



PeaceHealth

The Spirit of Health

PIMC Semiannual Report- **Patient Experience**

July - December 2020



FISCAL YTD Q1 & Q2 Patient Experience (7/1/2020 – 12/31/2020)

PATIENT EXPERIENCE -- Reported by received date (results updated 01/04/21, based on surveys received through 12/31/20)
Peace Island Medical Center | PHMG Friday Harbor

Measure	FY21 Target	FY20 Baseline Score	FY20 Baseline Rank	FYTD21 Score	FYTD21 Rank
HCAHPS Rate Hospital 0-10 Top Box Score (all surveyed inpatients)	72.1%	81.8%	86	88.9%	96
				18	
HCAHPS Recommend Hospital Top Box Score (all surveyed inpatients)	73.6%	77.3%	69	94.4%	99
				18	
HCAHPS Communication with Nurses Top Box Score (all surveyed inpatients)	81.0%	84.8%	82	92.6%	99
				18	
HCAHPS Responsiveness of Hospital Staff Top Box Score (all surveyed inpatients)	62.4%	66.9%	55	87.8%	99
				16	
HCAHPS Cleanliness of Hospital Environment Top Box Score (all surveyed inpatients)	72.2%	76.2%	65	83.3%	92
				18	
HCAHPS Quietness of Hospital Environment Top Box Score (all surveyed inpatients)	56.8%	66.7%	72	72.2%	87
				18	

■ Score < baseline
■ Score between baseline and target
■ Score ≥ target

PATIENT EXPERIENCE -- Reported by received date (results updated 01/04/21, based on surveys received through 12/31/20)
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Measure	FY21 Target	FY20 Baseline Score	FY20 Baseline Rank	FYTD21 Score	FYTD21 Rank
Bedside Shift Report Top Box Score (all surveyed inpatients)	65%	40%		71%	
				17	
Purposeful Hourly Rounding (all surveyed inpatients)	75%	65%		89%	
				18	
Leader Rounding (all surveyed inpatients)	40%	62%		33%	
				18	
ED-CAHPS Rate ED 0-10 Top Box Score (all surveyed ED patients)	66.0%	84.3%	97	86.8%	98
				243	
ED-CAHPS Doctors Explain Things Top Box Score (all surveyed ED patients)	76.5%	87.3%	97	89.8%	99
				244	
ED-CAHPS Nurses Explain Things Top Box Score (all surveyed ED patients)	76.8%	89.1%	97	89.4%	97
				246	
OAS-CAHPS Rate Facility 0-10 Top Box Score (all surveyed ambulatory surgery patients)	83.5%	93.1%	87	92.6%	87
				54	

■ Score < baseline
■ Score between baseline and target
■ Score ≥ target



Inpatient Experience Overview (July – December 2020)

Global DOMAIN	Question	n	%	All DB N = 2617
Global Rating Item Rate hospital 0-10	0	0	0	0.9
	1	0	0	0.5
	2	0	0	0.6
	3	0	0	0.9
	4	0	0	1.0
	5	0	0	2.6
	6	0	0	2.1
	7	0	0	5.2
	8	3	16.7	14.4
	9-10	15	83.3	71.7
	Total	18		Top Box %ile rank 90
Global Rating Item Recommend the hospital	Definitely no	0	0	2.5
	Probably no	0	0	3.4
	Probably yes	1	5.6	22.5
	Definitely yes	17	94.4	71.3
	Total	18		Top Box %ile rank 99
COMM W/ NURSES	Never		N/A	0.8
	Sometimes		N/A	4.0
	Usually		7.4	15.5
	Always		92.6	79.4
	Total	18		Top Box %ile rank 99
RESPONSE OF HOSP STAFF	Never		0	2.0
	Sometimes		0	8.9
	Usually		12.7	24.4
	Always		87.3	64.7
	Total	16		Top Box %ile rank 98
COMM W/ DOCTORS	Never		0	1.3
	Sometimes		3.7	3.9
	Usually		7.4	14.5
	Always		88.9	80.2
	Total	18		Top Box %ile rank 93

Global DOMAIN	Question	n	%	All DB N = 2617
HOSPITAL ENVIRONMENT	Never		0	2.7
	Sometimes		5.6	7.4
	Usually		16.7	23.2
	Always		77.8	66.4
	Total	18		Top Box %ile rank 92
COMM ABOUT MEDICINES	Never		10.6	11.2
	Sometimes		11.1	9.4
	Usually		5.6	17.8
	Always		72.8	61.6
	Total	10		Top Box %ile rank 95
DISCHARGE INFORMATION	No		29.2	13.1
	Yes		70.8	86.8
	Total	16		Top Box %ile rank 1
CARE TRANSITIONS	Strongly disagree		0	2.3
	Disagree		2.0	4.0
	Agree		35.2	41.5
	Strongly agree		62.9	52.1
	Total	18		Top Box %ile rank 91

ALL PG DB= All Inpatient Hospital client surveys returned for all hospitals in the entire Press Ganey Database.
n=Number of surveys returned
Top Box Score= patients who answered “always”, “strongly agree” or “9-10” on ranking question.
Top Box Percentile Rank= what percentile PIMC ranks against all Press Ganey hospitals in the nation for top box score.

Between January 1st and June 30th we only received 18 inpatient surveys. We need at least 30 returned surveys to be able to validate the data as statistically significant. These reports do allow us to see when patients responded “never” “sometimes” or “usually”, which helps us see inconsistencies of care and opportunities for improvement.

Current opportunities for improvement include quietness of hospital environment, describing new medication side effects, preparing patients for symptoms to evaluate after discharge and how to get help for those.



Emergency Department Overview (July – December 2020)

Global DOMAIN	Question	n	%	All PG DB N = 577
Global Rating Item Rate ER care 0-10	0	1	0.4	2.9
	1	0	0	1.3
	2	2	0.8	1.6
	3	0	0	2.1
	4	2	0.8	1.8
	5	2	0.8	4.1
	6	1	0.4	2.6
	7	3	1.2	5.2
	8	26	10.6	11.5
	9-10	208	84.9	66.9
	Total	245		
	Top Box %ile rank			
GETTING TIMELY CARE				
	Bottom Box		1.4	11.3
	Middle Box		2.0	11.6
	Top Box		96.5	77.1
	Total	247		
Top Box %ile rank				99
How long talked reason you there				
	More 15 minutes	2	0.8	6.8
	5 to 15 minutes	10	4.1	23.3
	Less 5 minutes	234	95.1	69.9
	Total	246		
Top Box %ile rank				99
Care within 30 min of getting to ER				
	No	5	2.1	15.7
	Yes	238	97.9	84.3
	Total	243		
Top Box %ile rank				96
DOCTORS AND NURSES COMM				
	Never		0.5	3.3
	Sometimes		0.9	5.8
	Usually		5.8	12.1
	Always		92.8	78.8
	Total	247		
Top Box %ile rank				99

Global DOMAIN	Question	n	%	All PG DB N = 577
Nurses treat with courtesy/respect	Never	0	0	1.7
	Sometimes	1	0.4	5.0
	Usually	3	1.2	8.9
	Always	243	98.4	84.4
	Total	247		
	Top Box %ile rank			
Nurses listen carefully to you	Never	1	0.4	2.6
	Sometimes	1	0.4	6.5
	Usually	14	5.7	13.1
	Always	231	93.5	77.9
	Total	247		
Top Box %ile rank				99
Nurses expl in way you understand	Never	1	0.4	3.1
	Sometimes	2	0.8	5.9
	Usually	21	8.5	14.7
	Always	222	90.2	76.3
	Total	246		
	Top Box %ile rank			
Doctors treat with courtesy/respect	Never	0	0	3.6
	Sometimes	4	1.6	4.9
	Usually	10	4.1	9.1
	Always	232	94.3	82.4
	Total	246		
	Top Box %ile rank			
Doctors listen carefully to you	Never	2	0.8	4.6
	Sometimes	3	1.2	6.3
	Usually	21	8.5	12.4
	Always	221	89.5	76.7
	Total	247		
	Top Box %ile rank			
Doctors expl in way you understand	Never	3	1.2	4.5
	Sometimes	3	1.2	5.9
	Usually	17	6.9	14.3
	Always	222	90.6	75.2
	Total	245		
	Top Box %ile rank			

PIMC ED continues to be in upper 90th percentile in patient experience!

In July 2020 PeaceHealth shortened the Emergency Survey, removing most Press Ganey questions, except for those below, and only asking the CAHPS questions (Consumer Assessment of Hospital and Provider Systems).

As of Jan 2021, the CAHPS survey became official in the eyes of CMS (Center for Medicare and Medicaid Services). Only selected questions are shown here on the left two boxes.

Section	Question	Mean	n	All PG DB N = 2559
				Mean Rank
				(N < 7) N/A
Std Focus Questions		-	0	
Focus Questions		95.0	182	
	Staff worked together care for you ^{^†}	96.7	175	87.5 98
	Courtesy of person who took blood ^{^†}	97.7	117	91.0 99
	Concern for comfort blood drawn ^{^†}	96.6	118	90.2 99
	Waiting time for radiology test ^{^†}	93.4	102	85.2 98
	Courtesy of radiology staff ^{^†}	96.5	101	91.8 96
	Concern for comfort radiology test ^{^†}	95.6	103	91.1 94
	Informed about delays ^{^†}	91.3	123	78.4 96

Top Box = scoring that counts only the highest responses
 n=Number of surveys returned
 ALL PG DB= All Emergency Services client surveys returned for all hospitals in the entire Press Ganey Database.



Outpatient Ambulatory Surgery (OAS) Overview (July – December 2020)

- Each of these questions or “domains” have improved since the previous report that reflected FY2020 Q3 and Q4. The Ambulatory Surgery patient experience scores have improved dramatically in both top box score and percentile rank!
- OAS CAHPS data is shown on the right. As of FY2021 Q1 and Q2, the Facility Rating 0-10 CAHPS Scores was at 94.3%. It’s important to note that the remaining 3 patients ranked PIMC at an “8” or “7”.

Global DOMAIN	Question	n	%	All PG Data N = 2887	
Global Rating Item	Facility rating 0-10	0	0	0.1	
		1	0	0.1	
		2	0	0.1	
		3	0	0.2	
		4	0	0.3	
		5	0	0.9	
		6	0	0.7	
		7	1	1.9	2.3
		8	2	3.8	8.7
		9-10	50	94.3	86.6
Total				53	
				Top Box %ile rank	
				93	
Global Rating Item	Recommend the facility				
	Definitely no	0	0	1.3	
	Probably no	0	0	1.1	
	Probably yes	2	3.8	13.5	
	Definitely yes	50	96.2	84.1	
Total				52	
				Top Box %ile rank	
				99	
COMMUNICATION					
	No		1.3	1.8	
	Yes, somewhat		3.7	7.2	
	Yes, definitely		95.0	91.0	
Total				53	
				Top Box %ile rank	
				93	
FACILITY/PERSONAL TRTMENT					
	No		0	0.5	
	Yes, somewhat		0.6	2.9	
	Yes, definitely		99.4	96.6	
Total				53	
				Top Box %ile rank	
				97	
DISCHARGE					
	No		1.1	1.6	
	Yes, Somewhat		1.6	3.3	
	Yes, Definitely/Yes		97.3	95.1	
Total				53	
				Top Box %ile rank	
				87	

ALL PG DB= All Inpatient Hospital client surveys returned for all hospitals in the entire Press Ganey Database.
n=Number of surveys returned
Top Box Score= patients who answered “always”, “strongly agree” or “9-10” on ranking question.
Top Box Percentile Rank= what percentile PIMC ranks against all Press Ganey hospitals in the nation for top box score.

Patient/Family Comments



I was in such a great deal of pain and was treated promptly to help manage this pain with speed & thoughtfulness. I personally work in health care and was so incredibly impressed with the empathy & professionalism that was shown to me. It aligned with all the factors of fantastic patient care. For this I sincerely thank you! Your facility is a place I would be proud to work with. Thank you one & all for your care, not just for my physical well-being but my emotional well-being as well. Much appreciation!

(ED)

Everyone was so courteous and enjoyed making you feel like "they had your back." Thank you for making me feel special... I'm doing better. (IP)

Everyone involved in the procedure, especially the nurse, was friendly and efficient in making me comfortable and well prepared for the colonoscopy. (OAS)

This visit was by far the best experience in visiting an ER ever!!! Everyone was kind, friendly, professional and efficient. (ED)

Phone follow up the next day was very nice to make sure I had no problems. (OAS)

If receiving Adenosine can be pleasant, this time it was *Dr. Perez and *Adrienne were wonderful. Every ER should be like this. (ED)

I was SO touched by how caring, kind, professional, prompt, calm, reassuring and comforting they all were. I was so scared and they REALLY took great care of me. So proud of all of them. Love. (ED)

*Dr. Randall, a resident, was wonderful! He was supervised by *Dr. Matthews, also wonderful. (ED)

The staff do their utmost to make you feel comfortable, they are professional, and clearly work well together as a team. They abided by my wish to stay as alert as possible and not have unnecessary levels of anesthesia. I was able to resume normal activity the day after surgery and had no pain and no need for medication. (OAS)

The nurse *Lindsey was attentive, efficient and cared for my welfare. (ED)

The surgical team at PIMC is fantastic. Thank you to *Dr. Stiner, *Julie, *Melissa, *Desirae, *Dawn, *Karli, *Megan. (OAS)

IP= Inpatient

ED= Emergency

OAS= Outpatient Ambulatory Surgery