

PATIENT PERCEPTION OF MEASUREMENTS AND ITS USES

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Two Minds

<p>Good</p> <ul style="list-style-type: none"> • Outcome measurements being more transparent – no longer the feeling of - "They're hiding something" • Patients/Families can see how their own institution is improving over time • Organizations can see where improvement opportunities are • Orgs can assess safety & quality programs w/ regard to implementation. 	<p>Not So Good</p> <ul style="list-style-type: none"> • Orgs being overwhelmed w/ collecting the data • Staff do not always understand the importance of the data as it relates to patient safety and quality • Staff see it as one more thing to do • Leadership focuses on improving scores vs. the underlying issues for poor scores • The \$\$ goes for collecting data vs. quality and safety improvement
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CAHPS -- Consumer Assessment of Healthcare Providers and Systems

HCAHPS – Hospital version of the assessment

Patient and Family Satisfaction surveys coupled with:

- Complaint tracking systems
- Written compliment letters
- Information obtained by discharge calling programs
- Focus groups with patients and staff members
- Conversations with patients and families during leadership rounding

Can we consumers (patients and families) rely on the transparent data for decision making?

Personal Experience

Two hospital admissions :

- Same hospital
- Same problem
- Different responses
- Different units
 - Med/surg
 - Orthopedic

Are we capturing the organization variances?
Are developing strategies to deal with these?
Are we putting sufficient resources to assist staff with implementation ?

Leadership is Key!