



PeaceHealth

The Spirit of Health

PIMC Semiannual Report- Patient Experience

January – June 2018



FISCAL YTD Q3 & Q4 Patient Experience (1/1/18-6/30/18)

PIMC	Target / Goal Description	Less than or Greater than	Target/ Goal	Baseline (FY2017 Year End)	FY2018			Percent Rank FYTD
					Q3	Q4	FYTD	
Press Ganey Inpatient Overall composite mean score	To achieve top quartile performance by 2020	≥	91.1	90.3	89.0	93.4	91.6	90
Press Ganey Inpatient Room section mean score	To achieve top quartile performance by 2020	≥	89.3	88.0	90.6	94.4	92.3	97
HCAHPS WOULD YOU RECOMMEND	To achieve top quartile performance by 2020	≥	80%	77.8%	83.3%	100.0%	82.8%	85
HCAHPS RN Communication Dimension Top Box Score	To achieve top quartile performance by 2020	≥	85.8%	84.0%	88.9%	91.7%	93.1%	99
HCAHPS Cleanliness Question Top Box Score	To achieve top quartile performance by 2020	≥	72.6%	69.2%	100.0%	100.0%	78.6%	71
HCAHPS Discharge Information Domain Top Box Score.	To achieve top quartile performance by 2020	≥	82.8%	81.2%	87.5%	87.5%	92.2%	88
Leader Rounding	Percent of Patients that recall being visited by a Leader	≥	80.0%	77.0%	50.0%	25.0%	29.0%	
Hourly Rounding	Percent of Patients that state they were checked on hourly during the day	≥	80.0%	54.0%	84.0%	100.0%	84.0%	
Bedside Shift Report	Percent of Patients that say Bedside Shift Report always	≥	75.0%	50.0%	25.0%	67.0%	40.0%	
Press Ganey ED Overall Composite Mean Score	To achieve top quartile performance by 2020	≥	95.8	95.3	95.7	96.6	96.2	99
Press Ganey ED Nurse Section Mean Score	To achieve top quartile performance by 2020	≥	99.0	98.9	97.8	97.6	97.6	99
Press Ganey ED Doctor Section Mean Score	To achieve top quartile performance by 2020	≥	96.1	95.7	95.6	97.5	96.6	99
Press Ganey Medical Practice Overall Composite Mean Score	To achieve top quartile performance by 2020	≥	91.9	91.4	92.2	91.7	92.2	52
OAS-CAHPS Rate Facility 0-10 Top Box	No target			N/A	73.9	80.0	77.6	10
Inpatient Nsize					6	4	29	
ED Nsize					86	96	387	
PHMG Nsize					227	291	880	
OAS Nsize					23	35	58	

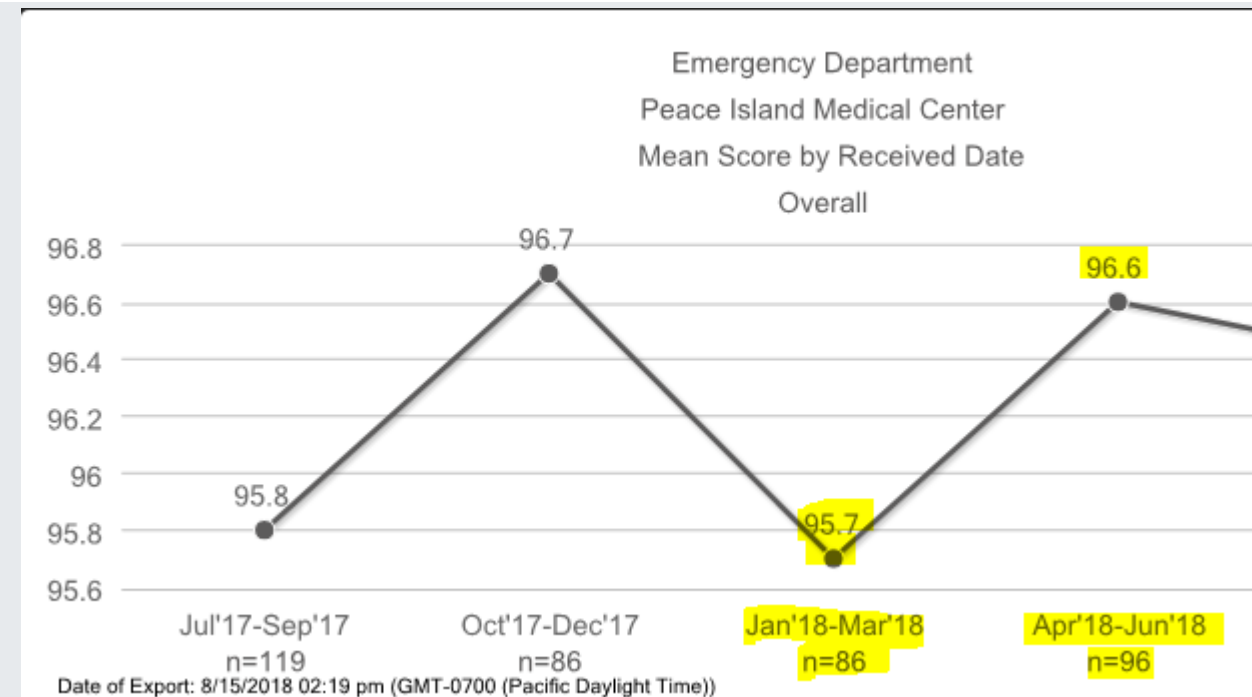


Emergency Department Overview (January - June 2018)

- PIMC sustained its top box performance for the remaining quarters of FY2018.
- Scores are trending up even higher from Q3 to Q4 in most areas.
- In all of the Emergency Service Key Driver sections of care, PIMC remains above the 95th percentile for the nation.

(This means that PIMC scores above and beyond 95% of hospitals in the nations on all the key indicators that make up the Emergency Department care experience. These totals are based on patient feedback on post Emergency Dept. visit surveys)

Overall Section	Mean Score Trend	Last Period		This Period		All PG DB	
		n=86	Change	n=96	Mean	Mean	Rank
Overall Facility Rating		95.7	+0.9	96.6	>> 87.1	99	
Arrival		96.7	-0.7	96.0	> 85.9	98	
Nurses		97.8	-0.2	97.6	> 89.0	99	
Doctors		95.6	+1.9	97.5	>> 87.1	99	
Tests		94.5	+0.4	94.9	> 89.4	96	
Family or Friends		96.2	+2.1	98.3	>> 89.1	99	
Personal/Insurance Info		95.6	+2.0	97.6	>> 90.3	99	
Personal Issues		93.5	+0.5	94.0	> 82.9	98	
Overall Assessment		96.5	+0.2	96.7	> 85.4	99	



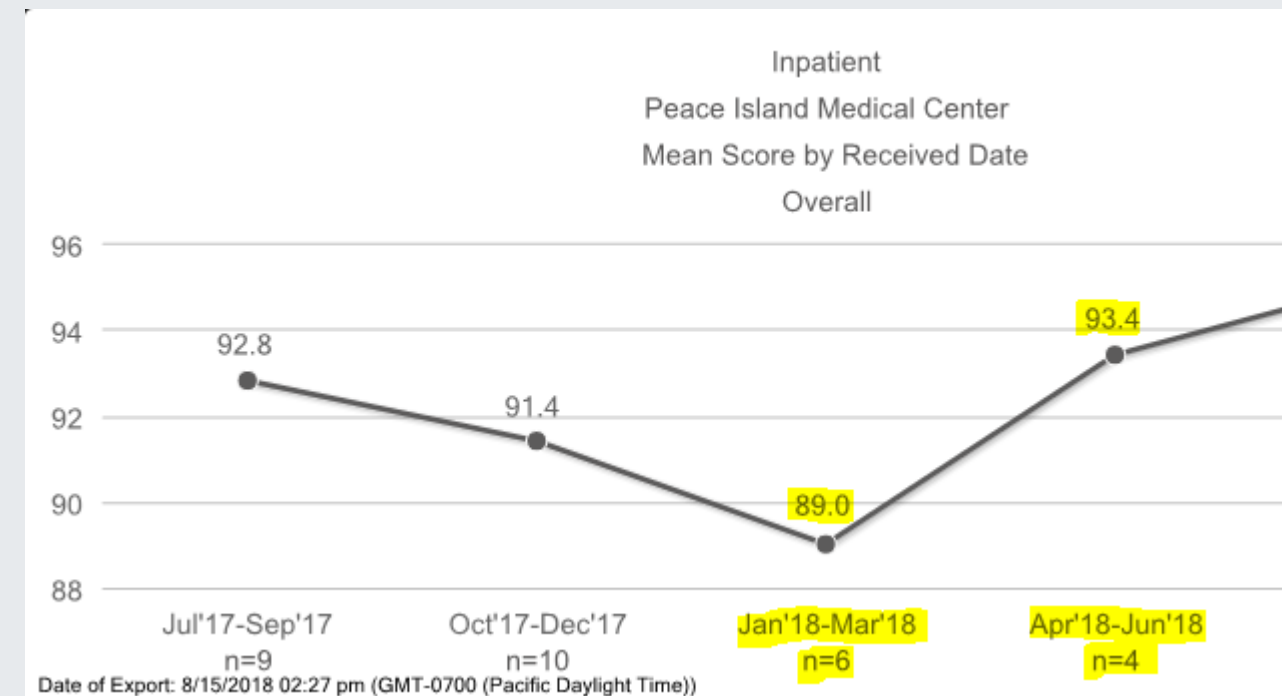
ALL PG DB= All Emergency Services client surveys returned for all hospitals in the entire Press Ganey Database.
n=Number of surveys returned
Mean = Average



Inpatient Experience Overview (January – June 2018)

The biggest challenge in improving the care experience for admitted patients is that we don't have a large enough admitted patient volume to be able to adequately measure how we are doing at providing care to our admitted patients. Between January 1st and June 30th we only received 10 inpatient surveys. We need at least 30 returned surveys to be able to validate the data as statistically significant.

Overall Section	Mean	n	All PG DB N = 1390	
			Mean	Rank
Std Overall	90.8	10	87.7	85
Std Admission	95.0	10	88.6	96
Std Room	92.1	10	84.8	97
Std Meals	80.6	9	83.2	26
Std Nurses	97.6	10	90.9	99
Std Tests and Treatments	87.1	10	88.6	27
Std Visitors and Family	88.9	9	89.3	43
Std Physician	89.7	10	88.0	70
Std Discharge	91.7	8	86.2	95
Std Personal Issues	89.3	10	87.6	73
Std Overall Assessment	97.5	10	90.7	98



ALL PG DB= All Inpatient Hospital client surveys returned for all hospitals in the entire Press Ganey Database.
n=Number of surveys returned
Mean = Average

Patient/Family Comments



Everyone was so kind and professional. I was put completely at ease. The nurse phone calls I had BEFORE the procedure put me completely at ease.

Immediate concern and efficient care.

Fantastic team. I couldn't have asked for better care.

The nurse was a little abrupt & wouldn't let my son come in when he arrived. My son arrived & nurse wouldn't let him come in. Then doctor said sure he could come in.

Good experience. The only concern I have is the time it takes to get from request via family physician to actually getting the appointment.

Arvin showed exceptional care and concern during my time in the ER.

Your staff made the best of a bad situation.

Comments, explanations and advice from various nurses, doctors and staff were focused, consistent and helpful.

Isla was outstanding!
Dr. Matthews is outstanding!

Best ER visit of my life.

The offer and application of the heated blankets while waiting for a procedure is physically and emotionally comforting.

I was never alone. Doctor was right on my problem.

