

EP22EOc – QUALITY CARE MONITORING AND IMPROVEMENT

AMBULATORY PATIENT EXPERIENCE: COURTESY AND RESPECT

Provide four ambulatory care setting patient experience category data for all eligible areas. Provide eight quarters of ambulatory care setting-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® and Quality Reviews (Q-Reviews) as the vendors to administer and monitor patient satisfaction surveys for the eligible ambulatory care areas. Data are reported for the most current, consecutive, and complete eight calendar quarters (4Q Calendar Year 2021 -- 3Q Calendar Year 2023) for all ambulatory care areas that receive a survey and a vendor-provided national benchmark.

The following Magnet® category is presented:

c) Courtesy and respect

Questions aligned to courtesy and respect as approved by Magnet® and received from Press Ganey and Q-Reviews were selected from all the ambulatory care 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/Q-Reviews as displayed in the graphs. Percent of “always” response scores are reported for any question from the Consumer Assessment of Healthcare Providers and Services (CAHPS) survey, namely the Outpatient and Ambulatory Surgery (OAS CAHPS) survey and the Emergency Department (ED CAHPS) survey. Mean scores are presented whenever results from a Press Ganey or Q-Review ambulatory survey question is reported. All unit scores are benchmarked against a Press Ganey or Q-Reviews national mean benchmark indicated in each graph.

Courtesy and Respect		
<i>Survey Type</i>	<i>Question full text on the survey</i>	<i>Wording on graph</i>
Ambulatory Surgery	Did the doctors and nurses treat you with courtesy and respect?	Staff treat w/ courtesy, respect
Emergency Department	During this emergency room visit, how often did nurses treat you with courtesy and respect?	Nurses treat with courtesy/respect
Q-Reviews	How would you rate the courtesy and respect of staff?	How would you rate the courtesy and respect of staff?

Summary of Graphed Patient Satisfaction Data

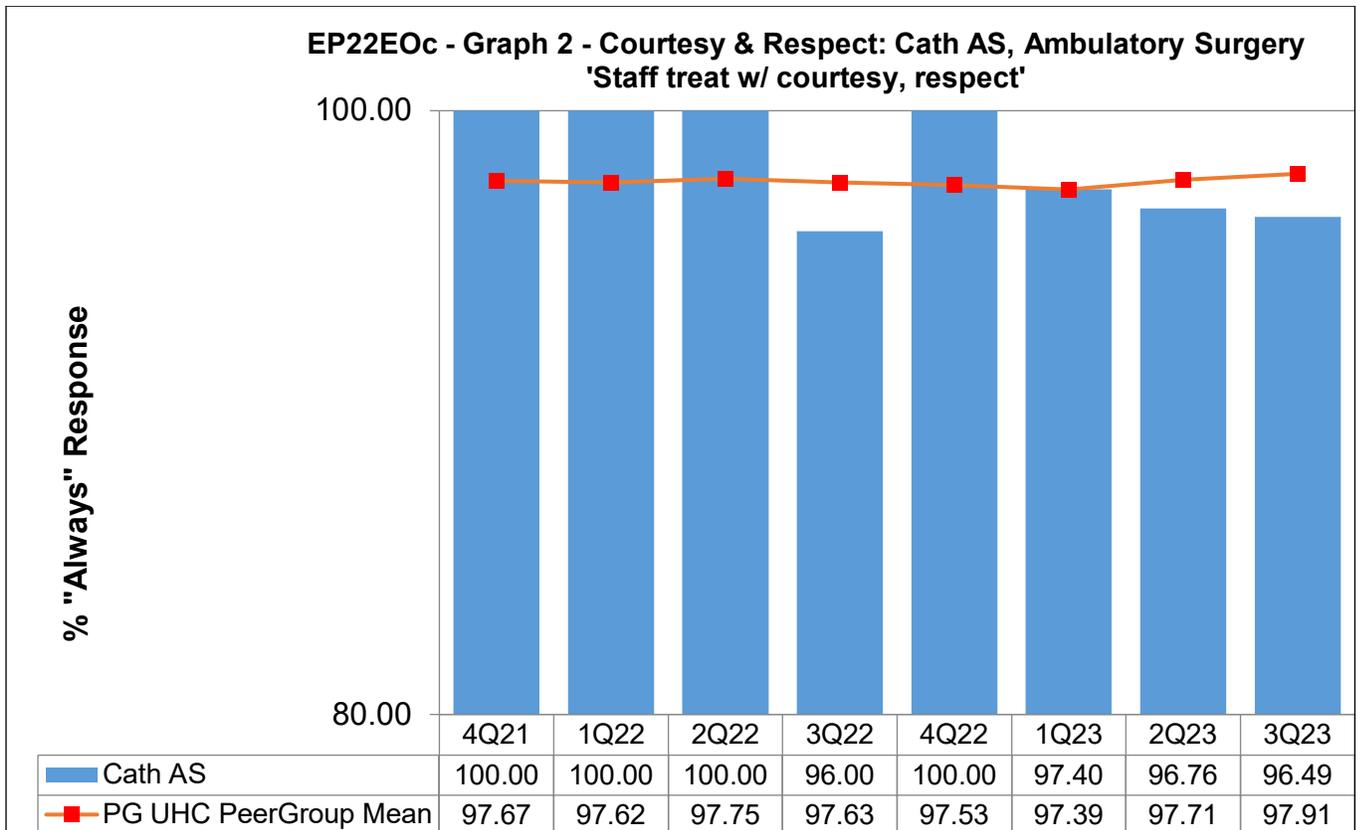
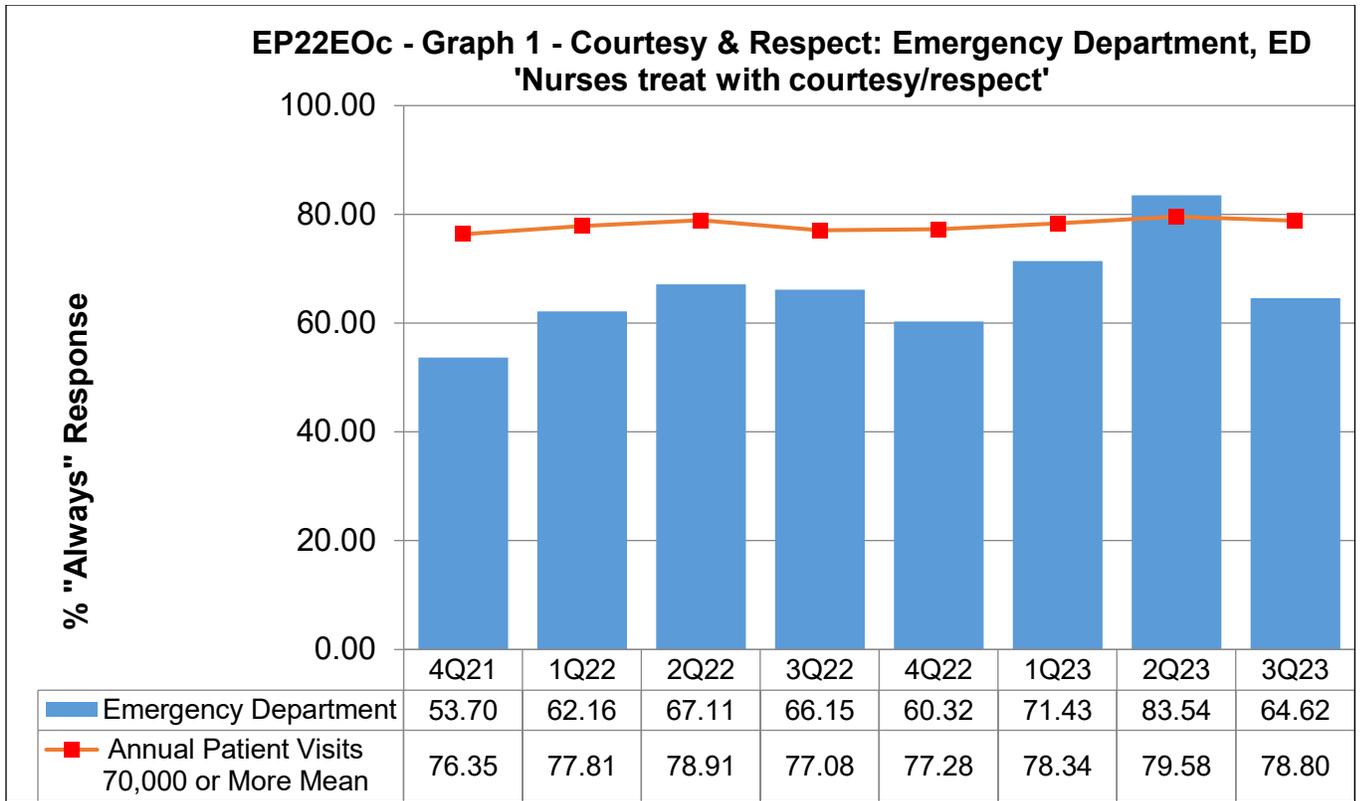
c) Courtesy and respect: 7 out of 11 units outperform five quarters or more

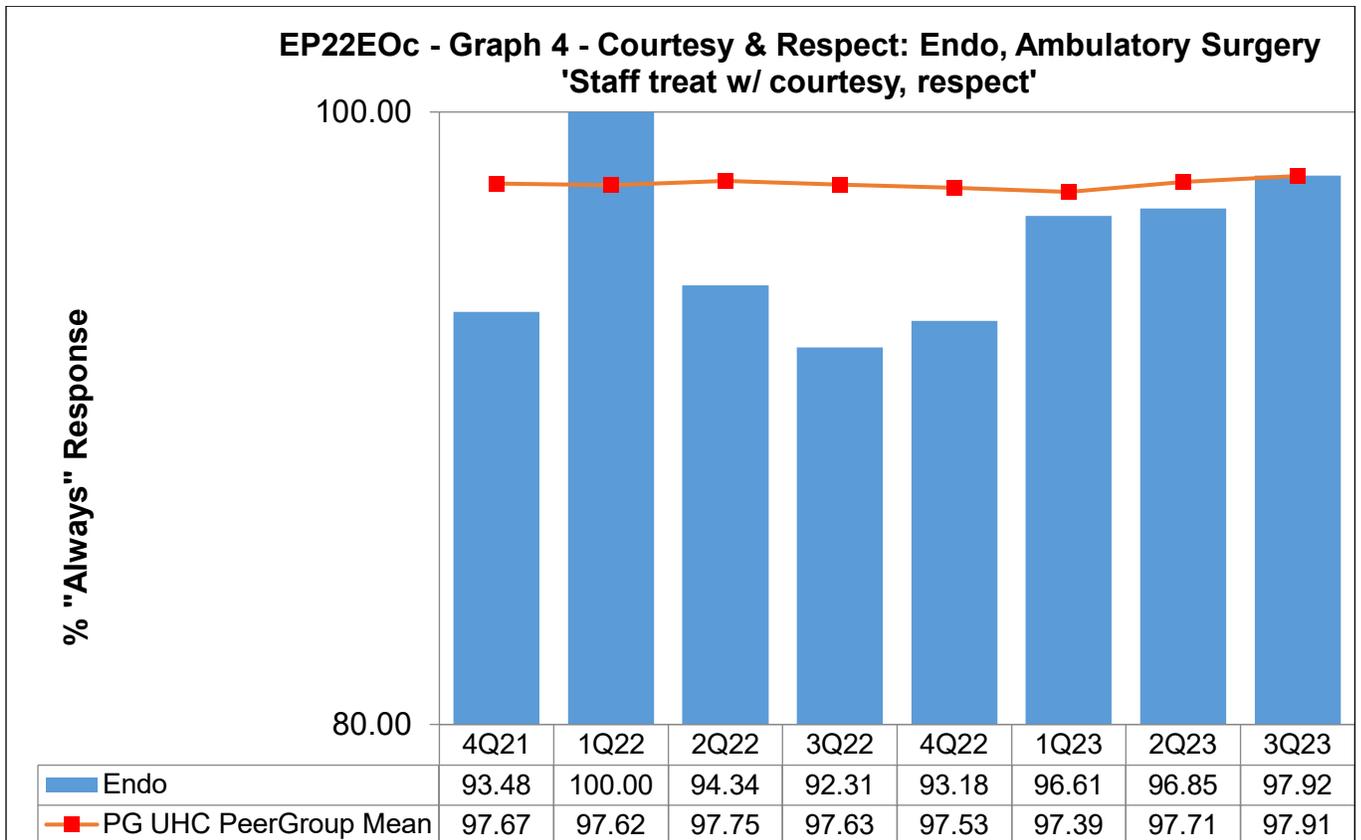
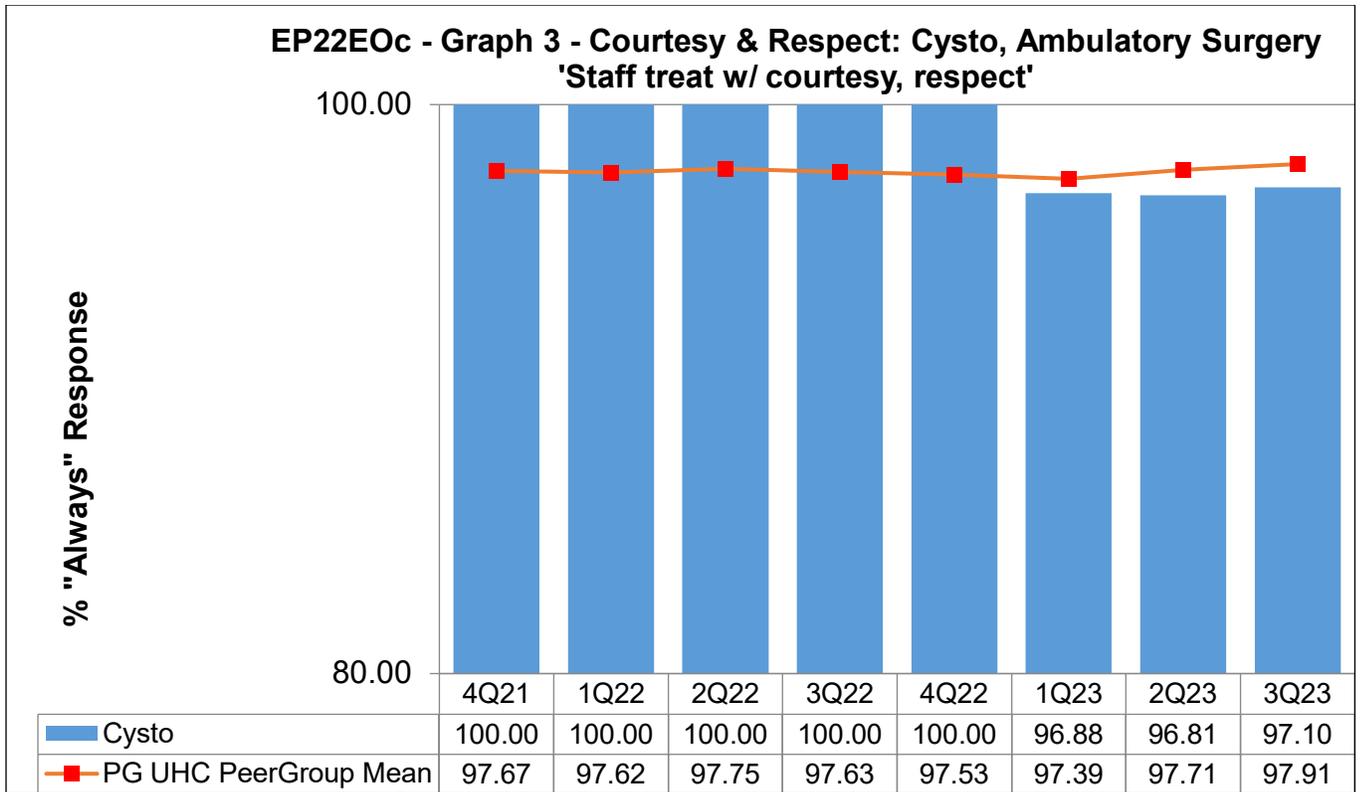
NewYork-Presbyterian/Columbia University Irving Medical Center (NYP/Columbia) Patient Satisfaction Indicator Performance Summary for Ambulatory Units 4Q Calendar Year 2021 to 3Q Calendar Year 2023			
Serial #	DDCT Unit Name	Vendor Unit Name	Courtesy and respect
1	ED (606045-46-48)	Emergency Department	N
2	Cath Lab (606101)	Cath AS	Y
3	Cystoscopy (605340)	Cysto	Y
4	Endoscopy (606929)	Endo	N
5	EP Lab (606104)	EP Lab	Y
	Gamma Knife (606628)	GamKnife	< 8 Qtrs. of Survey Returns

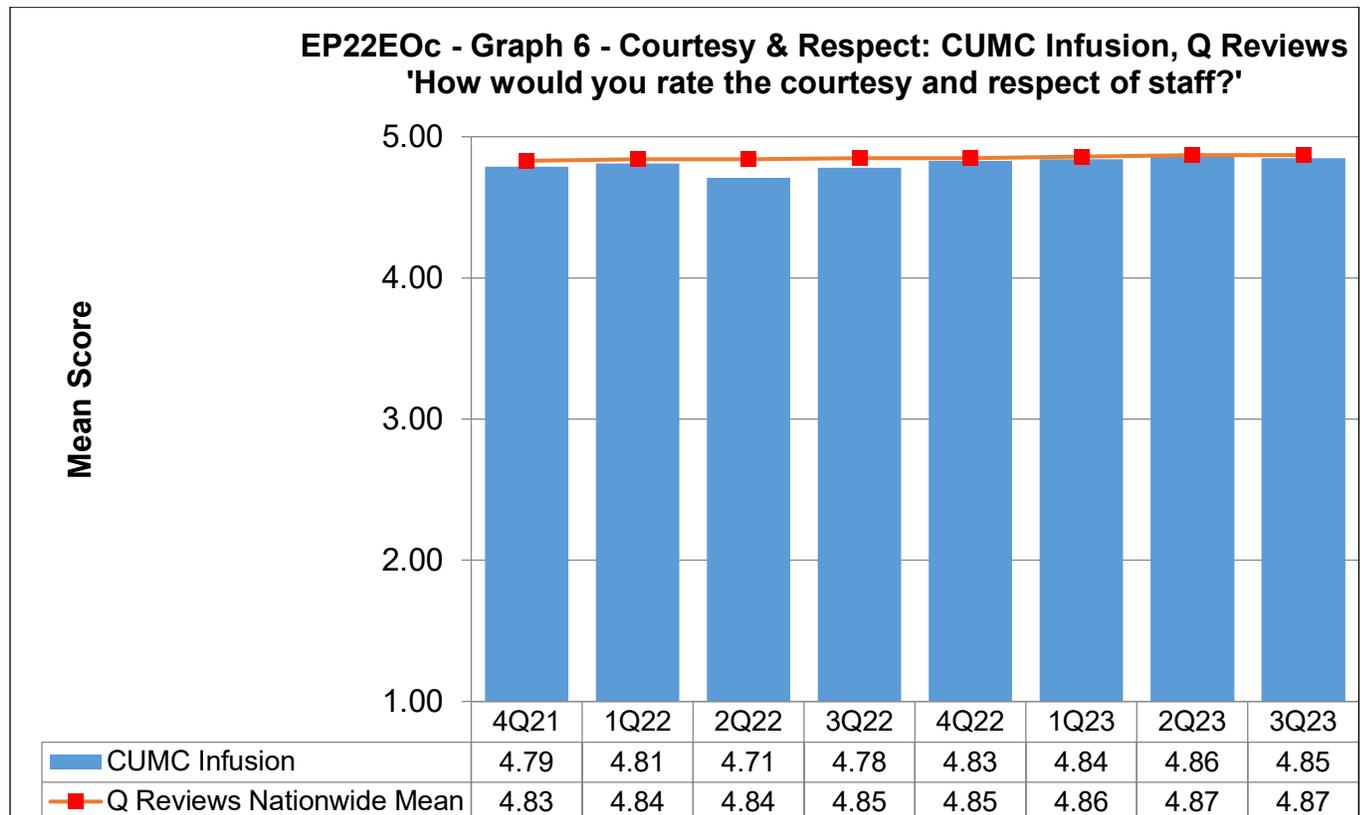
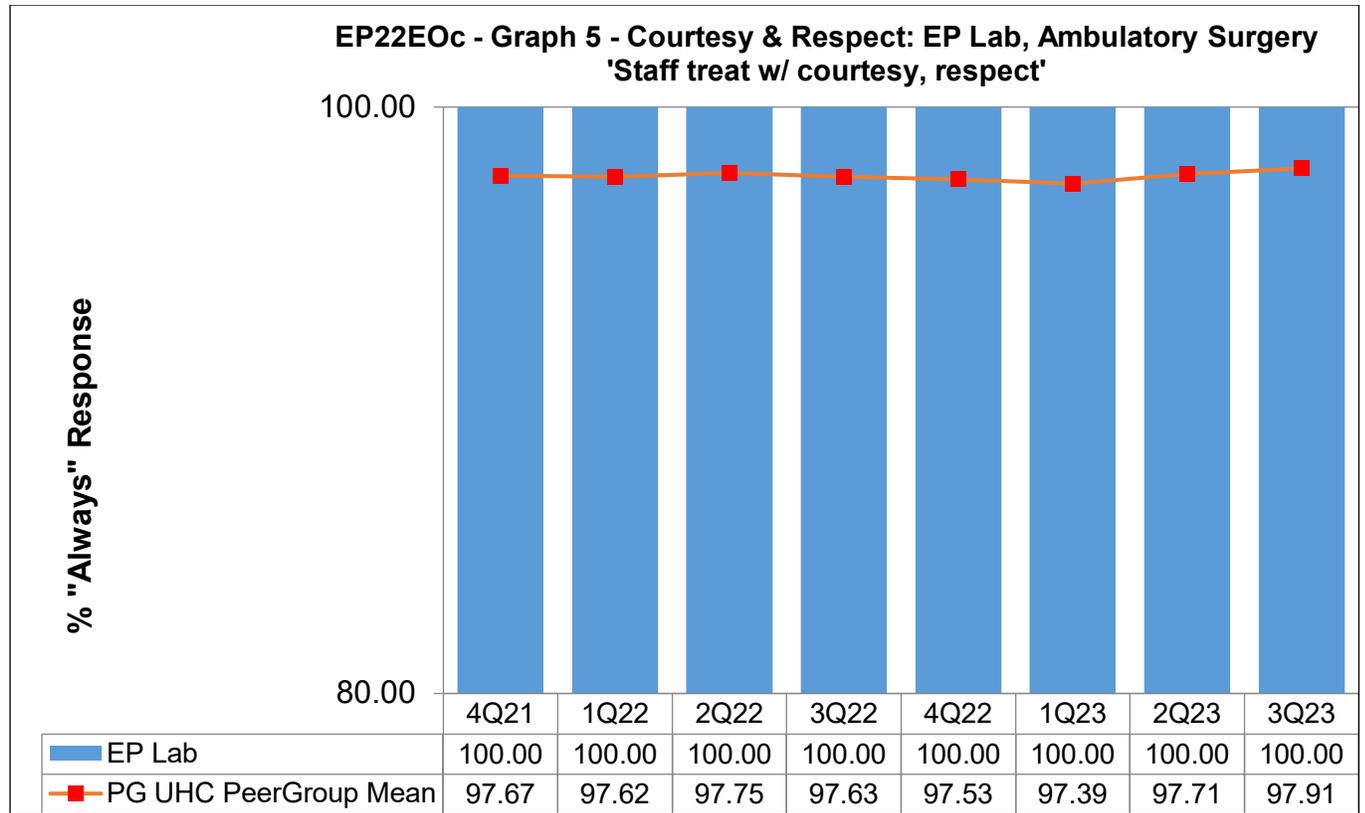
6	Infusion Center (606544)	CUMC Infusion	N
	Infusion Unit (606747)		Grouped by vendor with # 6
7	IR/INR-Radiology (606209, 250)	IR Srvc	Y
8	Radiation Oncology (606246)	CUMC Radiation Oncology	Y
9	Radiology (606202)	CUMC Radiology (Nursing only)	N
	Therapeutic Infusion (606117)		Grouped by vendor with # 6
10	Amb. Surg/PACU (MB3,4-605325)	AMB PACU	Y
11	Eye Inst. OR (4FL-605336)	Oph 4FL	Y
Units Outperforming vendor benchmark \geq 5 Quarters			7 of 11
Outperforming the vendor benchmarks \geq 5/8 quarters = Y			
At or below vendor benchmarks \geq 4/8 quarters = N			

EP22EOc.1—NYP/Columbia Courtesy and respect Graphs

EP22EOc-1 NYP/Columbia Courtesy and respect Graphs







EP22EOc-1 NYP/Columbia Courtesy and respect Graphs

