

Patient Experience of Care Surveys

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Ronald Reagan Medical Center, ~7:30-8am
Room B-130, RPMC Auditorium

Quality of care measurement



- Focus has been on expert consensus
- Variant of RAND Delphi Method

Quality of care measurement



- Focus has been on expert consensus about clinical process
- Variant of RAND Delphi Method

- But how patients perceive their care is also important
- Patient reports about care are used to assess the patient's experiences



Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Approach

- Focus on what patients want to know about AND can accurately report about
 - Communication with health care provider
 - Access to care
 - Staff courtesy and respect



Patient Experience is Weakly Related to Clinical Indicators

- **Systematic review (55 studies)**
- **Wide range of disease areas, setting, designs, and outcome measures**



Consistent Positive Associations

- **Patient experience**
- **Clinical process**
- **Patient safety**

CAHPS has a family of surveys

Ambulatory Care



Clinician & Group Survey
Dental Plan Survey
ECHO® Survey
Health Plan Survey
Home Health Care Survey
Surgical Care Survey

Facility



Hospital Survey
Nursing Home Survey
In-Center Hemodialysis Survey

CAHPS relies on reports about care

Did your doctor or anyone from the facility explain the process of giving anesthesia in a way that was easy to understand?

- ☐ **Yes, definitely**
- ☐ **Yes, somewhat**
- ☐ **No**

Press-Ganey items added to HCAHPS Survey

OPERATING/RECOVERY ROOM

1. Explanation by Anesthesiology Team
2. Your rating of the Operating/Recovery room staff

Response scale:

Very poor/Poor/Fair/Good/Very Good

Press-Ganey surgery center/ procedure unit survey

BEFORE YOUR SURGERY OR PROCEDURE

1. Instructions you were given by our staff about how to prepare for your surgery or procedure.
2. Anesthesiologist's explanation.

Response scale:

Very poor/Poor/Fair/Good/Very Good

OAS CAHPS® Survey

- Mandatory effective January 2018 for:
 - Hospital-based outpatient surgical department (HOPDs) and ambulatory surgical centers (ASCs)
- 37 questions
 - Facilities and Staff
 - Communication About Procedure
 - Preparation for Discharge and Recovery
 - Overall Rating of Facility
 - Recommendation of Facility
- Facilities can add up to 15 supplemental questions

CAHPS Outpatient and Ambulatory Surgery Survey (OAS CAHPS®)

10. Anesthesia is something that would make you feel sleepy or go to sleep during your procedure. Were you given anesthesia?

☐ Yes

☐ No

11. Did your doctor or anyone from the facility explain the process of giving anesthesia in a way that was easy to understand?

☐ Yes, definitely

☐ Yes, somewhat

☐ No

12. Did your doctor or anyone from the facility explain the possible side effects of the anesthesia in a way that was easy to understand?

☐ Yes, definitely

☐ Yes, somewhat

☐ No

Note: This replaced PG Surgery Center/Procedure Unit Survey, July 2016 (Kyulo Namgyal)

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By Sabriya Rice | June 4, 2015

A new report by the Hastings Center suggests patient-satisfaction surveys that Medicare uses to assess healthcare providers are seriously flawed. The authors question whether the government should be relying on them in quality initiatives such as value-based purchasing.

"Good ratings depend more on manipulable patient perceptions than on good medicine," states the report, entitled [Patient-Satisfaction Survey on a Scale of 0 to 10](#). "In fact, the pressure to get good ratings can lead to bad medicine.

The healthcare industry remains under pressure to boost transparency and

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Providers motivated to fulfill patient desires regardless of appropriateness?

- "Pressure to get good ratings can lead to bad medicine."
 - Dr. Stuart Younger, Professor of Bioethics and Psychiatry at the Case Western Reserve University (Hastings Center Report)
- Good communication is important in addressing unreasonable expectations

Fenton et al. (2012)

“Patient satisfaction can be maintained in the absence of request fulfillment if physicians address patient concerns in a patient-centered way.”

“ In the ideal vision of patient-centered care, physicians deliver evidence-based care in accord with the preferences of informed patients, thereby improving satisfaction and health outcomes, while using health resources efficiently.”

“However, patient-centered communication requires longer visits and may be challenging for many physicians to implement.”

HCAHPS Survey, Pain Management, and Opioid Misuse: The CMS Perspective

Clarifying Facts, Myths, and Approaches

CMS believes that effective communication with patients about pain and treatment, including options other than prescription medicine when appropriate, is the preferred way to improve patient experience of care. In the process of developing the HCAHPS Survey, we did not find that experience with pain dominated patients' overall assessment of the hospital experience.

http://www.qualityreportingcenter.com/wp-content/uploads/2016/02/IQR_20160126_QATranscript_vFINAL508.pdf

Are patient surveys actionable?

- Surveys assess what is important to patients
- Patient narratives (including complaints) and focus groups can indicate common problems
- Communication skill training
- Tools to help patients communicate their preferences

Questions?

