

## EP22EOd – QUALITY CARE MONITORING AND IMPROVEMENT

### AMBULATORY PATIENT EXPERIENCE: PAIN

*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:

d) *Pain*

Questions aligned to pain as approved by Magnet® and received from Press Ganey was selected from all the ambulatory care survey instruments, where available. Questions aligned to the pain category are not available from the vendor in the Q-Reviews survey

at NYP/Columbia. 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 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 ambulatory survey question is reported. All unit scores are benchmarked against a Press Ganey national mean benchmark indicated in each graph.

<b>Pain</b>		
<i>Survey Type</i>	<i>Question full text on the survey</i>	<i>Wording on graph</i>
Ambulatory Surgery	Did the doctors and nurses make sure you were as comfortable as possible?	Staff ensure you were comfortable
	Some ways to control pain include prescription medicine, over the counter pain relievers or ice packs. Did your doctor or anyone from the facility give you information about what to do if you had pain as a result of the procedure?	Information re subsequent pain
Emergency Department	Extent to which nurses checked ID bracelets before giving you medications	How well pain was addressed

### **Summary of Graphed Patient Satisfaction Data**

d) Pain: 6 out of 8 units outperform five quarters or more

<b>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</b>			
Serial #	DDCT Unit Name	Vendor Unit Name	Safety
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

	Infusion Center (606544)	CUMC Infusion	Category not available from vendor
	Infusion Unit (606747)		Category not available from vendor
6	IR/INR-Radiology (606209, 250)	IR Srvc	Y
	Radiation Oncology (606246)	CUMC Radiation Oncology	Category not available from vendor
	Radiology (606202)	CUMC Radiology (Nursing only)	Category not available from vendor
	Therapeutic Infusion (606117)		Category not available from vendor
7	Amb. Surg/PACU (MB3,4-605325)	AMB PACU	Y
8	Eye Inst. OR (4FL-605336)	Opth 4FL	Y
<b>Units Outperforming vendor benchmark <math>\geq</math> 5 Quarters</b>			<b>6 of 8</b>
Outperforming the vendor benchmarks $\geq$ 5/8 quarters = Y			
At or below vendor benchmarks $\geq$ 4/8 quarters = N			

### EP22EOd.1—NYP/Columbia Pain Graphs







