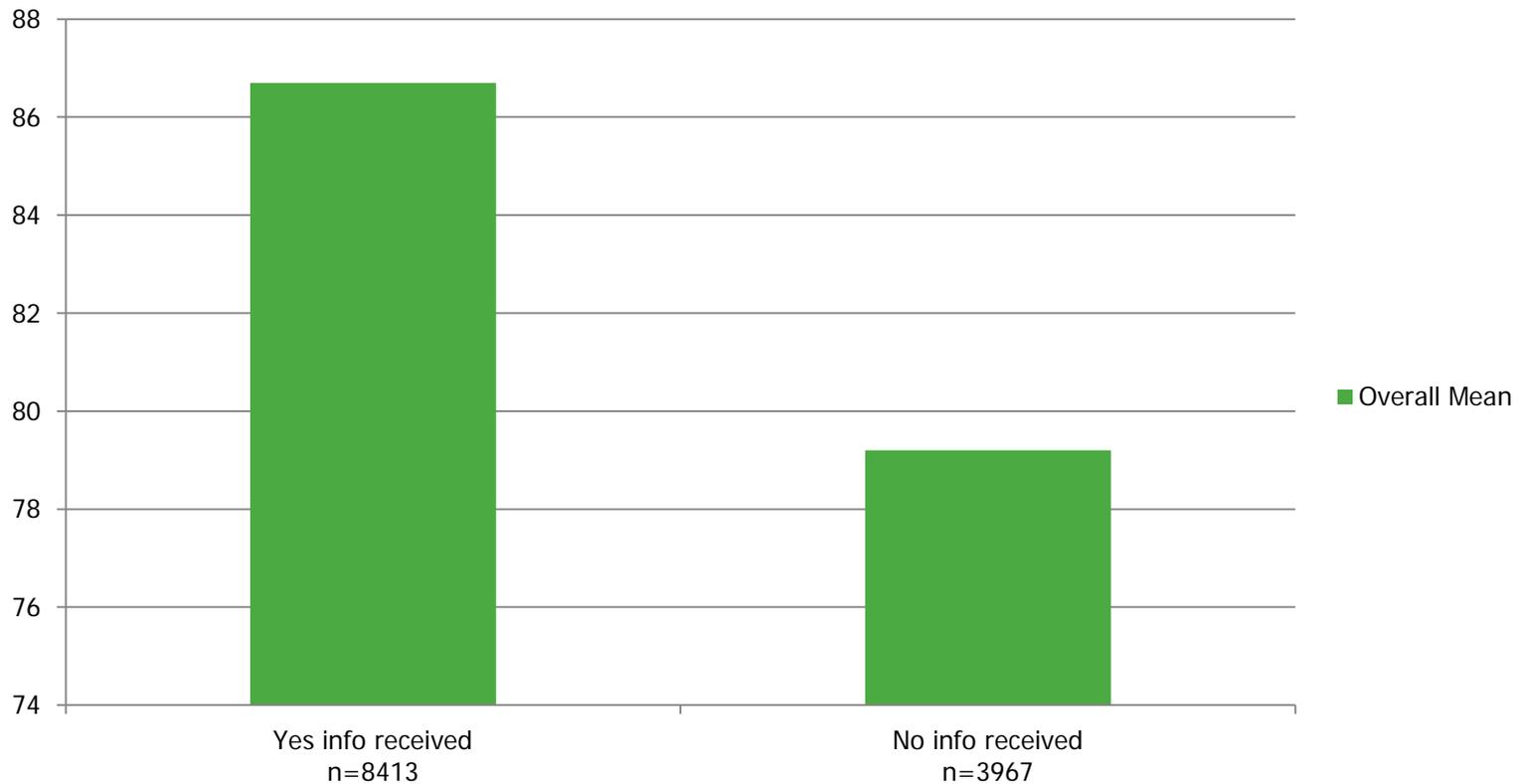
# Australian Inpatient Experience

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



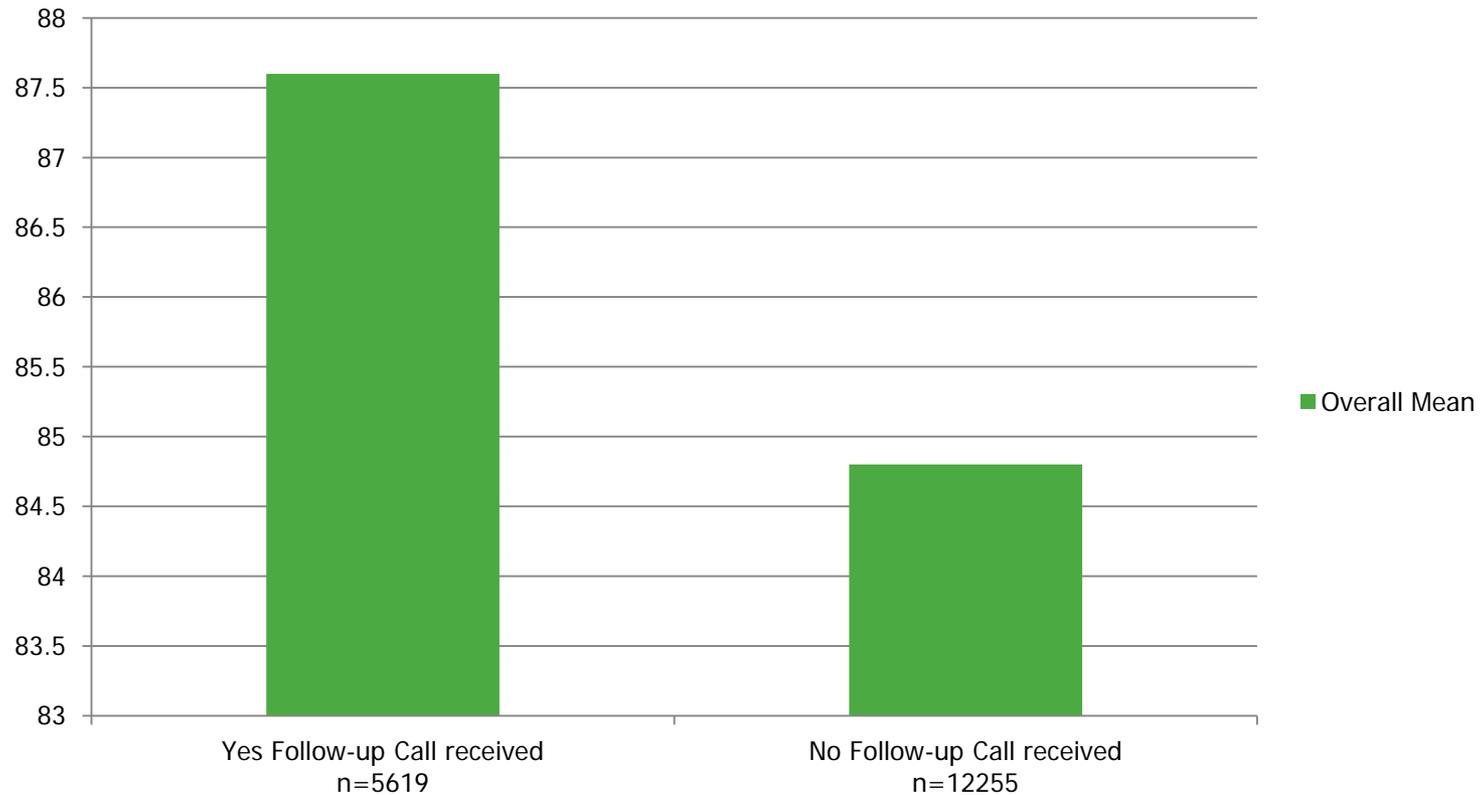
# Australian Inpatient Experience

## 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

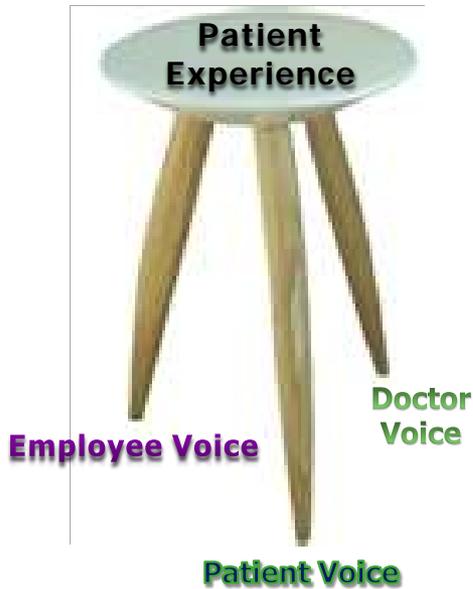
	Yes		No	
	Mean	<i>n</i>	Mean	<i>n</i>
<b>Overall</b>	86.1	8,024	81.3	7,394
<b>Admission</b>	86.5	7,510	81.8	7,005
<b>Room</b>	83.5	7,994	79.7	7,358
<b>Meals</b>	82.4	7,742	78.1	7,079
<b>Nursing Care</b>	89.1	7,969	83.7	7,346
<b>Tests and Therapy</b>	88.8	7,219	85.1	6,085
<b>Visitors and Family</b>	85.8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

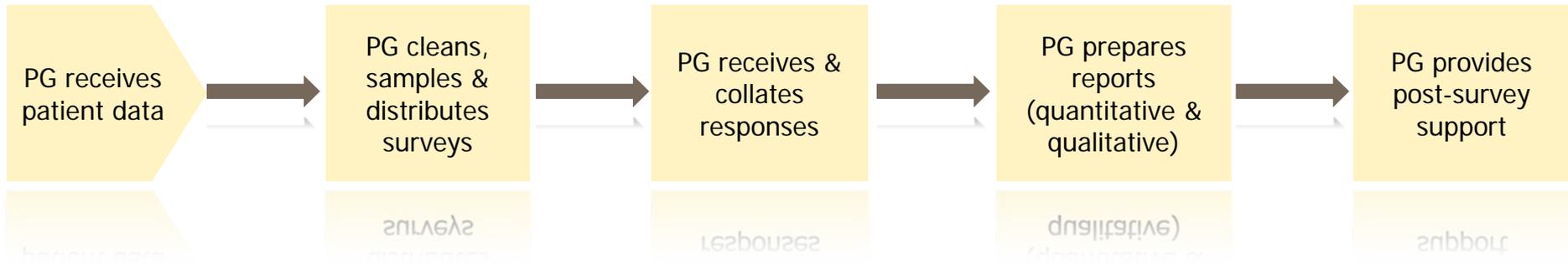
## Communication About Medicines

Question	Australia 2016		All DB N = 1940
	n	%	
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
	<b>Always</b>	<b>20036 68.8</b>	<b>77.9</b>
I clearly understood the purpose for taking each of my medications	Strongly Disagree	339 1.0	2.0
	Disagree	919 2.7	2.2
	Agree	15071 43.6	34.4
	<b>Strongly Agree</b>	<b>18271 52.8</b>	<b>60.9</b>
	<b>Difference</b>	<b>16</b>	<b>17</b>

**How Often** →

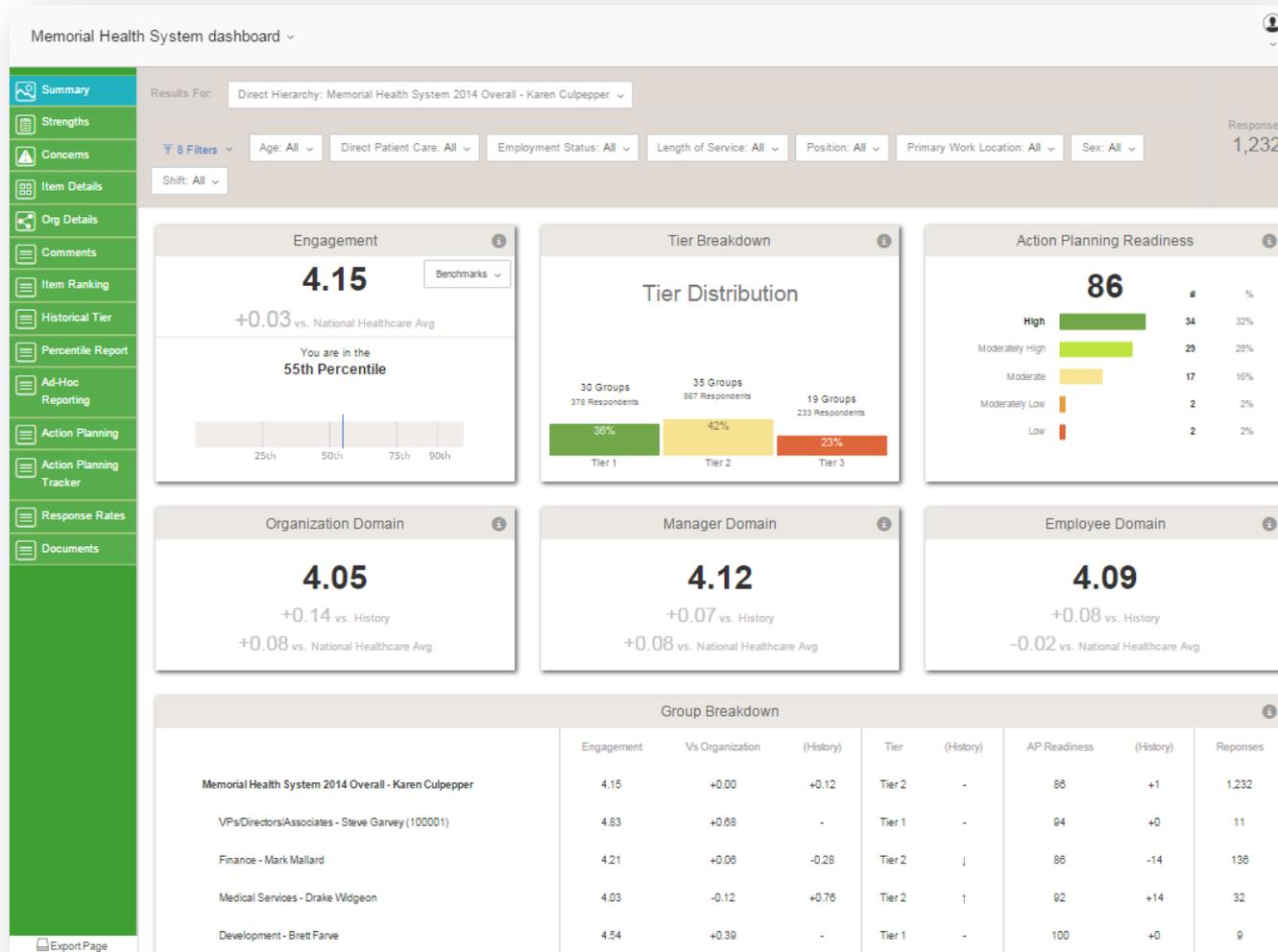
**How Well** →

# The Survey Process

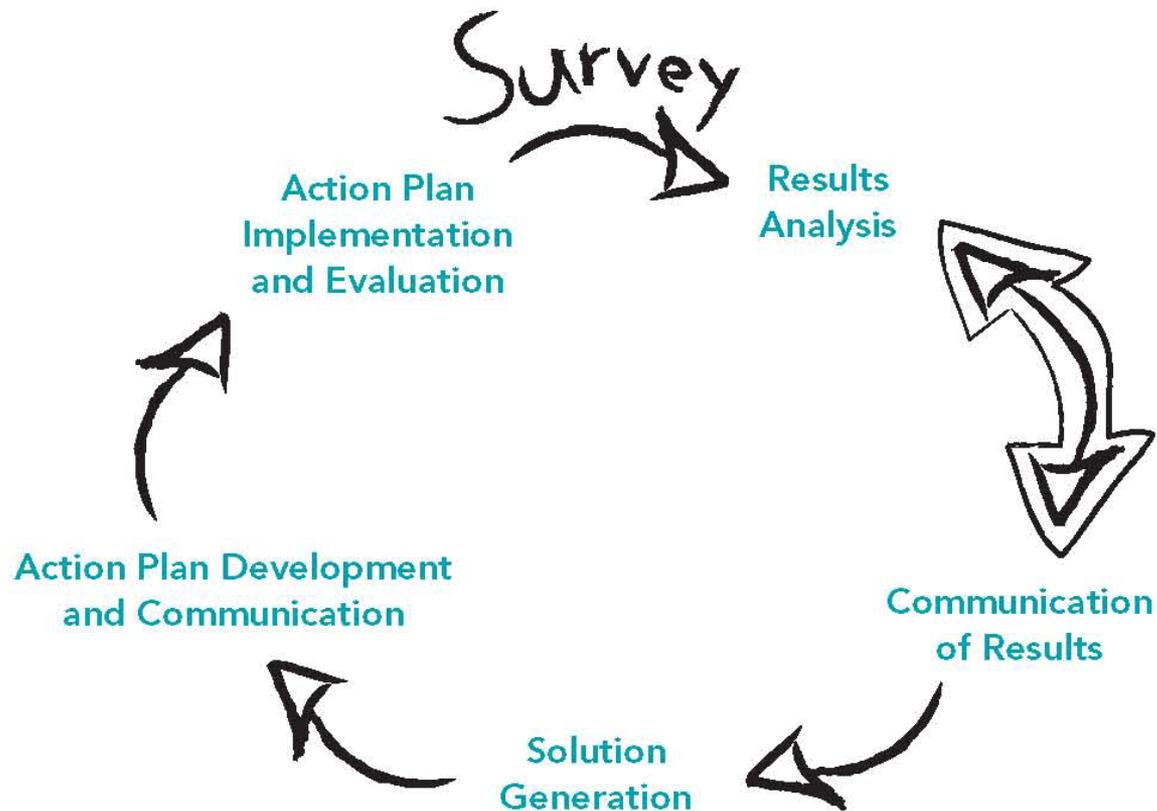


# Employee Engagement

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



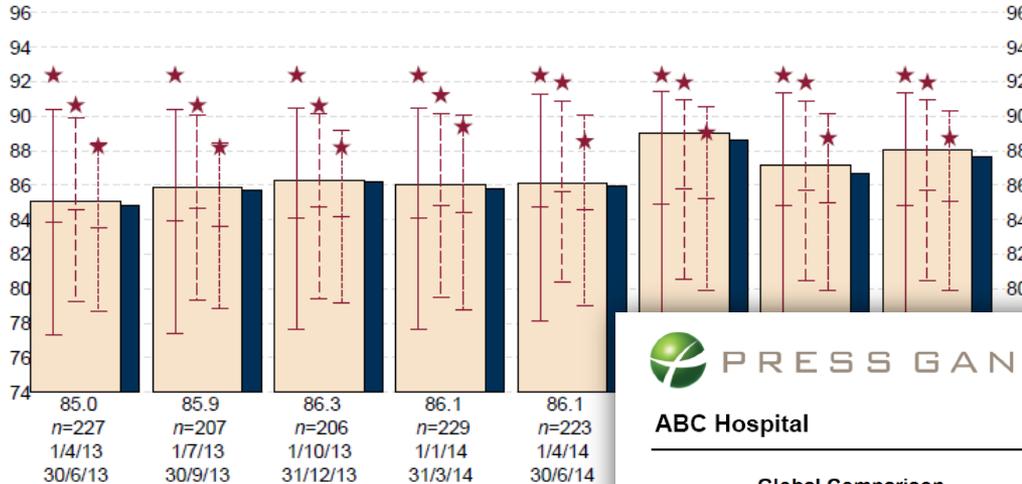
# The Improvement Process



# 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.



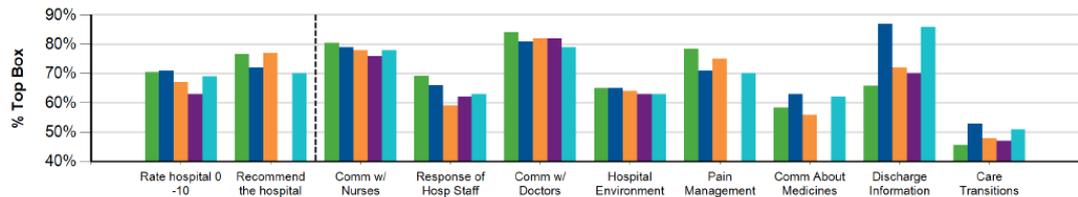
HCAHPS Summary Report

ABC Hospital

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



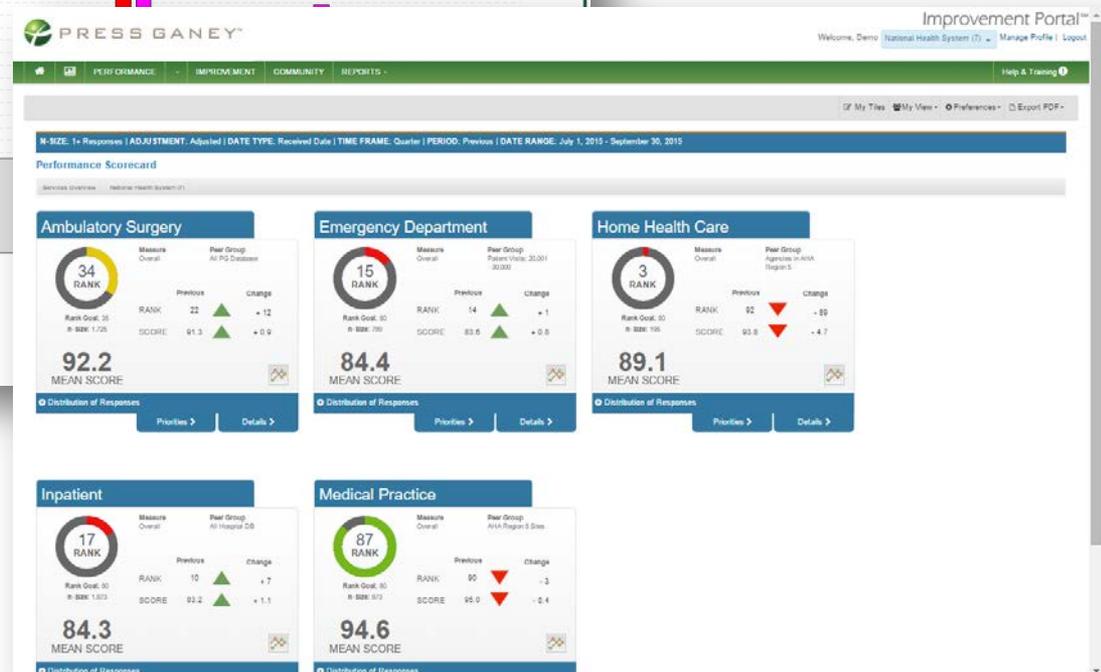
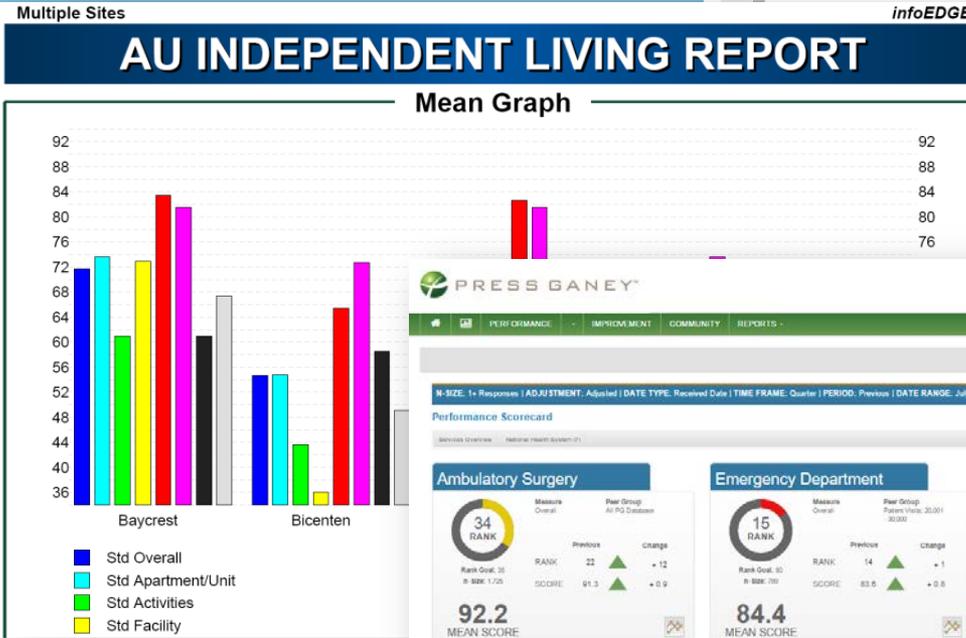
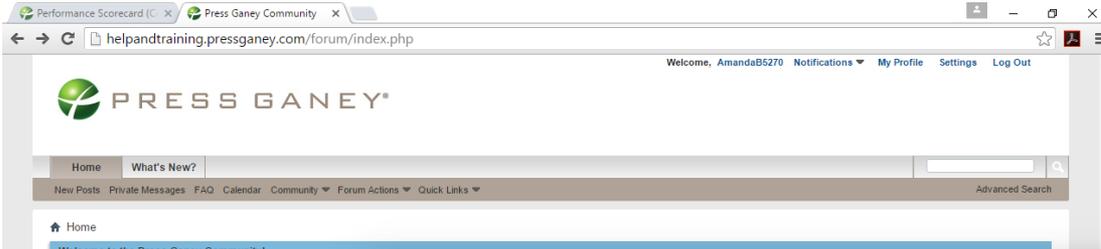
PRESS GANEY™

Outcomes driven. Performance strong.

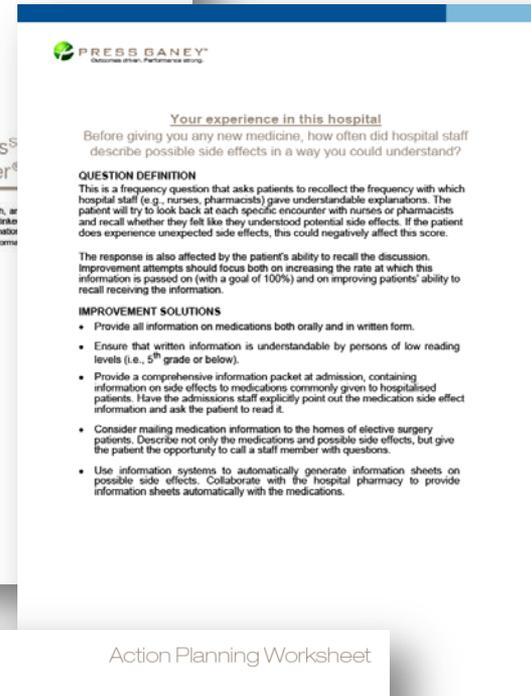
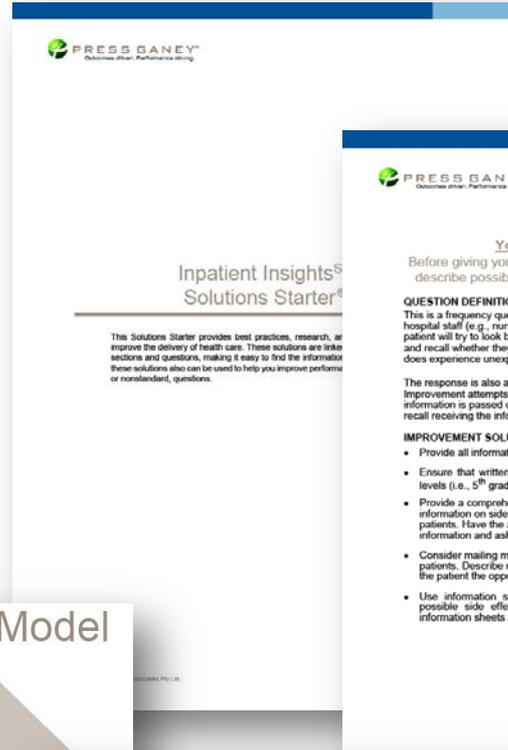
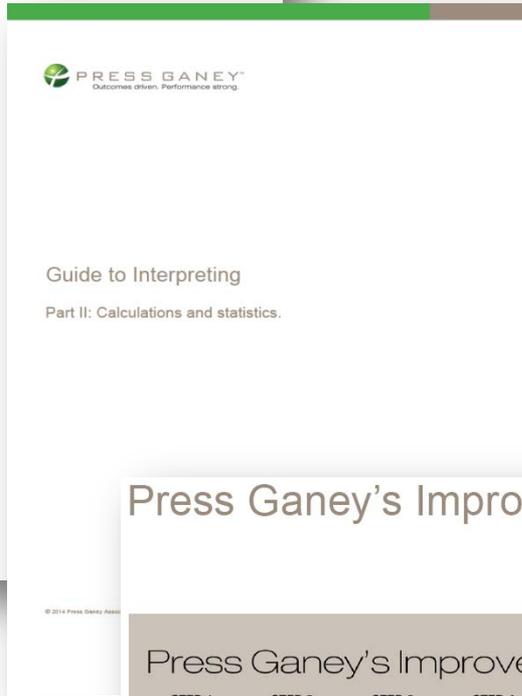
# Post-Survey Support & Solutions



# Online Analysis & Resources



# Support Documents - Guides, Solutions & Action Plans



## Press Ganey's Improvement Model



### Step One: Identify Goal

**PRESS GANEY™** 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

Press Ganey's Improvement Model

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

# 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

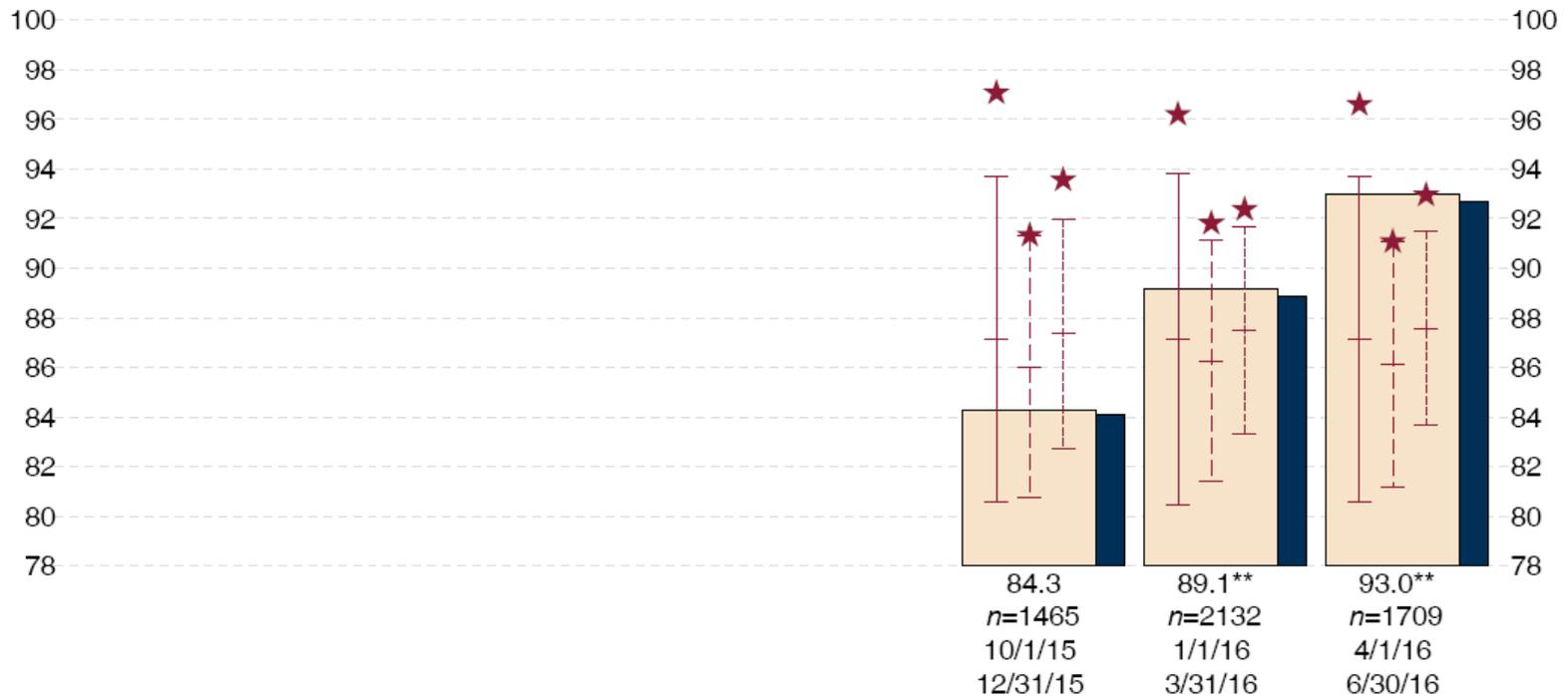
34 clinics 3,440 patients seen per day



# Transformation in 9 Months

## INPATIENT SUMMARY REPORT

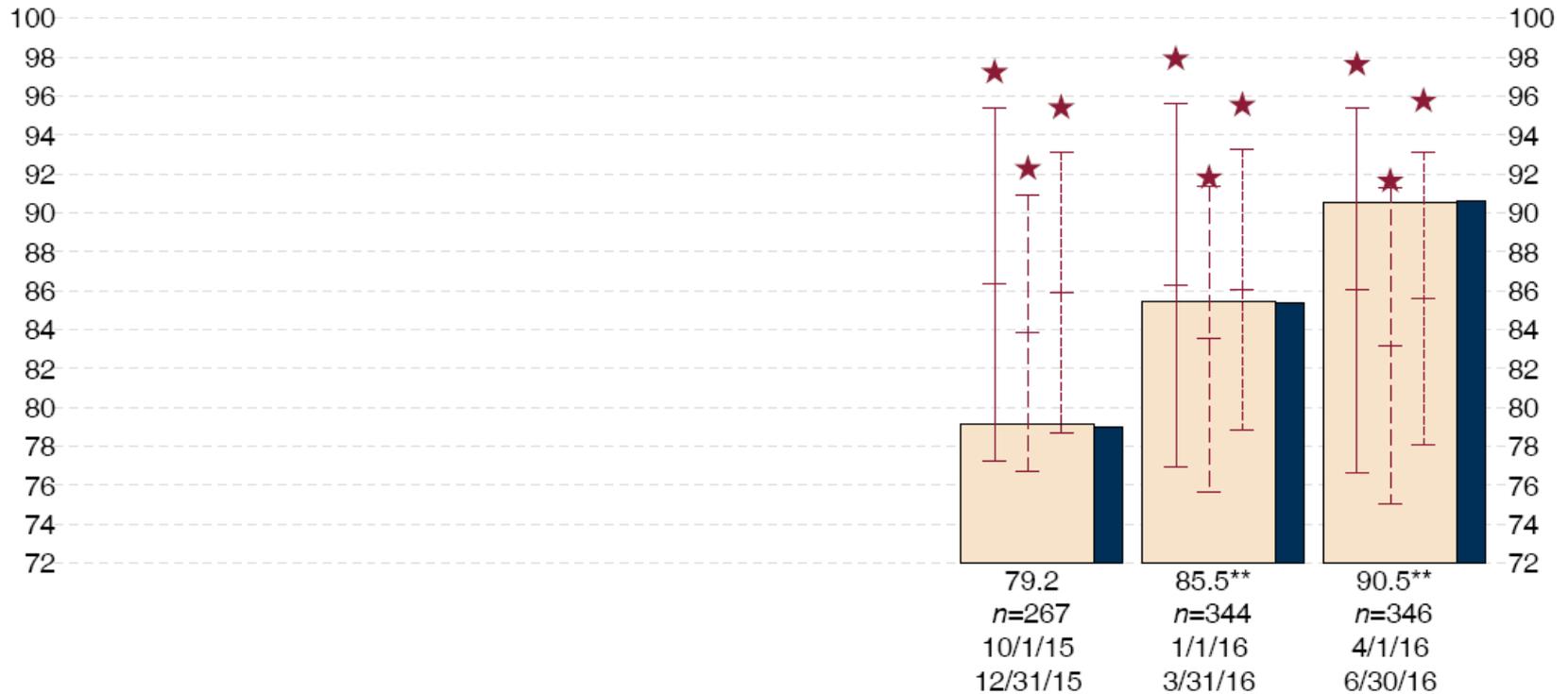
### 2.0 Overall Mean Trend Analysis



# Transformation in 9 Months

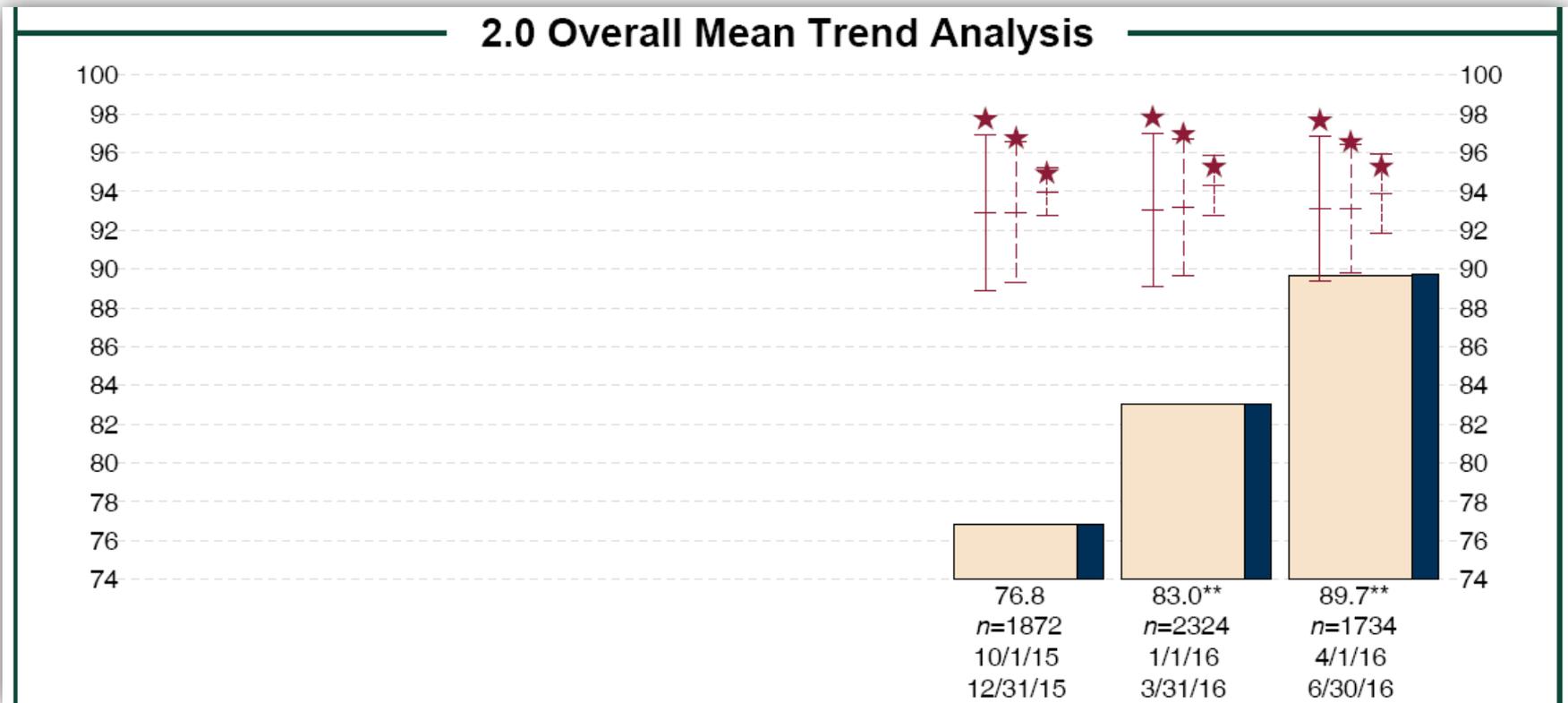
## ER/ED SUMMARY REPORT

### 2.0 Overall Mean Trend Analysis



# Transformation in 9 Months

## OUTPATIENT SERVICES SUMMARY REPORT





Thank you!

Amanda Byers RN  
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Press Ganey (AU/NZ/Asia)

