

EP21EOb – QUALITY CARE MONITORING AND IMPROVEMENT

INPATIENT PATIENT EXPERIENCE: CAREFUL LISTENING

Provide four inpatient patient experience category data for all eligible inpatient units. Provide eight quarters of inpatient, unit-level data to demonstrate outperformance of the benchmark provided by the vendor's national database.

Select four of nine categories:

- a. Care coordination*
- b. Careful listening*
- c. Courtesy and respect*
- d. Pain*
- e. Patient education*
- f. Patient engagement or patient-centered care*
- g. Responsiveness*
- h. Safety*
- i. Service recovery*

NewYork-Presbyterian/Columbia University Irving Medical Center (NYP/Columbia) uses Press Ganey® as the vendor to administer and monitor patient satisfaction surveys for the eligible inpatient areas. Data are reported for the most current, consecutive, and complete eight calendar quarters (4Q Calendar Year 2021 -- 3Q Calendar Year 2023) for all inpatient units that receive a survey and a vendor-provided national benchmark. The Cath Lab (606101) and the Ambulatory Surgery/PACU (MB3,4-605325), two ambulatory procedural units, sometimes have patients that require an overnight stay after their procedure. When the patients are discharged from these units, they meet the criteria for receiving an inpatient survey. Inpatient patient satisfaction data from these two units are included in the evaluation and graphs.

The following Magnet® category is presented:

- b) Careful listening*

Questions aligned to careful listening as approved by Magnet® and received from Press Ganey were selected from all the inpatient survey instruments, where available. The table below provides a crosswalk of the survey type, the full text in the survey of the selected survey questions, and the shortened wording of the questions received from Press Ganey as displayed in the graphs. Percent of “always” response scores are reported for the adult inpatient units receiving the Hospital Consumer Assessment of Healthcare Providers and Services (HCAHPS) survey, while mean scores are presented for the inpatient Rehab (8GN-605710) Unit and Psychiatric (9GN-605501) Unit receiving Press Ganey’s inpatient surveys specific to those areas. All unit scores are benchmarked against a Press Ganey national mean benchmark indicated in each graph.

Careful Listening		
<i>Survey Type</i>	<i>Question full text on the survey</i>	<i>Wording on graph</i>
HCAHPS	During this hospital stay, how often did nurses listen carefully to you?	Nurses listen carefully to you
Press Ganey Inpatient Behavioral Health	How well the staff showed concern for your emotional needs	Staff concern for emotional needs
Press Ganey Inpatient Rehab	Staff’s concern for your questions and worries	Staff concern for questions/worries

Summary of Graphed Patient Satisfaction Data

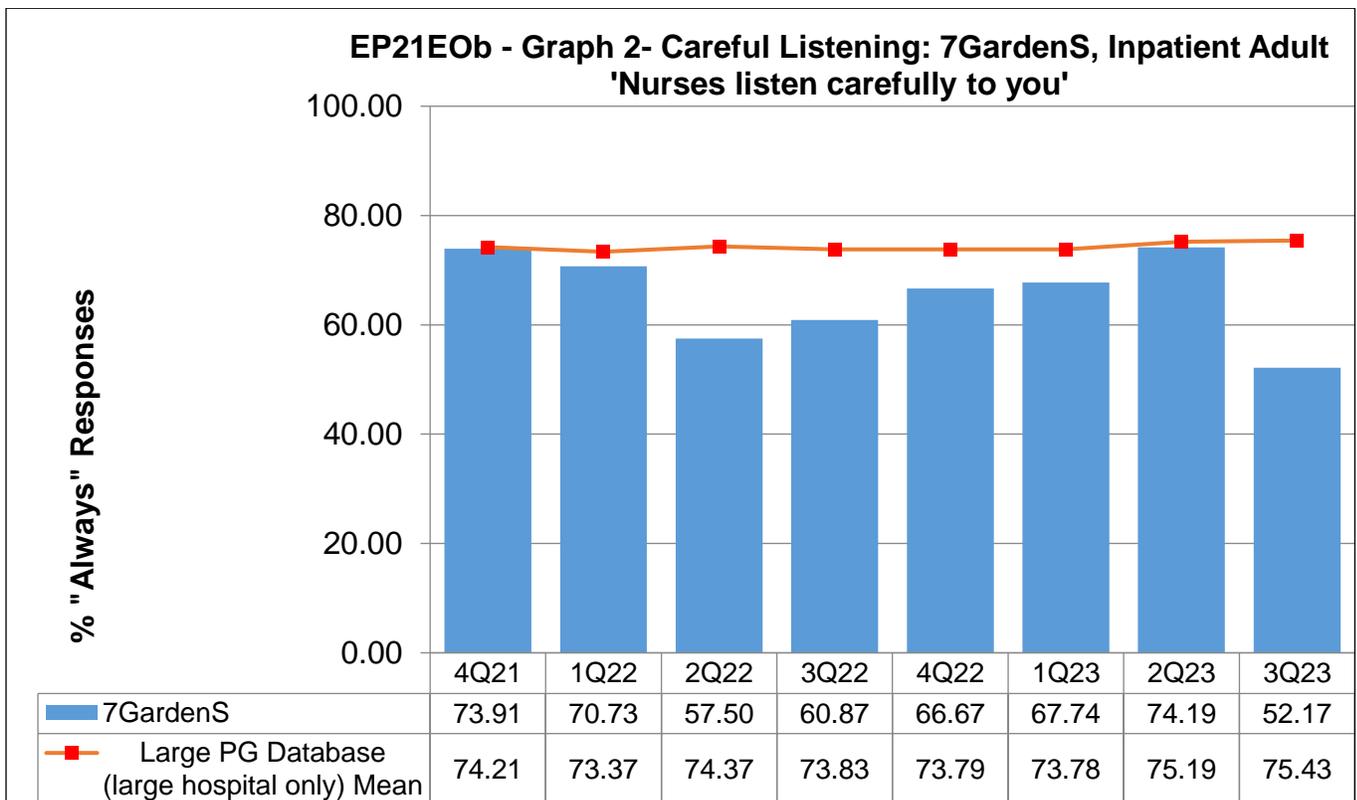
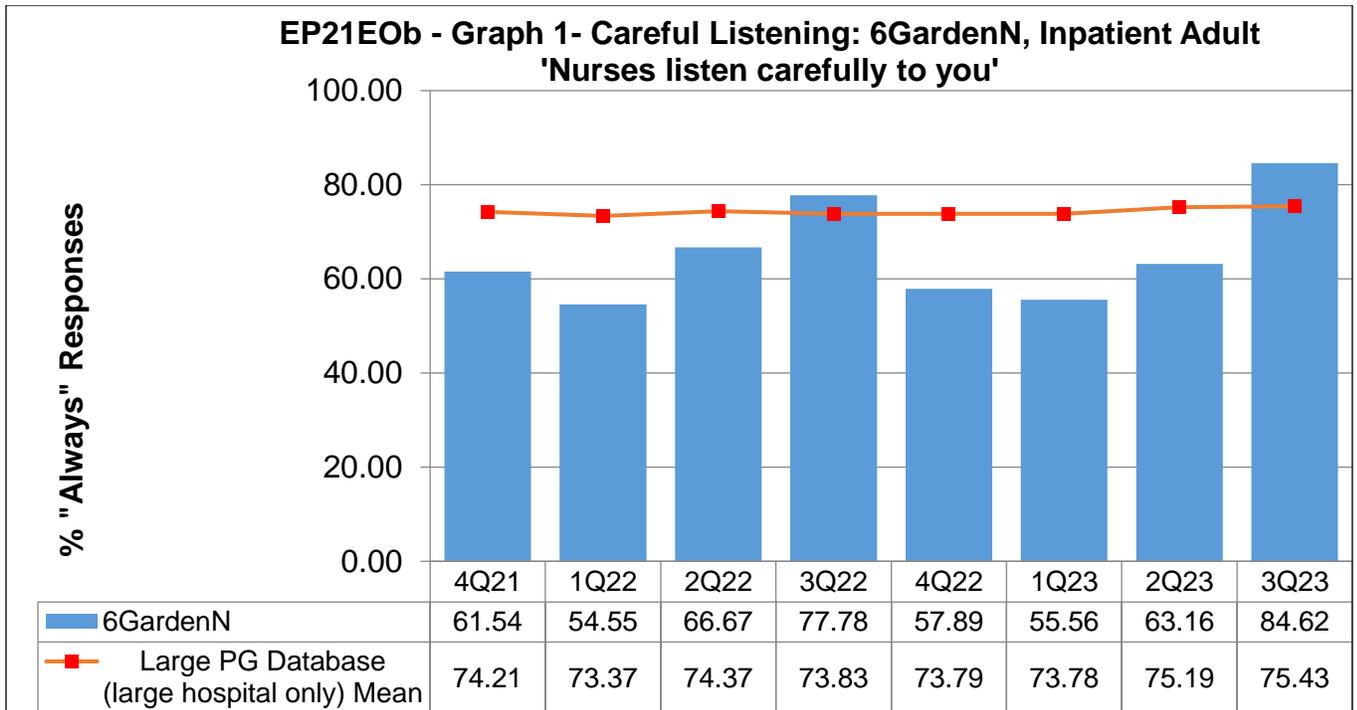
b) Careful listening: 14 out of 24 units outperform five quarters or more

NewYork-Presbyterian/Columbia University Irving Medical Center (NYP/Columbia) Patient Satisfaction Indicator Performance Summary for Inpatient Units 4Q Calendar Year 2021 to 3Q Calendar Year 2023			
Serial #	DDCT Unit Name	PG Unit Name	Careful Listening
1	Medical (6GN-605116)	6GardenN	N
2	Medical (7GS-605161)	7GardenS	N
3	Medical (8MA-Med Annex-605712)	8MedAnnx	N
4	Medical Infectious Disease (6GS-605110)	6GardenS	N
5	Medical Oncology (6HN-605118)	6HudsonN	N
6	Neuro Medical (8HN-605128)	8HUDSONN	Y
7	BMT (HP11-605182)	Hrk11BMT	Y

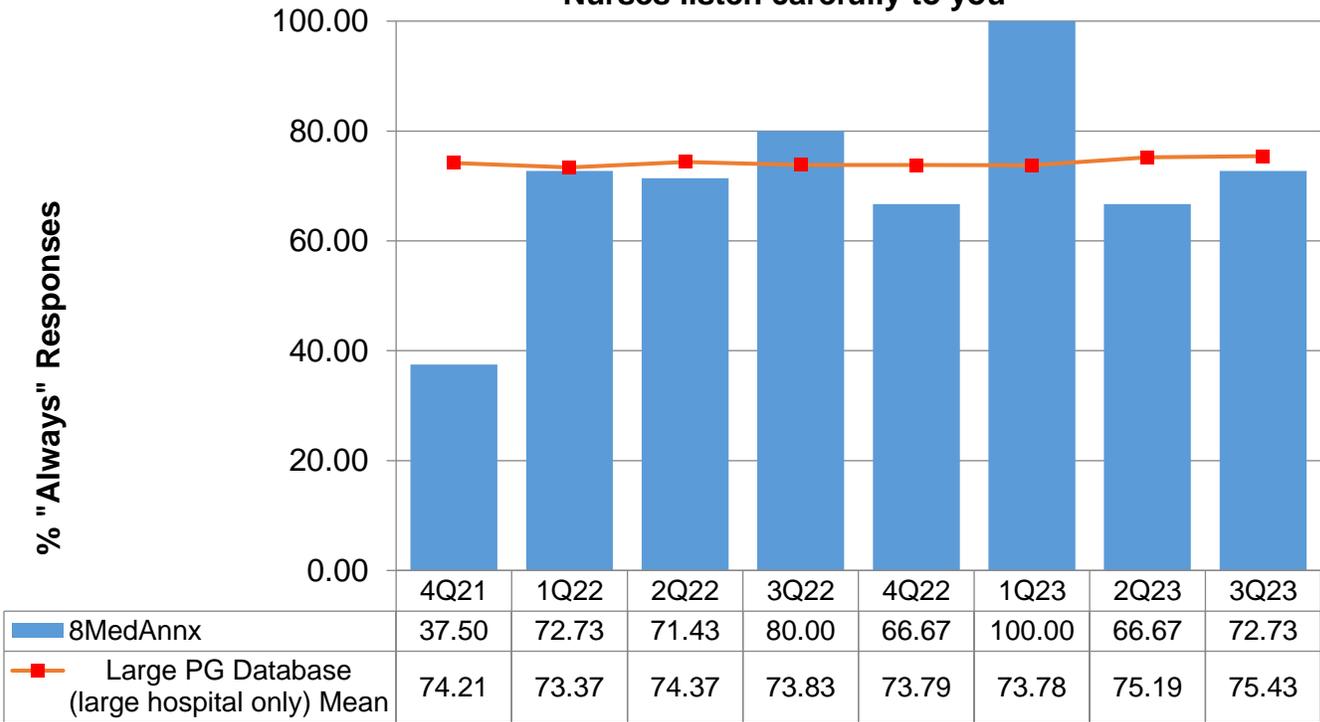
8	Neuro Surgery (8HS-605158)	8HudsonS	Y
9	Surgical Oncology (7HS-605154)	SURG ONC	N
10	Transplant (M9H-605160)	9Hudson	Y
11	Hospitalist/Ortho/Surgical (9GS-605124)	9GardenS	N
12	Oncology Research (HP10-606549)	HARK10FL	Y
13	Cardiac Stepdown (5GS-605114)	5GardenS	Y
14	Cardiac Stepdown (5HN-605425)	5HN	Y
15	Medicine Stepdown (7GN-605112)	7GardenN	N
16	Surgical Stepdown (5GN-605427)	5GNSTDWN	Y
17	Surgical Stepdown (7HN-605457)	7HudsonN	N
18	CCU (5MB/HH-605495)	5HS CCU	Y
19	CTICU (5MB/HH-605150)	M5 CTICU	< 8 Qtrs. of Survey Returns
20	MICU (4HN-605420)	MICU	< 8 Qtrs. of Survey Returns
21	Neuro ICU (8GS-605476)	8GS NICU	Y
22	SICU (4HS-605152)	4SURGICU	Y
23	Psychiatric (9GN-605501)	9 GN	N
24	Rehab (8GN-605710)	8GN	Y
25	Cath Lab (606101)	CATH LAB	Y
26	Amb. Surg/PACU (MB3,4-605325)	PACU	Y
Units Outperforming PG benchmark \geq 5 Quarters			14 of 24
Outperforming the PG benchmarks \geq 5/8 quarters = Y			
At or below PG benchmarks \geq 4/8 quarters = N			

EP21EOb.1—NYP/Columbia Careful Listening Graphs

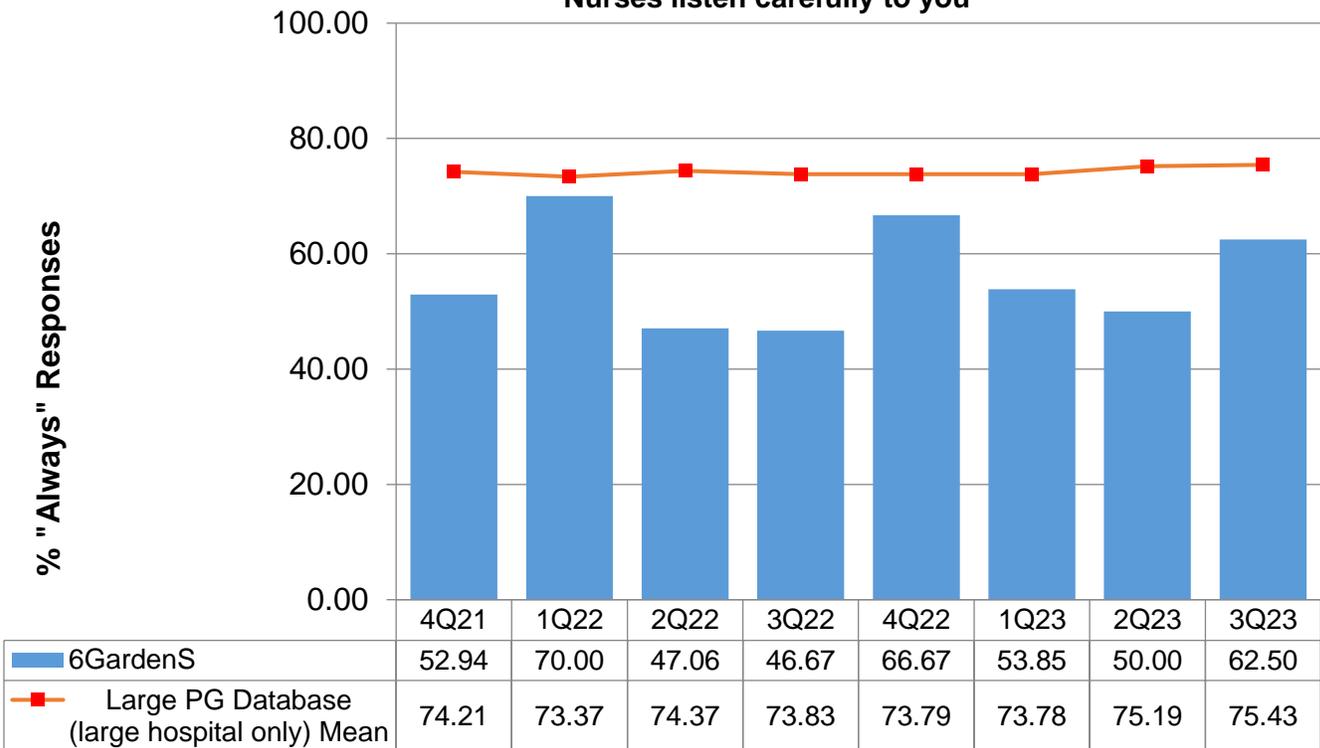
EP21EOb.1— NYP/Columbia Careful Listening Graphs



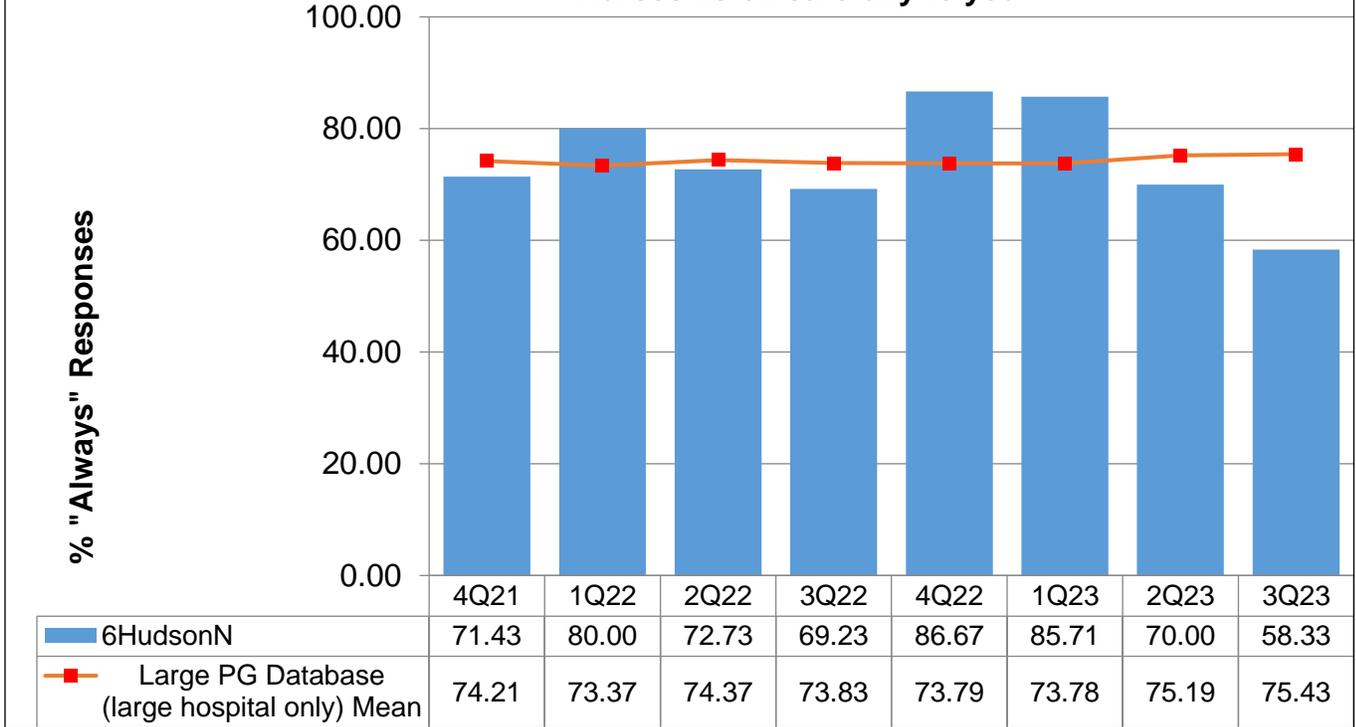
**EP21EOb - Graph 3- Careful Listening: 8MedAnnx, Inpatient Adult
'Nurses listen carefully to you'**



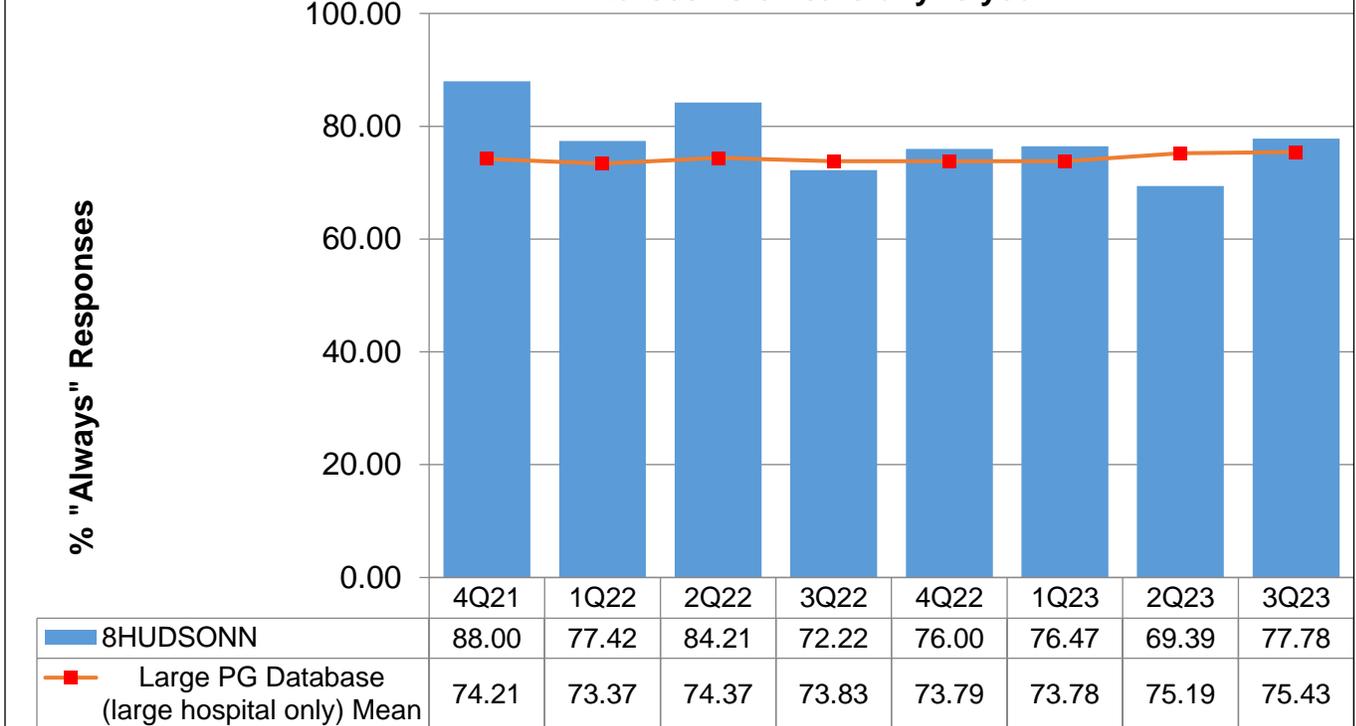
**EP21EOb - Graph 4- Careful Listening: 6GardenS, Inpatient Adult
'Nurses listen carefully to you'**



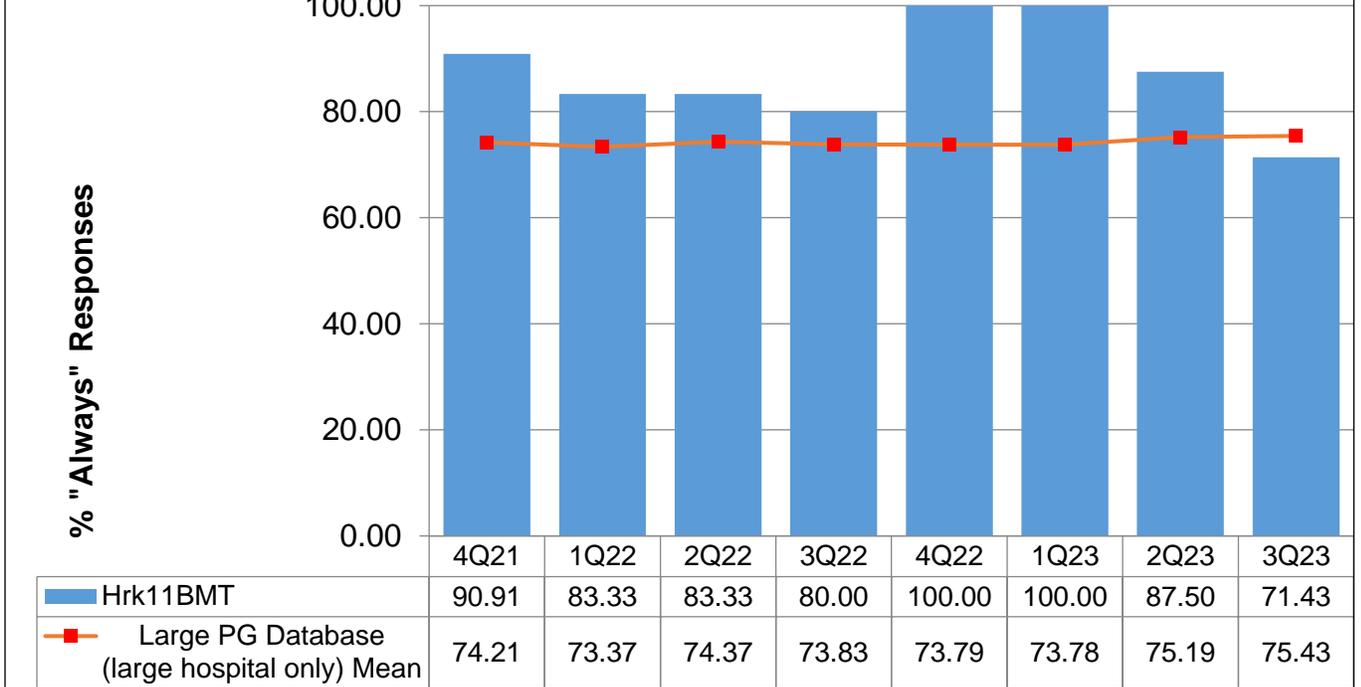
**EP21EOb - Graph 5- Careful Listening: 6HudsonN, Inpatient Adult
'Nurses listen carefully to you'**



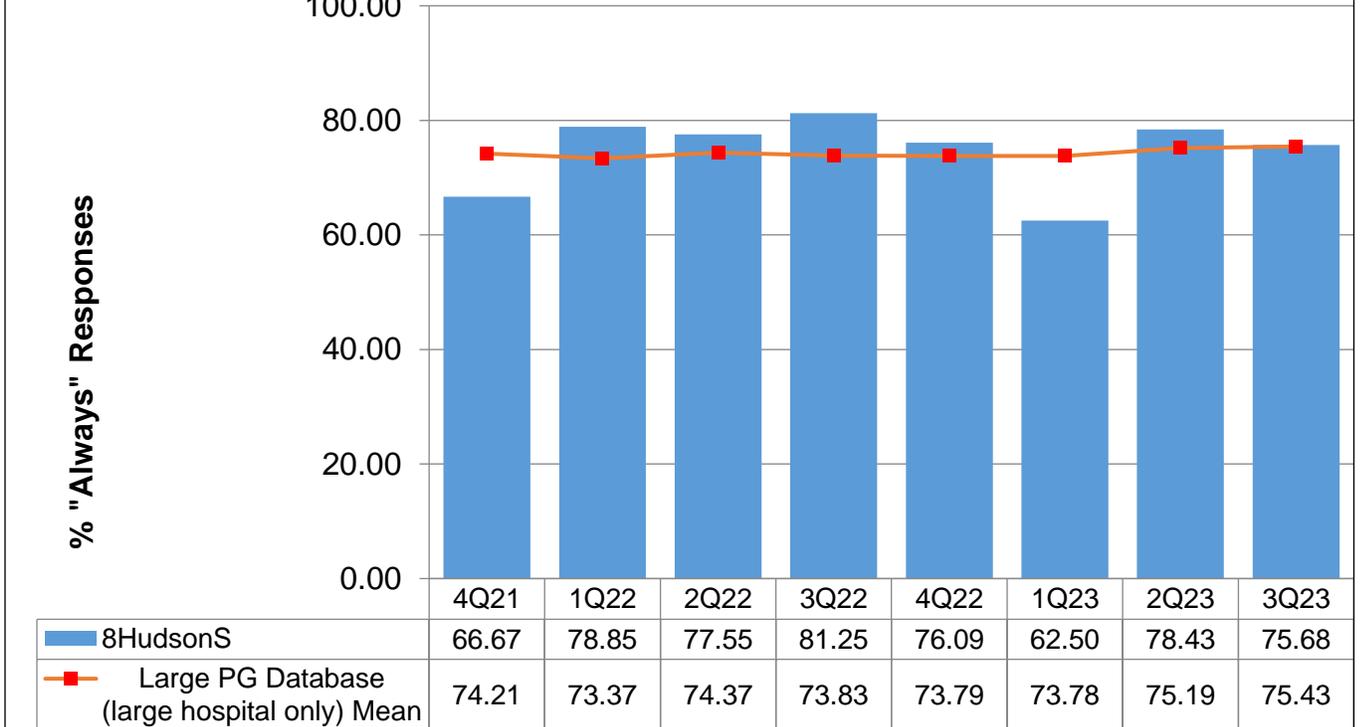
**EP21EOb - Graph 6- Careful Listening: 8HUDSONN, Inpatient Adult
'Nurses listen carefully to you'**



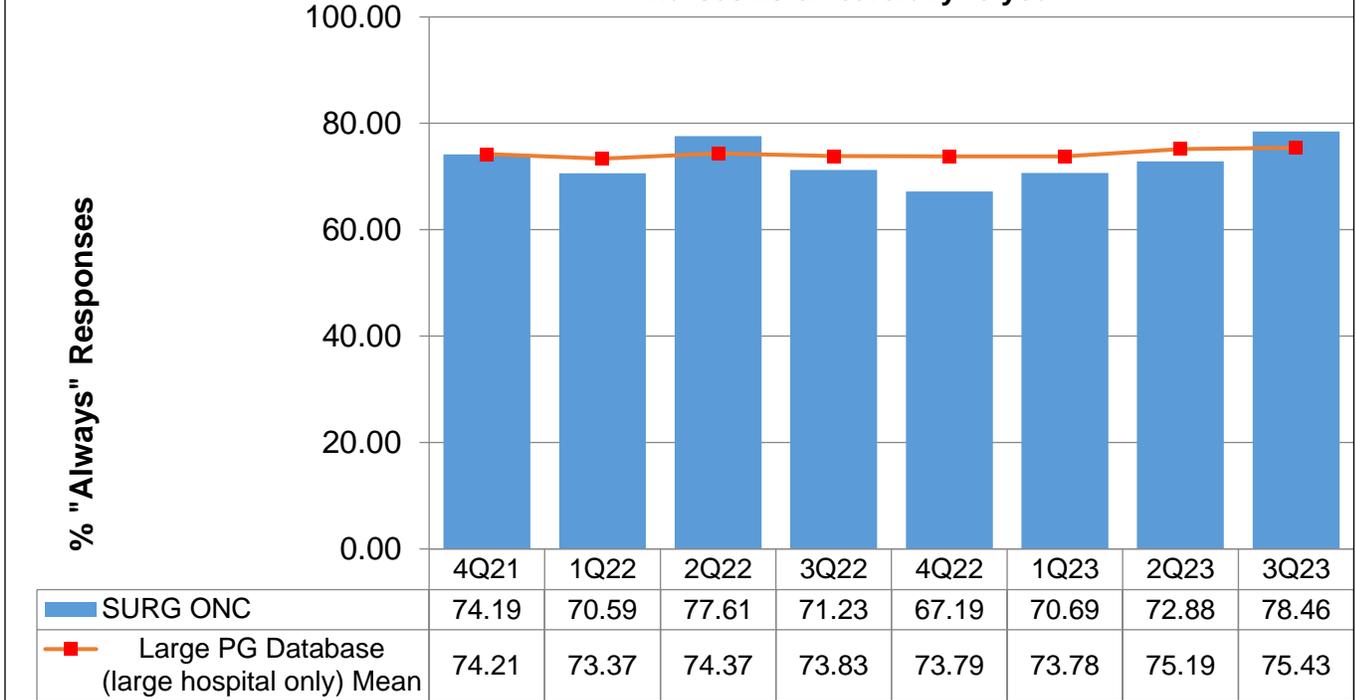
**EP21EOb - Graph 7- Careful Listening: Hrk11BMT, Inpatient Adult
'Nurses listen carefully to you'**



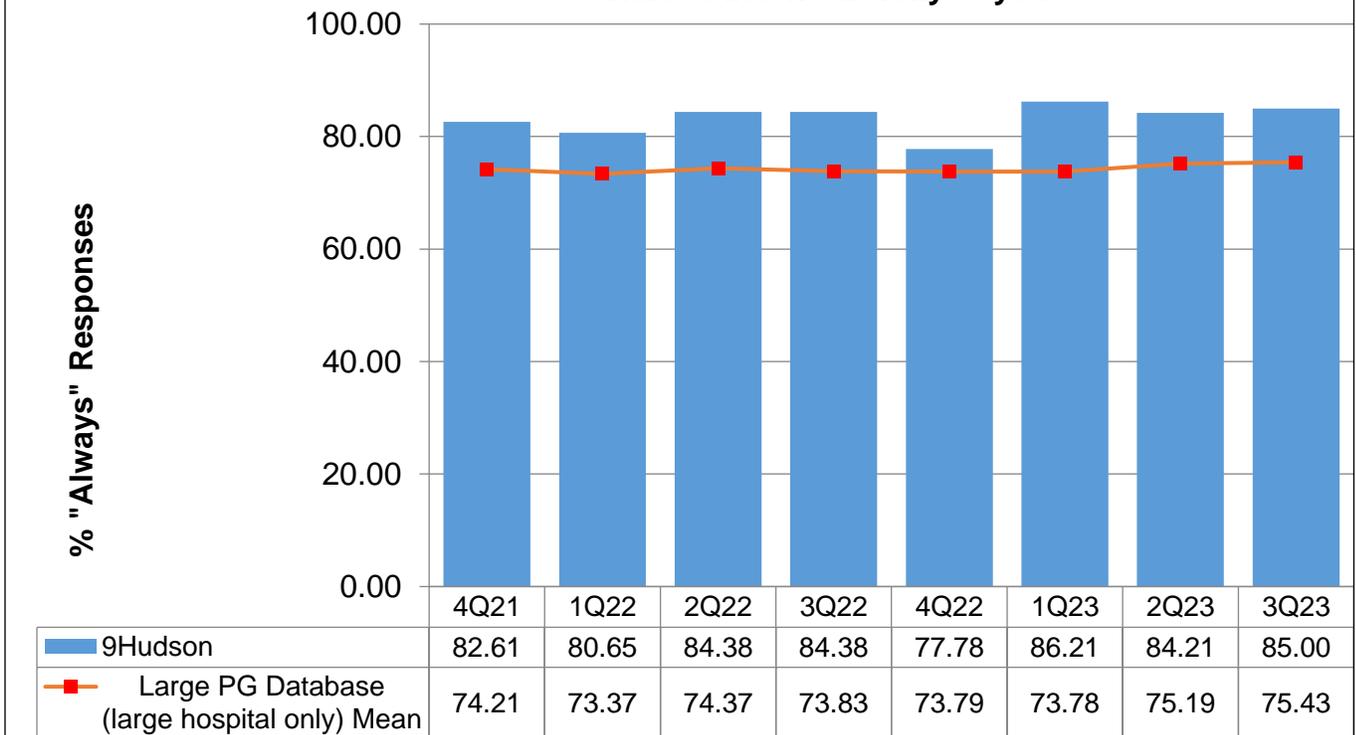
**EP21EOb - Graph 8- Careful Listening: 8HudsonS, Inpatient Adult
'Nurses listen carefully to you'**



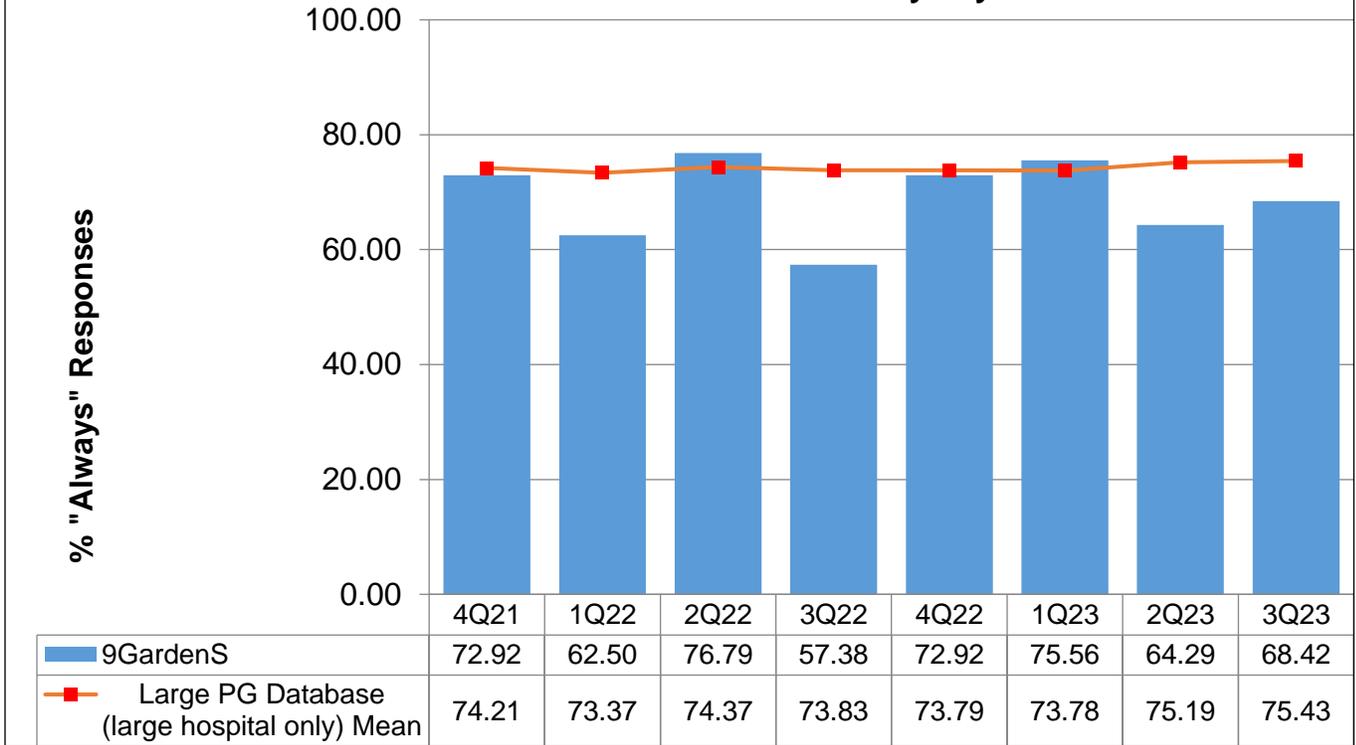
EP21EOb - Graph 9- Careful Listening: SURG Onc, Inpatient Adult
'Nurses listen carefully to you'



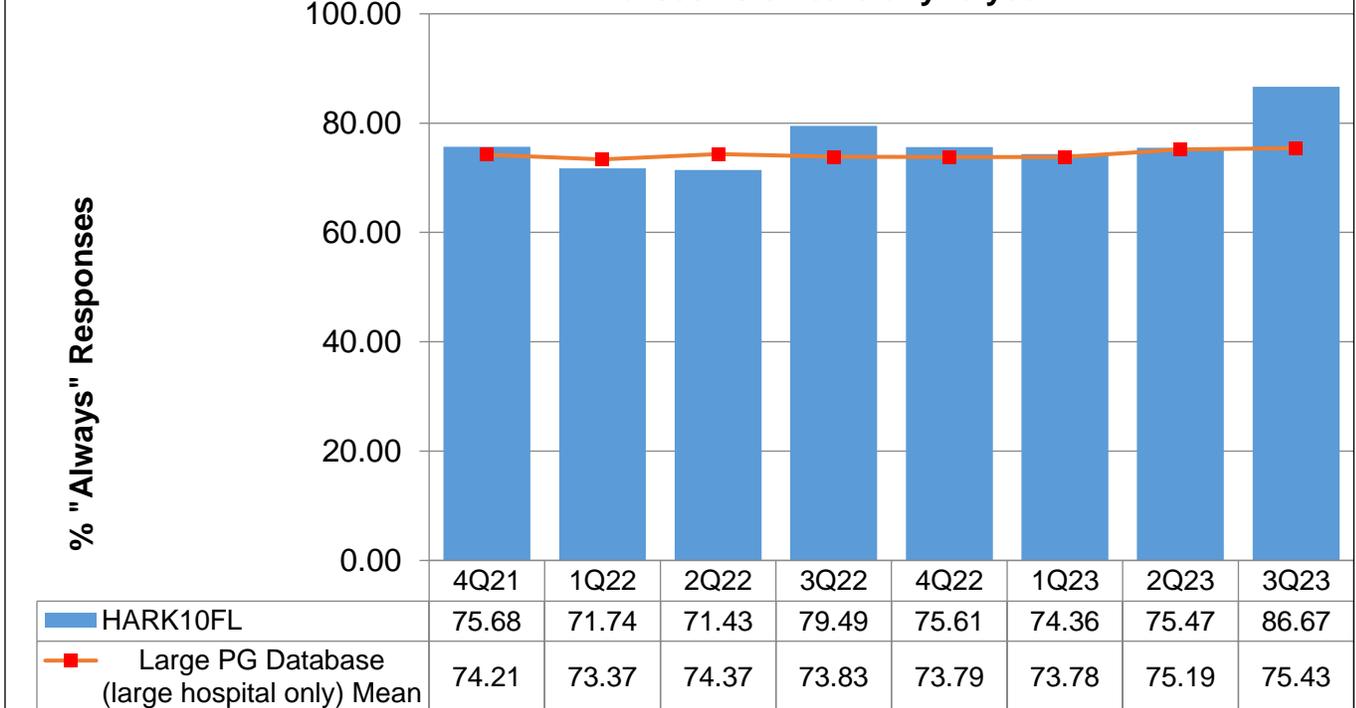
EP21EOb - Graph 10- Careful Listening: 9Hudson, Inpatient Adult
'Nurses listen carefully to you'



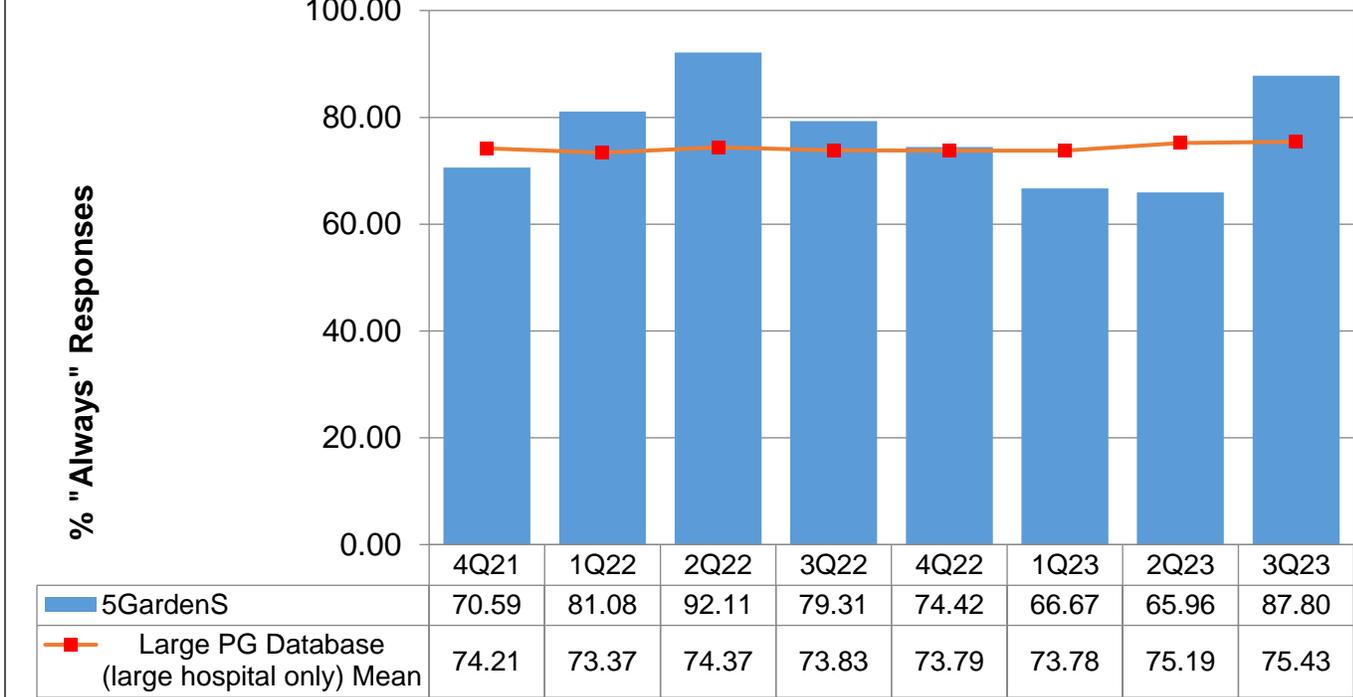
**EP21EOb - Graph 11- Careful Listening: 9GardenS, Inpatient Adult
'Nurses listen carefully to you'**



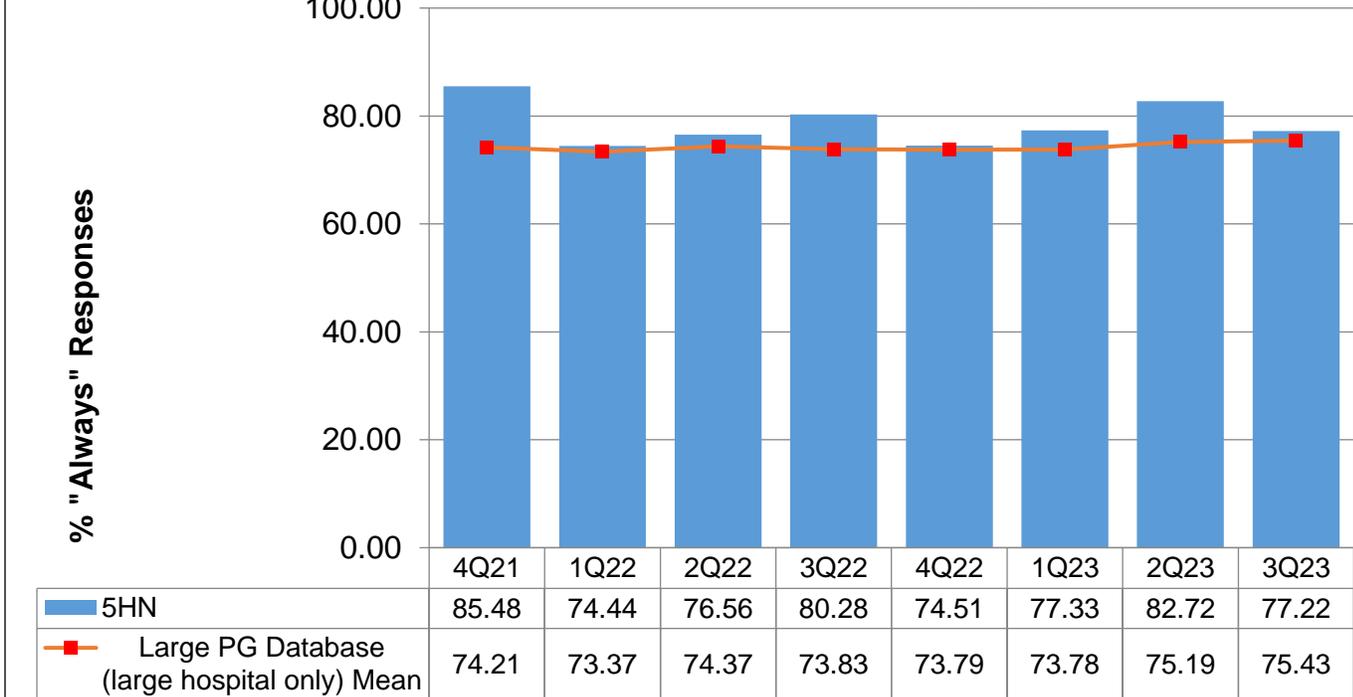
**EP21EOb - Graph 12- Careful Listening: HARK10FL, Inpatient Adult
'Nurses listen carefully to you'**



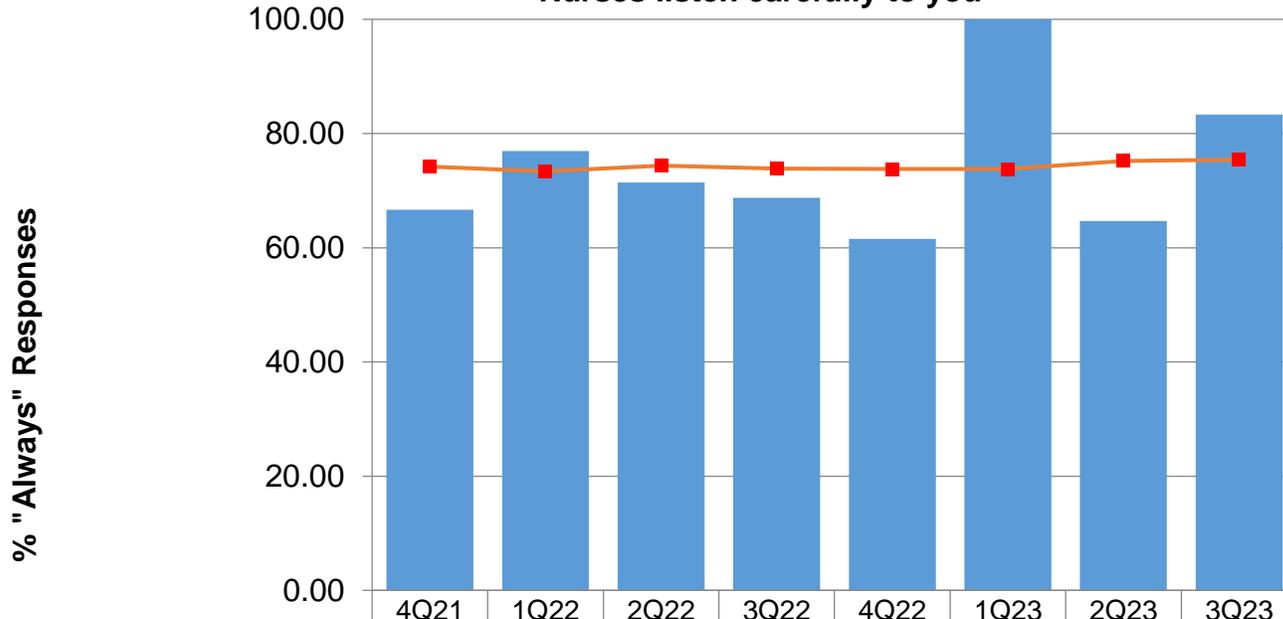
**EP21EOb - Graph 13- Careful Listening: 5GardenS, Inpatient Adult
'Nurses listen carefully to you'**



**EP21EOb - Graph 14- Careful Listening: 5HN, Inpatient Adult
'Nurses listen carefully to you'**

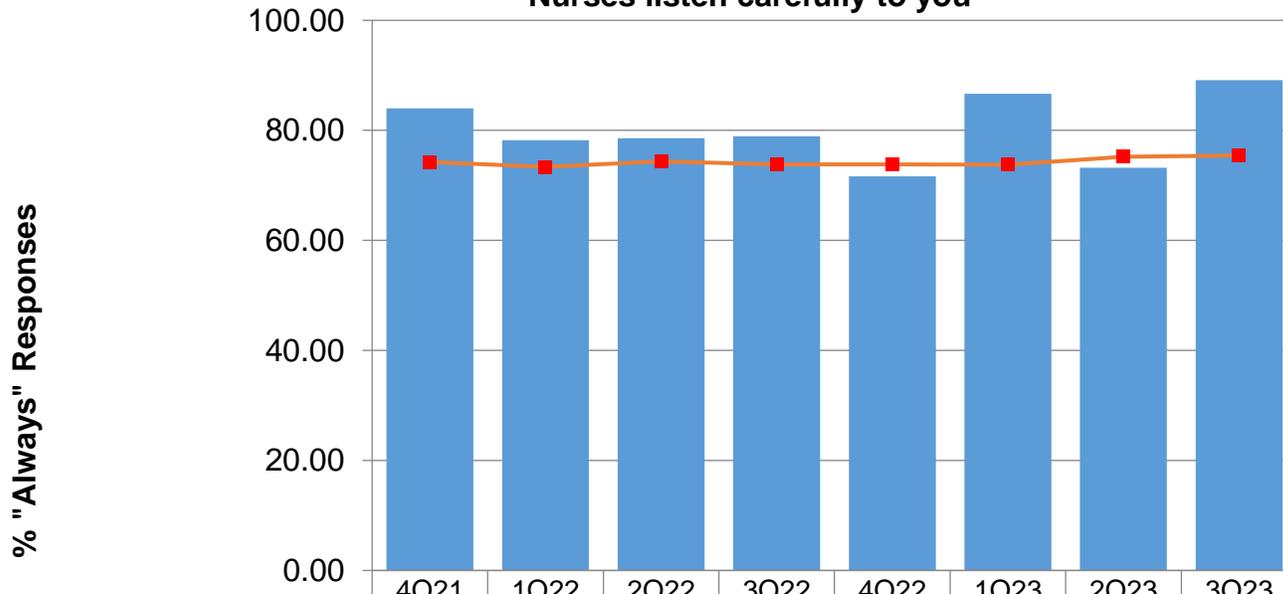


**EP21EOb - Graph 15- Careful Listening: 7GardenN, Inpatient Adult
'Nurses listen carefully to you'**



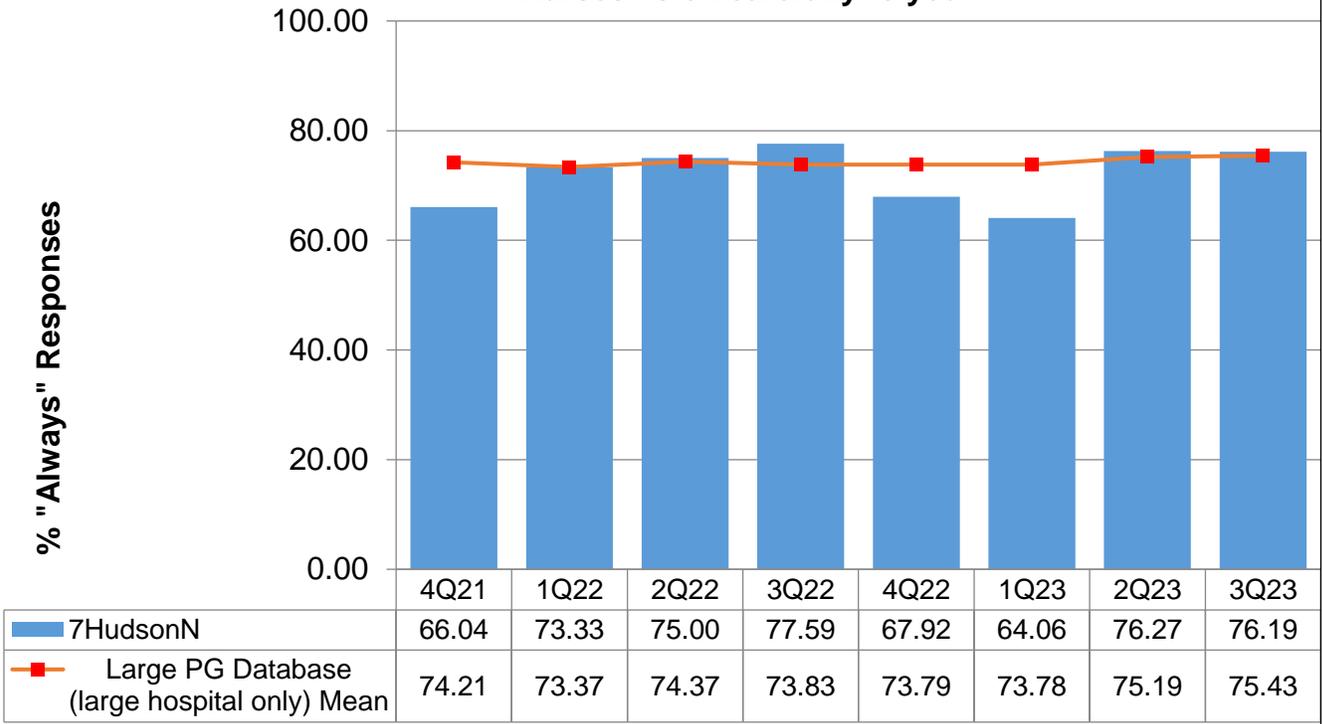
7GardenN	66.67	76.92	71.43	68.75	61.54	100.00	64.71	83.33
Large PG Database (large hospital only) Mean	74.21	73.37	74.37	73.83	73.79	73.78	75.19	75.43

**EP21EOb - Graph 16- Careful Listening: 5GNSTDWN, Inpatient Adult
'Nurses listen carefully to you'**

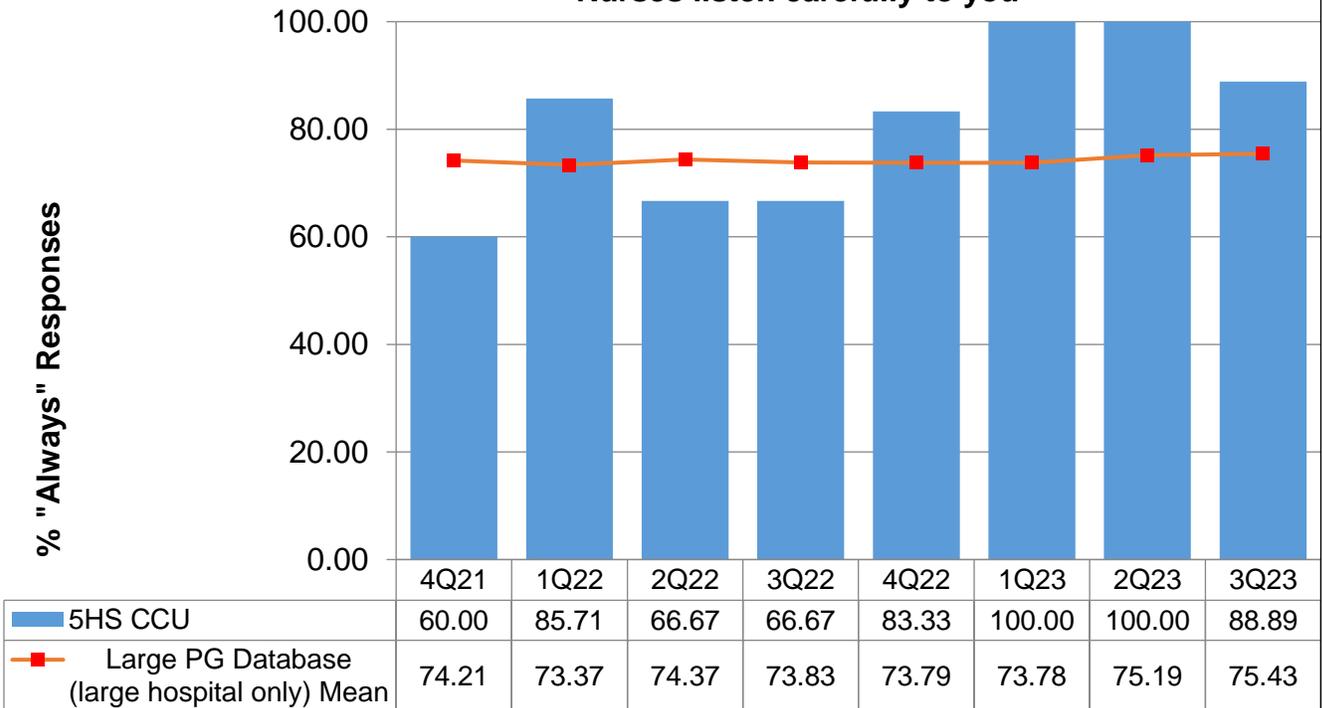


5GNSTDWN	84.00	78.21	78.57	78.95	71.67	86.67	73.21	89.09
Large PG Database (large hospital only) Mean	74.21	73.37	74.37	73.83	73.79	73.78	75.19	75.43

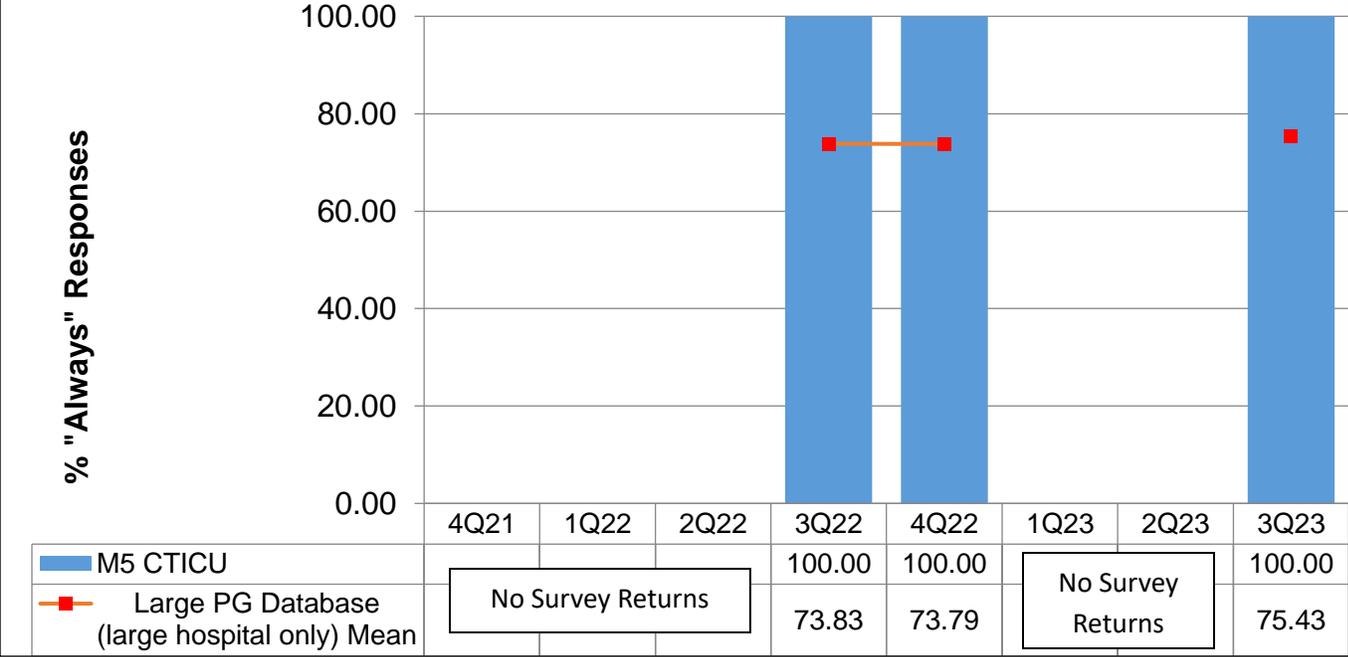
**EP21EOb - Graph 17- Careful Listening: 7HudsonN, Inpatient Adult
'Nurses listen carefully to you'**



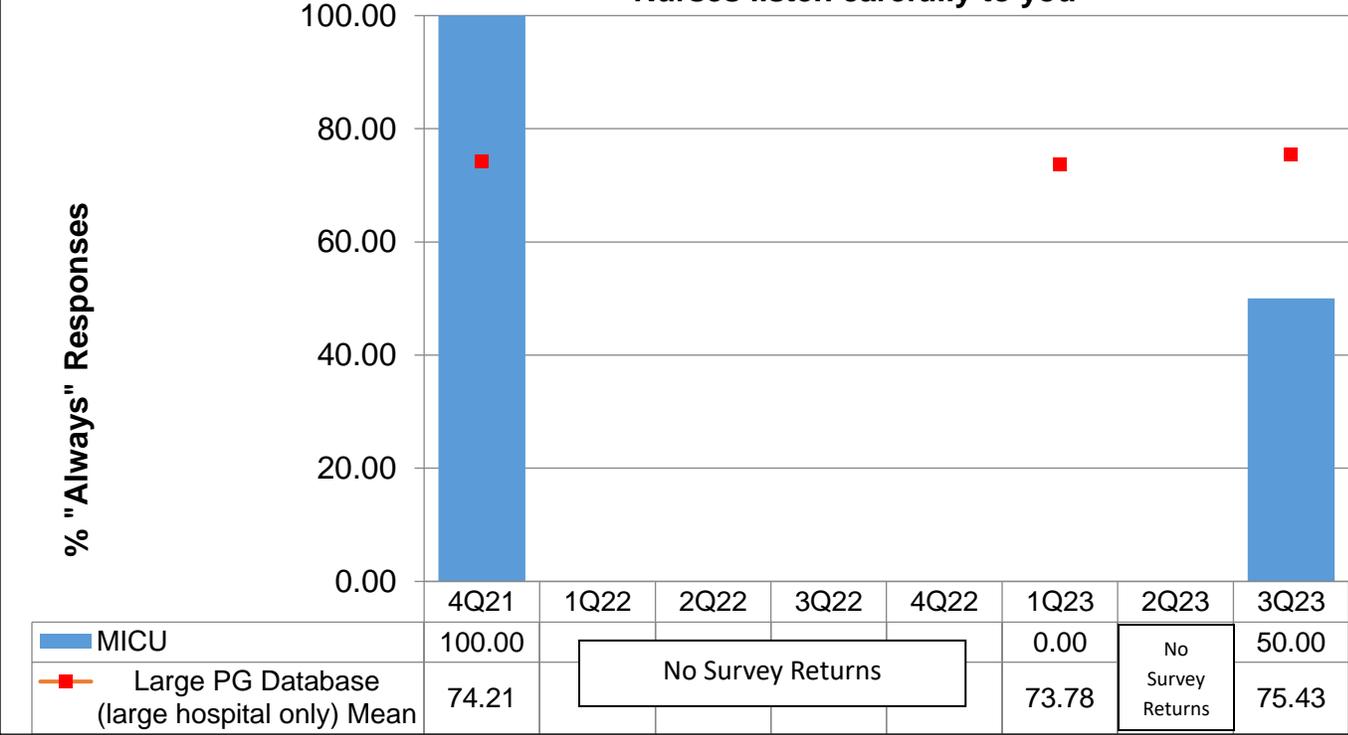
**EP21EOb - Graph 18- Careful Listening: 5HS CCU, Inpatient Adult
'Nurses listen carefully to you'**



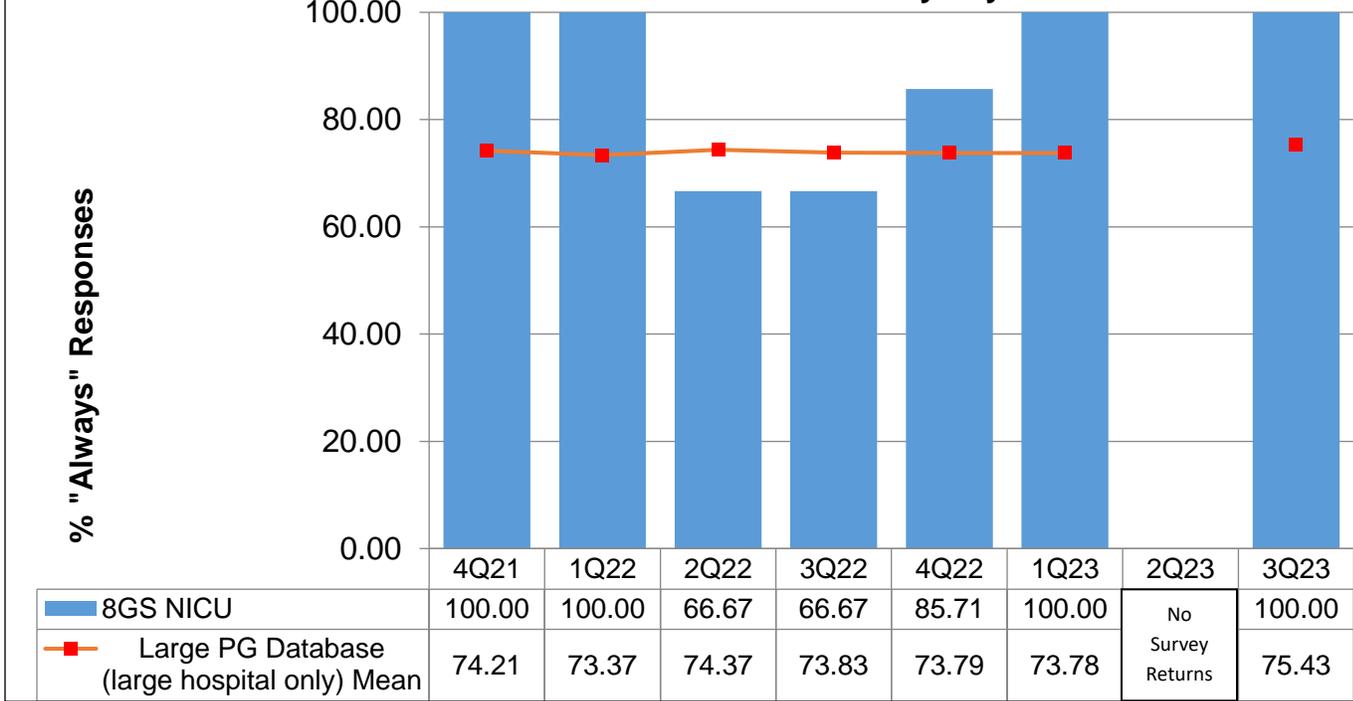
**EP21EOb - Graph 19- Careful Listening: M5 CTICU, Inpatient Adult
'Nurses listen carefully to you'**



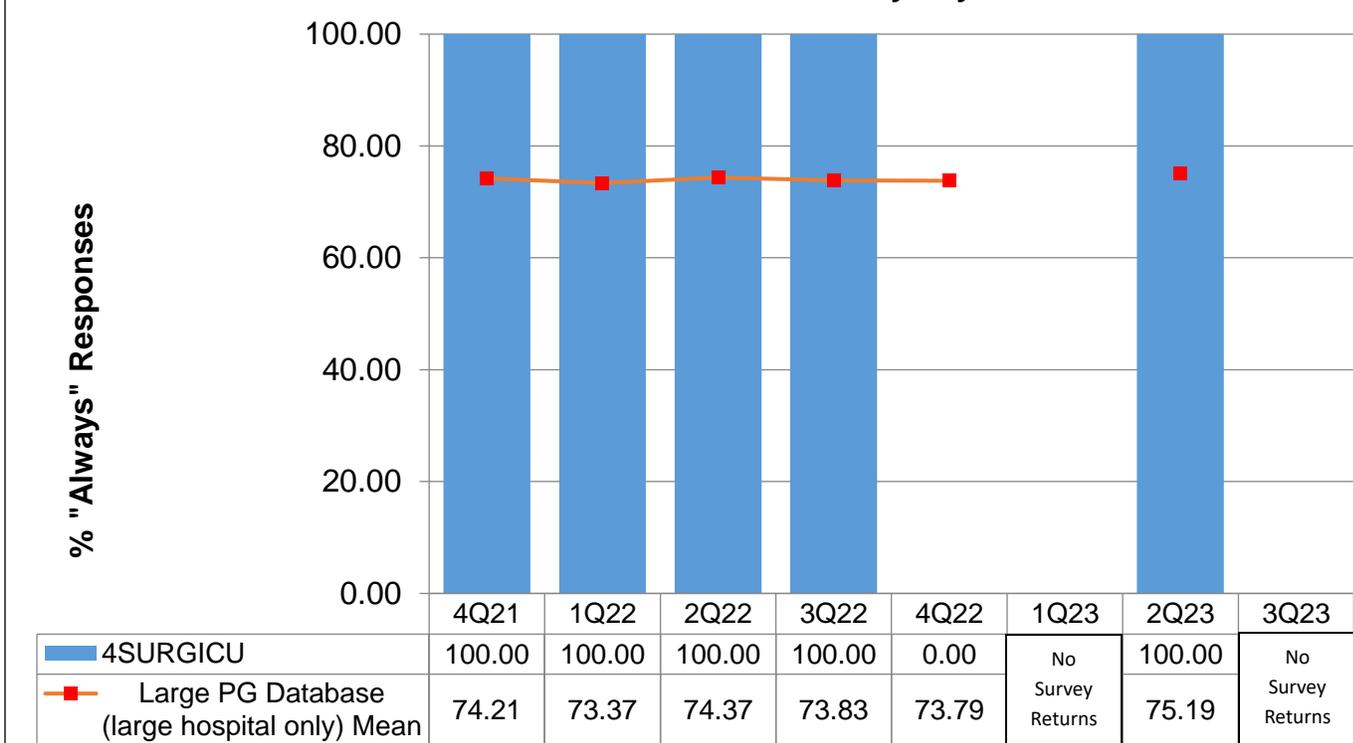
**EP21EOb - Graph 20- Careful Listening: MICU, Inpatient Adult
'Nurses listen carefully to you'**



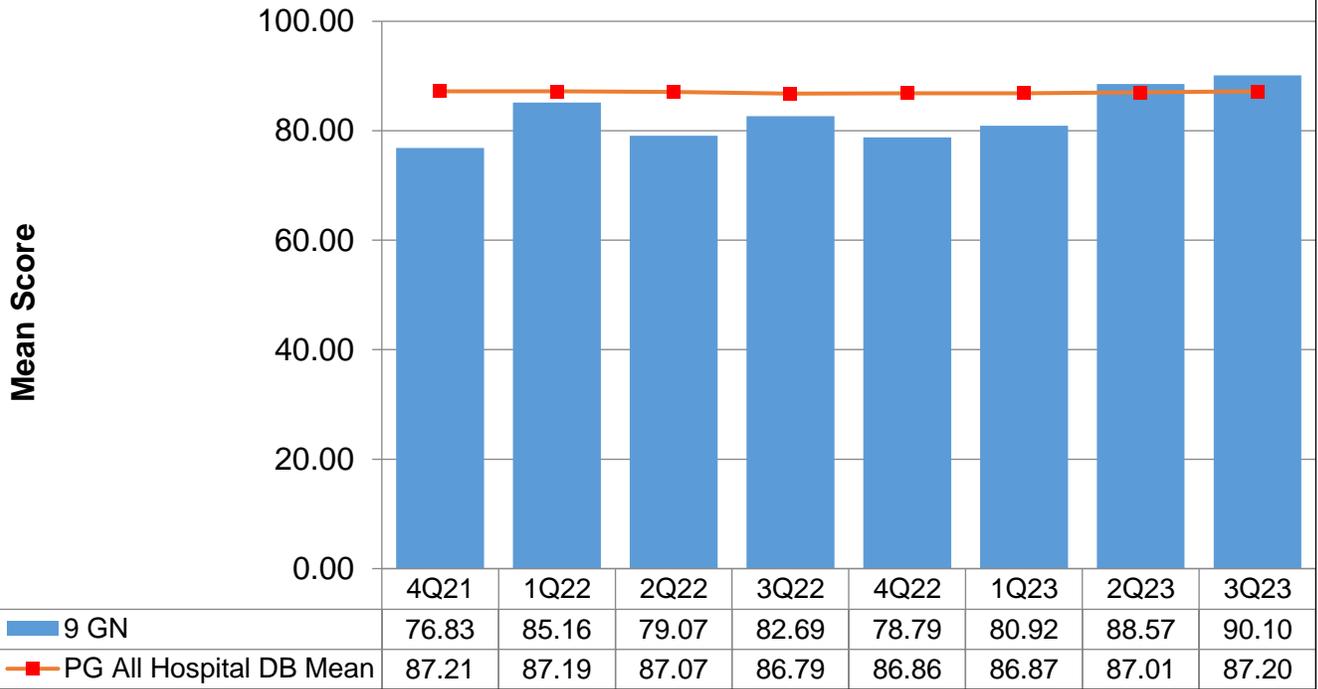
**EP21EOb - Graph 21- Careful Listening: 8GS NICU, Inpatient Adult
'Nurses listen carefully to you'**



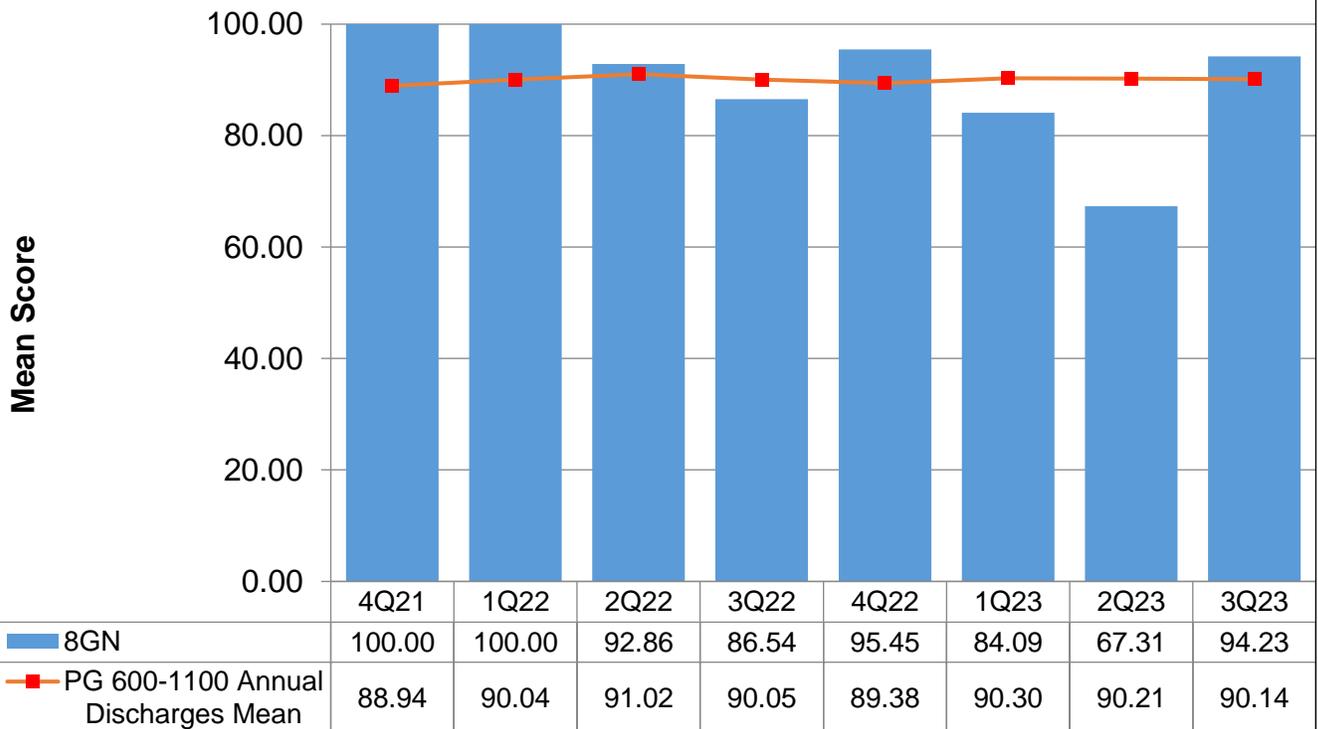
**EP21EOb - Graph 22- Careful Listening: 4SURGICU, Inpatient Adult
'Nurses listen carefully to you'**



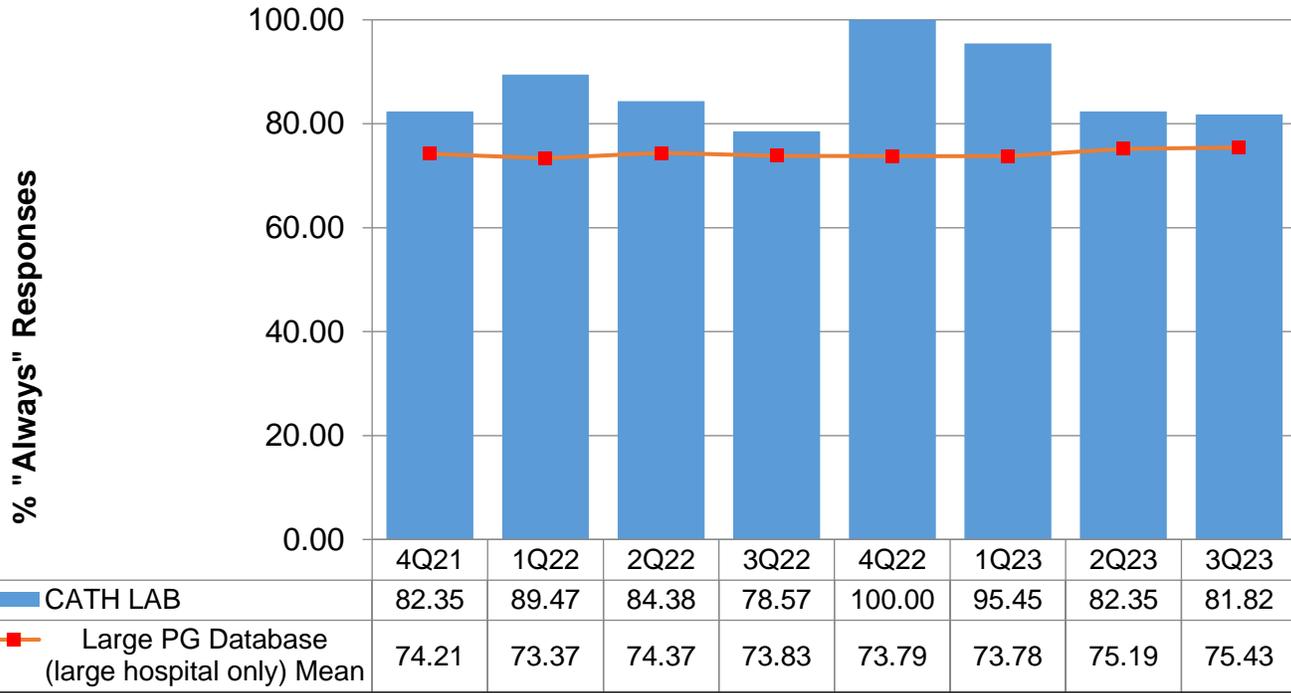
**EP21EOb - Graph 23- Careful Listening: 9 GN, Inpatient Behavioral Health
'Staff concern for emotional needs'**



**EP21EOb - Graph 24- Careful Listening: 8GN, Inpatient Rehabilitation
'Staff concern for questions/worries'**



**EP21EOb - Graph 25- Careful Listening: CATH LAB, Inpatient Adult
'Nurses listen carefully to you'**



**EP21EOb - Graph 26- Careful Listening: PACU, Inpatient Adult
'Nurses listen carefully to you'**

