Improving Patient Satisfaction Outcomes, Resident Interpersonal Communication Skills, and Resident Feedback

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Patient Satisfaction Background

- Increasing importance to hospitals and providers:
  - HCAHPS (the Hospital Consumer Assessment of Healthcare Providers and Systems survey)
  - Value Based Purchasing

- Physician-patient communication & patient satisfaction impact:
  - Continuity of care
  - Patient compliance with treatment regimens
  - Malpractice/liability
  - Readmission rates
  - Reimbursement
  - Health outcomes

DiMatteo, MR. JAMA 1994
Tan, YF. Hawaii Medical Journal 2007
Stewart, MA. Can Med Assoc J 1995
What Prompted Our Patient Satisfaction Initiative?

Q4 2010 HCAHPS “Top Box” Scores, Communication with Doctors Composite

Patient Satisfaction Initiative Details

- Interactive lecture at beginning of each ward month
  - HCAHPS & VBP overview
  - Techniques to enhance patient satisfaction
  - Details of feedback survey project

- Obtain individual feedback from patients and nurses
  - Residents distribute surveys/information sheet
  - Feedback is anonymous; self-addressed envelopes included

- Comprehensive feedback results distributed to each resident every 4 months
  - Patient feedback can improve performance

Reinders, ME et al. Medical Education 2010
Cope, DW et al. J Gen Intern Med 1986
Patient Documents

Academic Teaching Service-Internal Medicine

During your stay in the hospital, there may be a doctor who will talk to you. Doctor's work is hard and they talk to each other each day about your treatment plan and recovery.

Here are some descriptions of the members of your team of doctors:

- Intern: A doctor who has completed medical school and is beginning the first year of clinical training.
- Resident: A doctor who has completed medical school and is in the first year of clinical training.
- Attending physician: A doctor who has completed all of their medical training. They are often your overall care and supervise residents to ensure your care is being handled correctly.

When your doctor is not around, other doctors on the team are ready to take over. During your hospital stay, the doctors talk to each other to ensure that they all know the latest status of your medical condition and plan of care.

If you have questions or concerns, please do not hesitate to discuss them with your doctors. If you need to speak to a nurse, please call your nurse. If you need to speak to a doctor, please call the doctor directly.

Patient Documents

1. Hospitalization Patient Information Survey Results:

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td></td>
<td>4.86</td>
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<tr>
<td>Communication</td>
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<td>Privacy</td>
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<td>Room Cleanliness</td>
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<td>Personal Hygiene</td>
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</tbody>
</table>

Patient Complaints:

- wreath (misspelled)
- Pain (misspelled)
- Weakness (misspelled)

Other Documents

Resident Feedback Report:

Nursing Survey:

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Patient Satisfaction Initiative Results

- Improvement in HCAHPS scores
- Improvement in resident scores on the program-specific patient surveys
- Residents place more priority on patient satisfaction
- Residents value feedback from patients & nurses
- Revealed utilization of key satisfaction techniques

Results: HCAHPS Scores

(Chart showing Communication with Doctors Composite Score from Q4 2010 to Q2 2012 for different groups.)
Results: Patient Surveys/Feedback

Results: Resident Attitudes

"Patient satisfaction was important to me PRIOR TO hearing about / participating in this project" 60%

"Patient satisfaction was important to me AFTER hearing about / participating in this project" 72%

"I think it is valuable to obtain feedback from my patients" 91%

"I think it is valuable to obtain feedback from the nurses with whom I work" 84%
## Results: Resident Behaviors

Resident utilization of key strategies to enhance patient satisfaction | "Always" or "Usually"
---|---
Knock before entering the patient room (1st visit, ongoing visits) | 91%, 93%
Greet the patient by name within the first 30 seconds | 99%
Shake hands with or touch the patient on foot, shoulder, hand | 91%
Explain your role on the team | 97%
Wear a white coat | 90%

## Results: Resident Behaviors

Resident utilization of key strategies to enhance patient satisfaction | "Always" or "Usually"
---|---
Sit down at the patient’s bedside (during H&P) | 63%
Sit down at the patient’s bedside (during daily assessment) | 33%
Sit down at the patient’s bedside (on day of discharge) | 40%
Use whiteboard in patient rooms | 8.6%
Distribute information sheet describing the teaching service | 12%
Discuss the plan of care for the day with the patient’s nurse | 68%
Call consultants to discuss the case (other than initial call) | 57%
Future Directions:

- Addition of new questions to patient survey (implemented)
- Improve survey distribution and return rates
- More formal opportunities for residents to review & discuss their feedback
  - To promote self-reflection and goal setting
    - Advisor/attending discussion
    - Monthly small group activity for peer-to-peer sharing of successful techniques (wards residents)

References


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- Cheryl O’Malley, MD
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- Karen Alonso, MD
- Marisa Schottelkorb, MD