Background

Communication among patients, faculty, and staff plays a huge role in patient experience, satisfaction, and outcomes and is one of the key areas of improvement being targeted by MUHC.

When Patients Respond to HCAHPS Surveys, Who Are They Thinking About?

Purpose

In order to gain a better understanding of the number of people involved in a patient’s care, diagrams illustrating various hospital stays were developed to be analyzed by CL-QIP participants. Participants were asked to think about:

- Which providers have the most patient “touched”?
- Which nurses have the most patient “touched”?
- How many people with face-to-face interactions show up on the day of discharge?
- Who is on the patient care team on the first hospital day?
- For which clinicians “types” we see the most discontinuity over time?
- Is weekend care different from weekday care?

Methodology

EMR documentations were used to estimate patient and faculty/staff interactions throughout a hospital stay. Interactions were defined as any documentation of actions (Order, Modify, Sign, etc.) for Orders, Order Reviews, Notes, Forms, PowerPlans, CareSets, and Med Administrations. Multiple actions by the same person at the same time were counted as one documentation. Additionally, documentations that occurred within two minutes were lumped into one interaction. The designation of a face-to-face vs. non-face-to-face interaction was based on position, documentation types, and/or a retrospective chart review.

The team developed diagrams (below and right) for eleven patient admissions with the following primary diagnoses that represented patients commonly seen by the service lines:

- Acute Myocardial Infarction, Inferior Wall, Initial Episode of Care (410.41)
- Alcohol Abuse, Unspecified Drinking Behavior (305.00)
- Antineoplastic Chemotherapy (V38.11)
- Asthma, Unspecified with (Acute) Exacerbation (493.92)
- Cerebral Artery Occlusion, Unspecified, with Cerebral Infarction (434.91)
- Calculus of Gallbladder with Acute Cholecystitis, without Mention of Obstruction (574.00)
- Major Depressive Disorder, Recurrent Episode, Severe Degree, without Mention of Psychotic Behavior (296.33)
- Other Mechanical Complications of Prosthetic Joint Implant (996.47)
- Post Term Pregnancy, Delivered, with or without Mention of Antepartum Condition (645.11)
- Single Liveborn, Born in Hospital, Delivered without Mention of Cesarean Section (V30.00)
- Unspecified Septicemia (038.9)

People and Documentation: CHOLELITH W/AC CHOLECYSTECTOMY ($74.88)