

EP21EOe – QUALITY CARE MONITORING AND IMPROVEMENT

INPATIENT PATIENT EXPERIENCE: PATIENT EDUCATION

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:

e) *Patient education*

Questions aligned to patient education 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.

Patient Education		
<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 explain things in a way you could understand?	Nurses explain in way you understand
	When I left the hospital, I clearly understood the purpose for taking each of my medications	Understood purpose of taking meds
	During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?	Info re symptoms/prob to look for
	Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	Tell you what new medicine was for
Press Ganey Inpatient Behavioral Health	Instructions on what to do if you need help after discharge (when to seek help, whom to call, etc.)	Discharge instructions if need help
Press Ganey Inpatient Rehab	How well the nurses instructed you about caring for yourself at home (including meds)	Nurses' inst. re homecare and meds

Summary of Graphed Patient Satisfaction Data

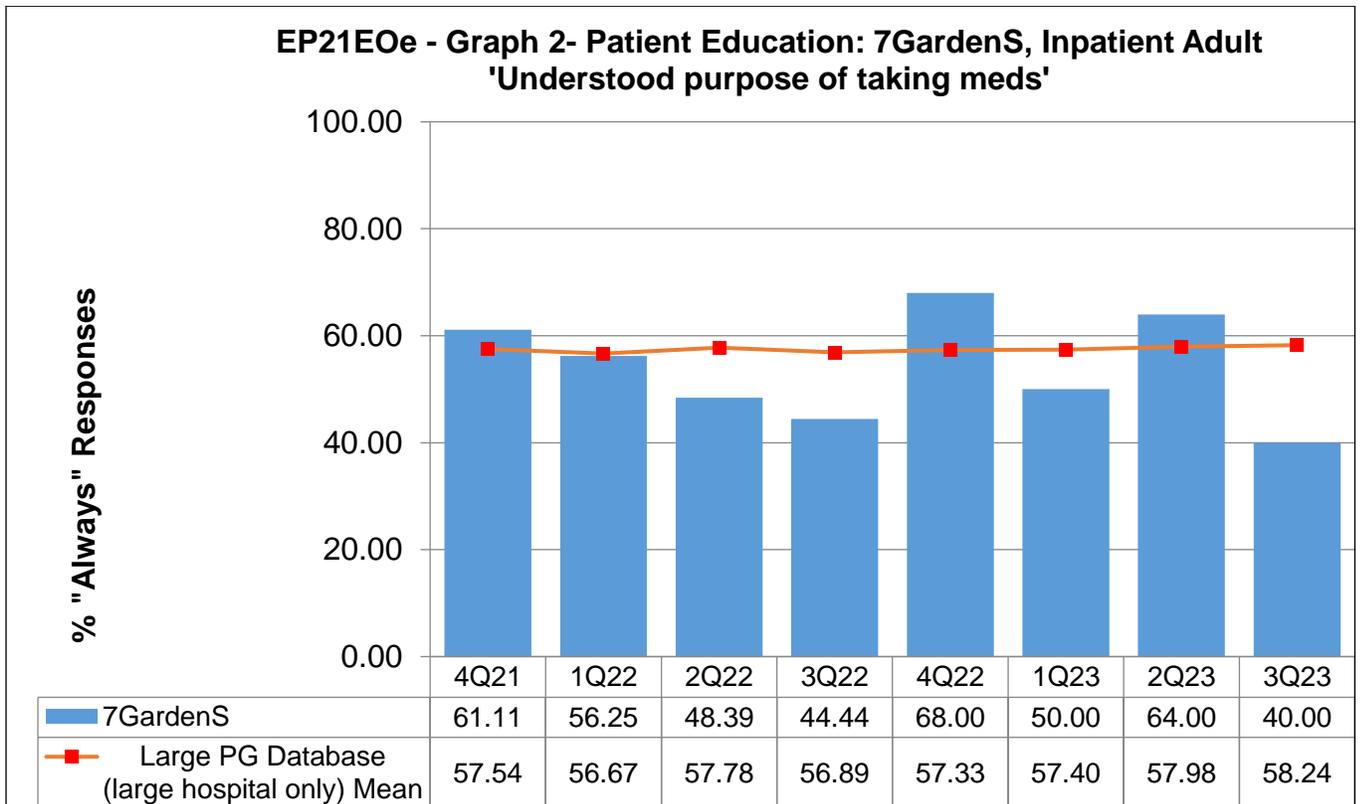
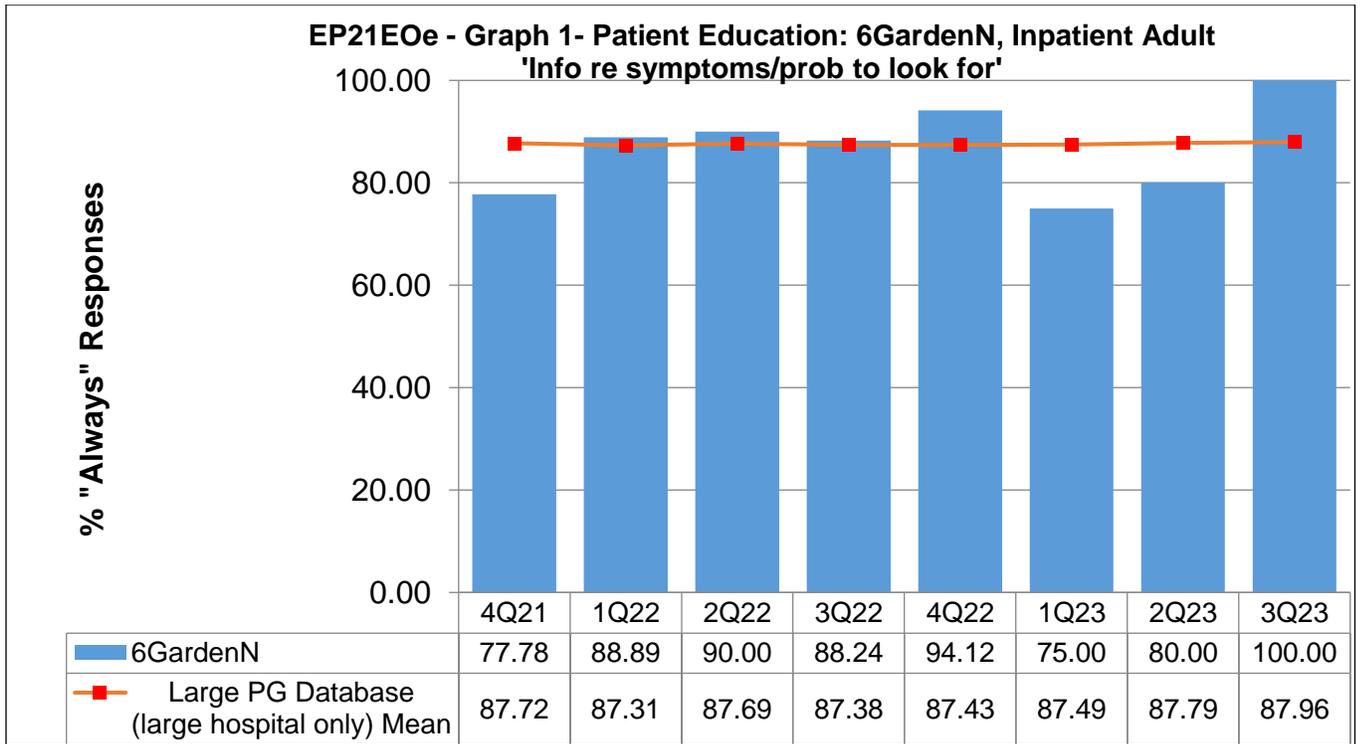
e) Patient education: 18 out of 24 units outperform five quarters or more

**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**

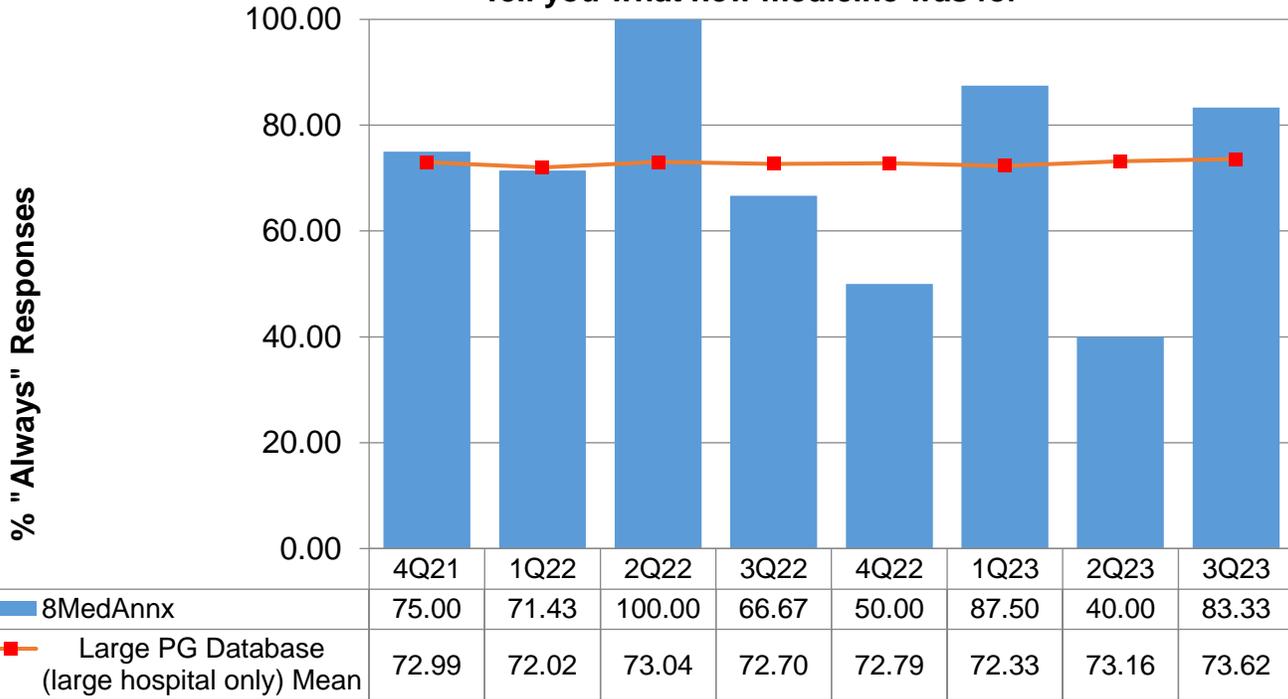
Serial #	DDCT Unit Name	PG Unit Name	Patient Education
1	Medical (6GN-605116)	6GardenN	Y
2	Medical (7GS-605161)	7GardenS	N
3	Medical (8MA-Med Annex-605712)	8MedAnnx	N
4	Medical Infectious Disease (6GS-605110)	6GardenS	Y
5	Medical Oncology (6HN-605118)	6HudsonN	Y
6	Neuro Medical (8HN-605128)	8HUDSONN	Y
7	BMT (HP11-605182)	Hrk11BMT	Y
8	Neuro Surgery (8HS-605158)	8HudsonS	Y
9	Surgical Oncology (7HS-605154)	SURG ONC	Y
10	Transplant (M9H-605160)	9Hudson	Y
11	Hospitalist/Ortho/Surgical (9GS-605124)	9GardenS	Y
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	Y
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	N
25	Cath Lab (606101)	CATH LAB	Y
26	Amb. Surg/PACU (MB3,4-605325)	PACU	N
Units Outperforming Press Ganey benchmark \geq 5 Quarters			18 of 24
Outperforming the Press Ganey benchmarks \geq 5/8 quarters = Y			
At or below Press Ganey benchmarks \geq 4/8 quarters = N			

EP21EOe.1—NYP/Columbia Patient Education Graphs

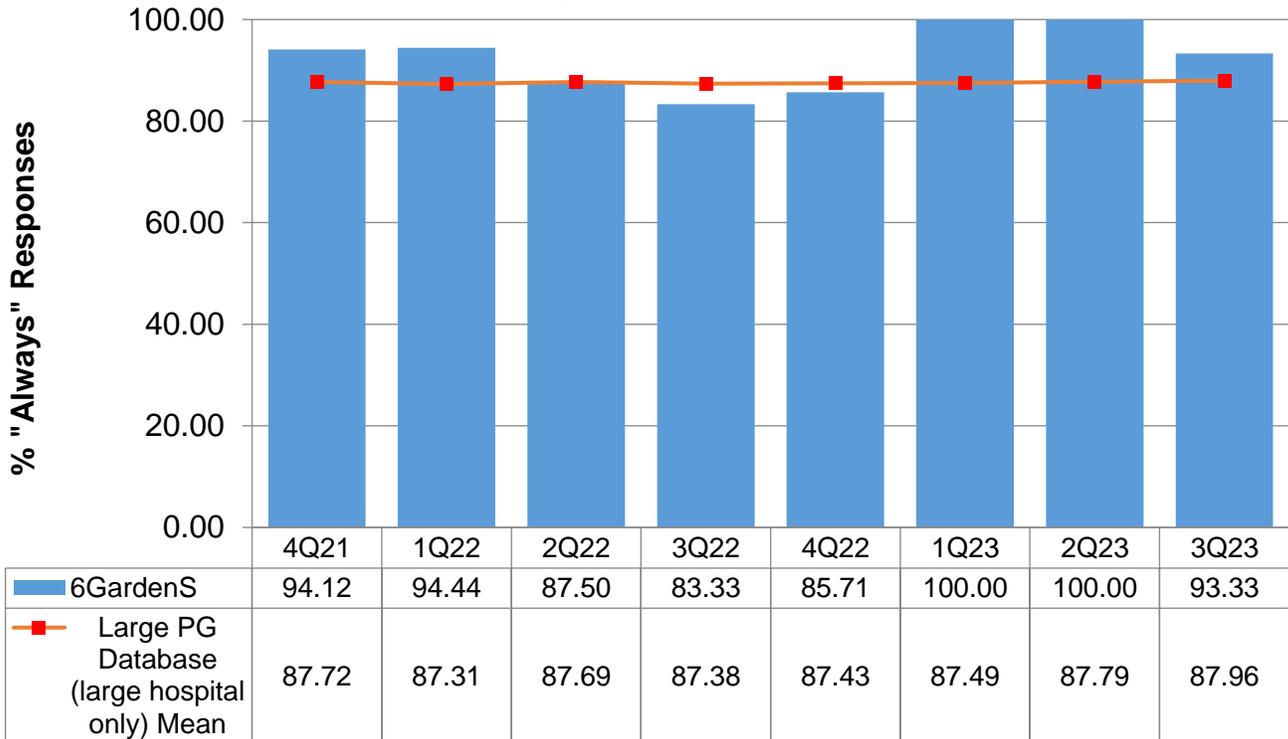
EP21EOe.1— NYP/Columbia Patient Education Graphs



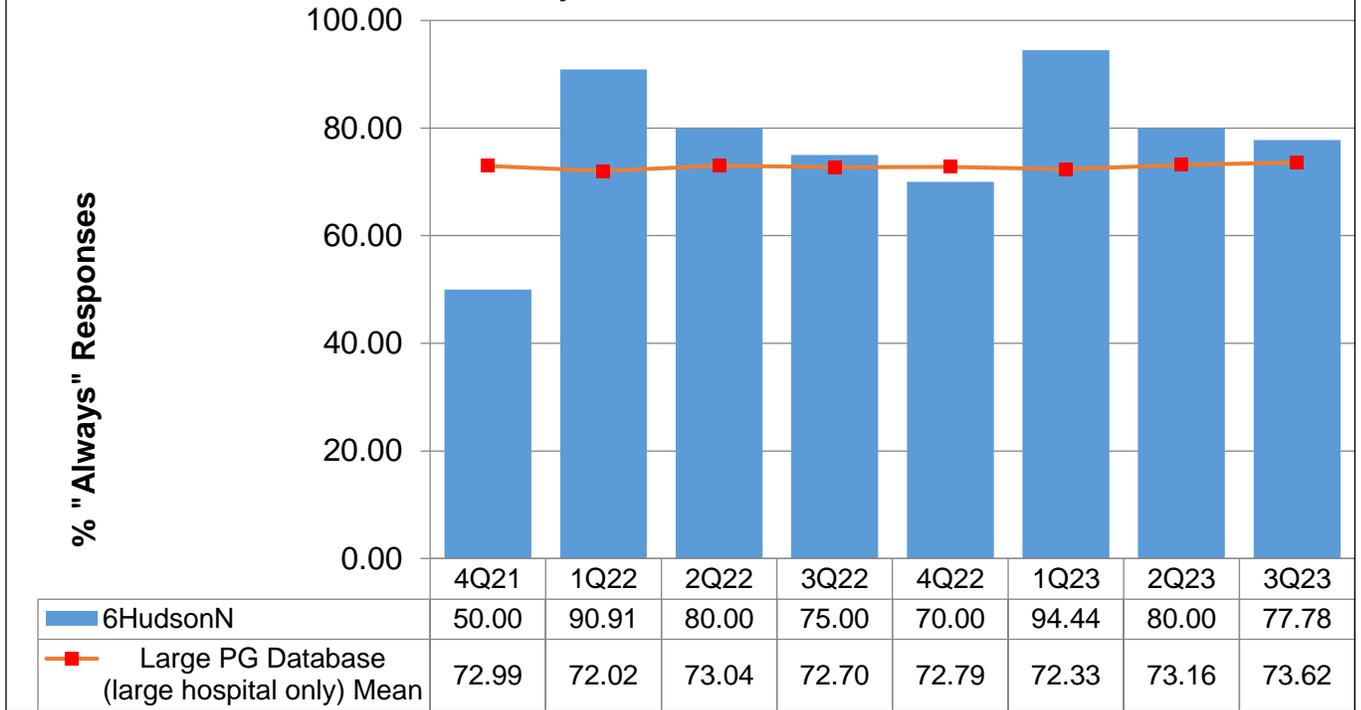
**EP21EOe - Graph 3- Patient Education: 8MedAnnx, Inpatient Adult
'Tell you what new medicine was for'**



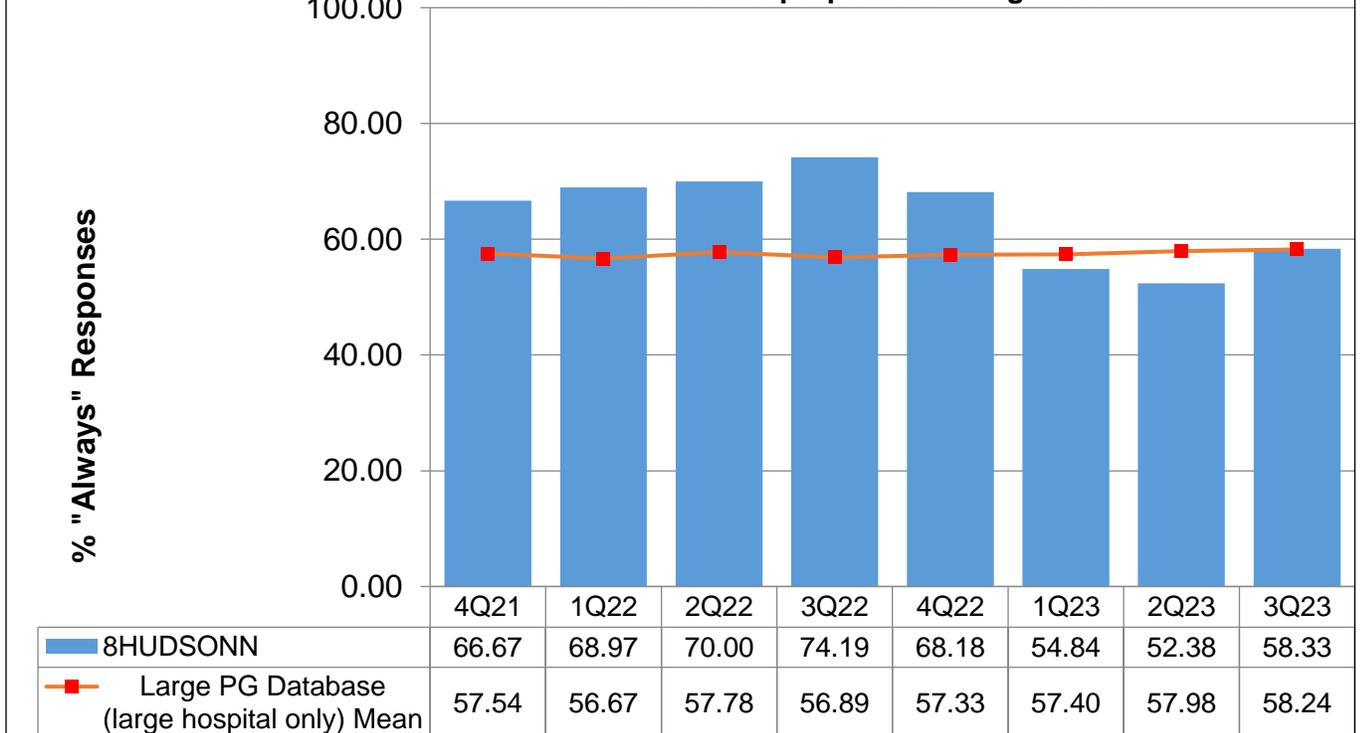
**EP21EOe - Graph 4- Patient Education: 6GardenS, Inpatient Adult
'Info re symptoms/prob to look for'**



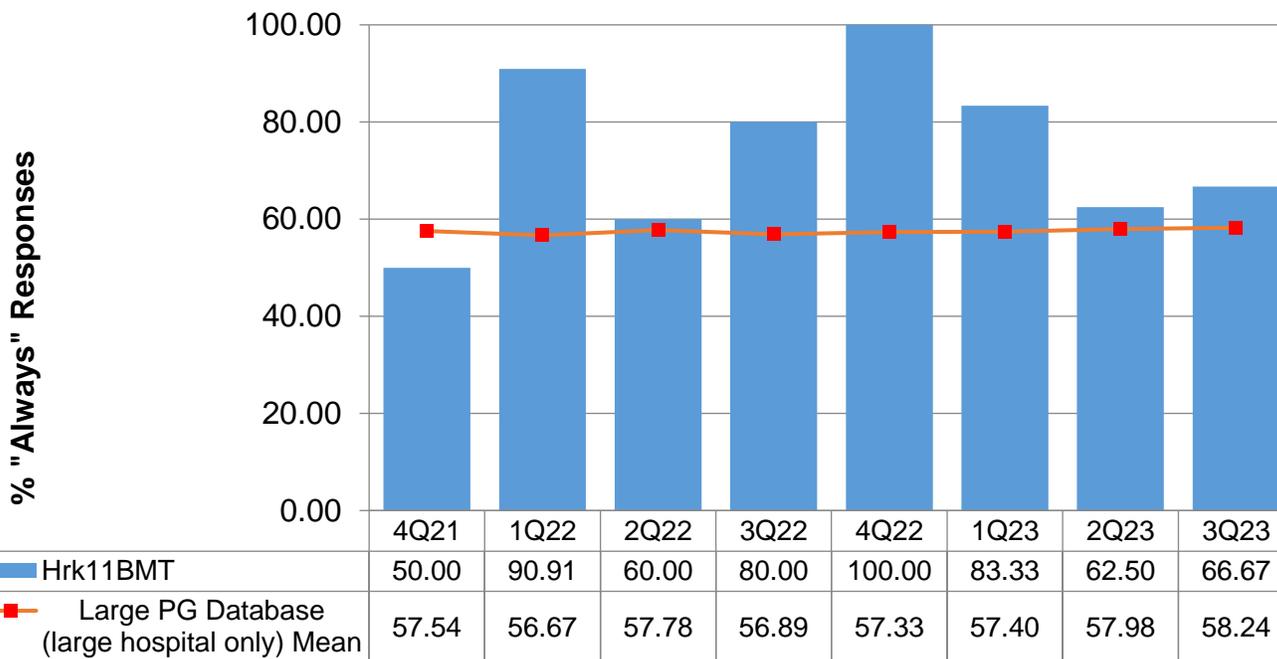
**EP21EOe - Graph 5- Patient Education: 6HudsonN, Inpatient Adult
'Tell you what new medicine was for'**



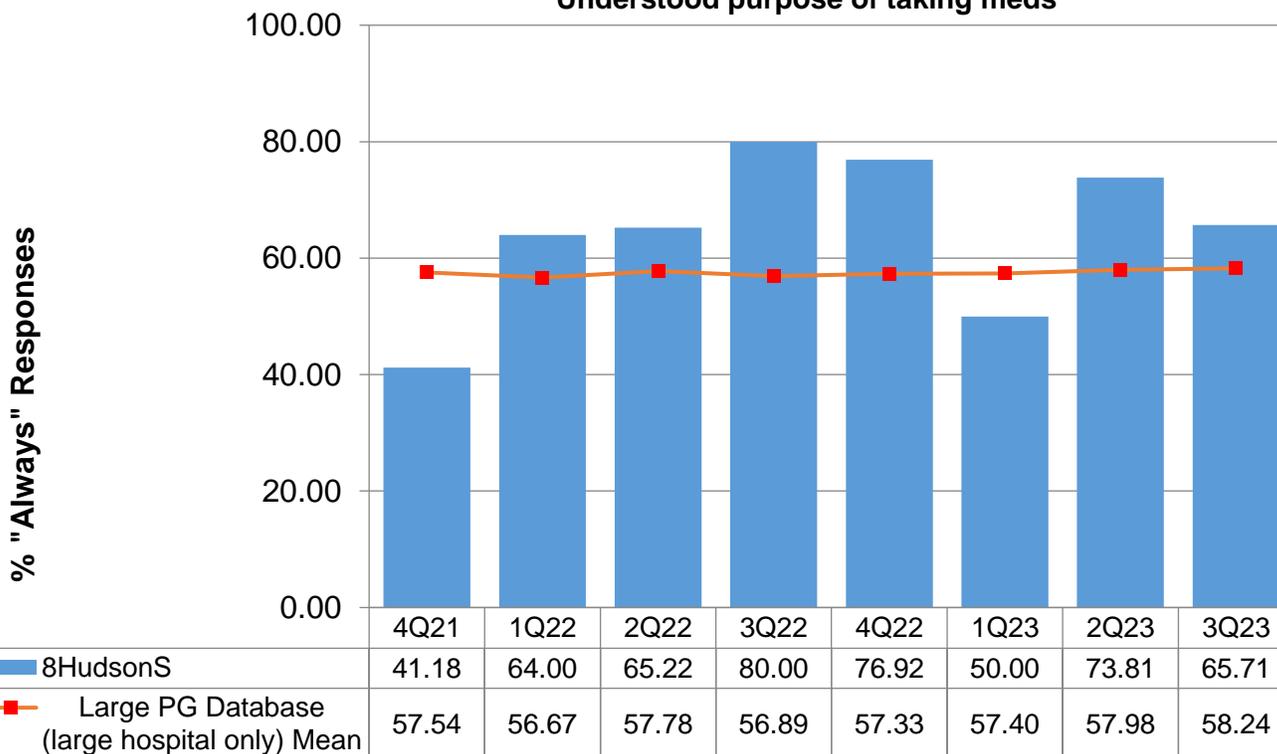
**EP21EOe - Graph 6- Patient Education: 8HUDSONN, Inpatient Adult
'Understood purpose of taking meds'**



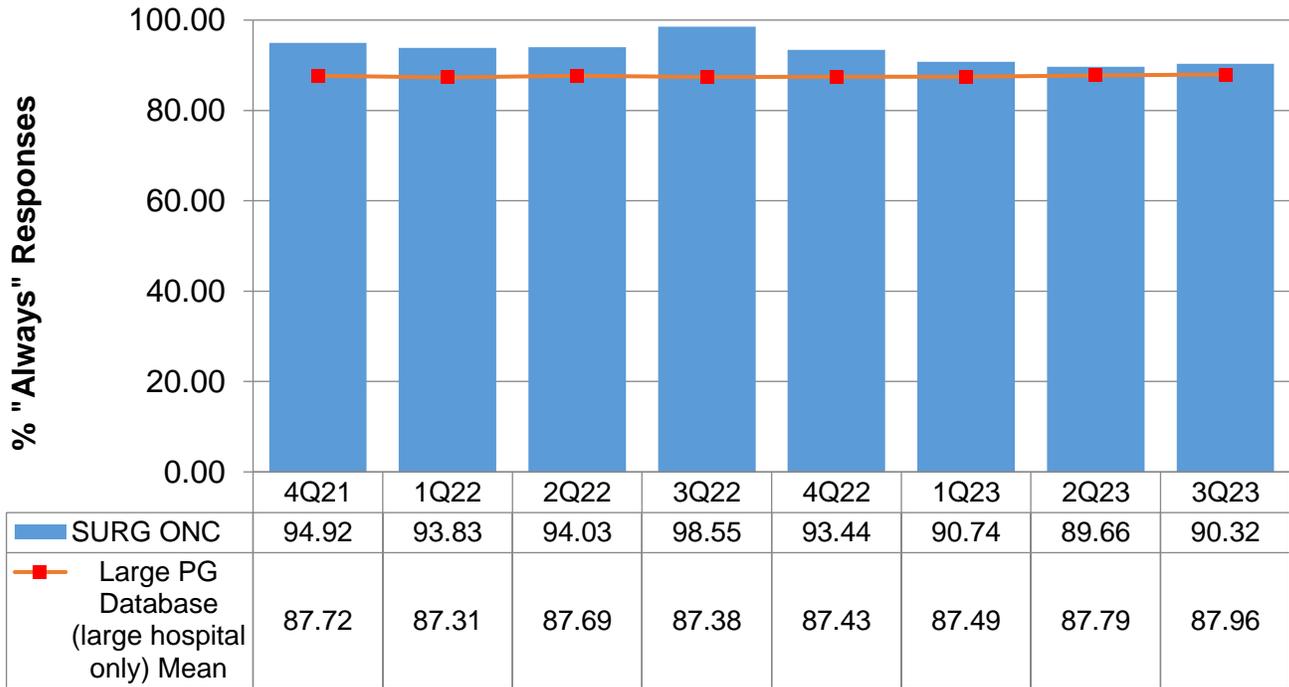
**EP21EOe - Graph 7- Patient Education: Hrk11BMT, Inpatient Adult
'Understood purpose of taking meds'**



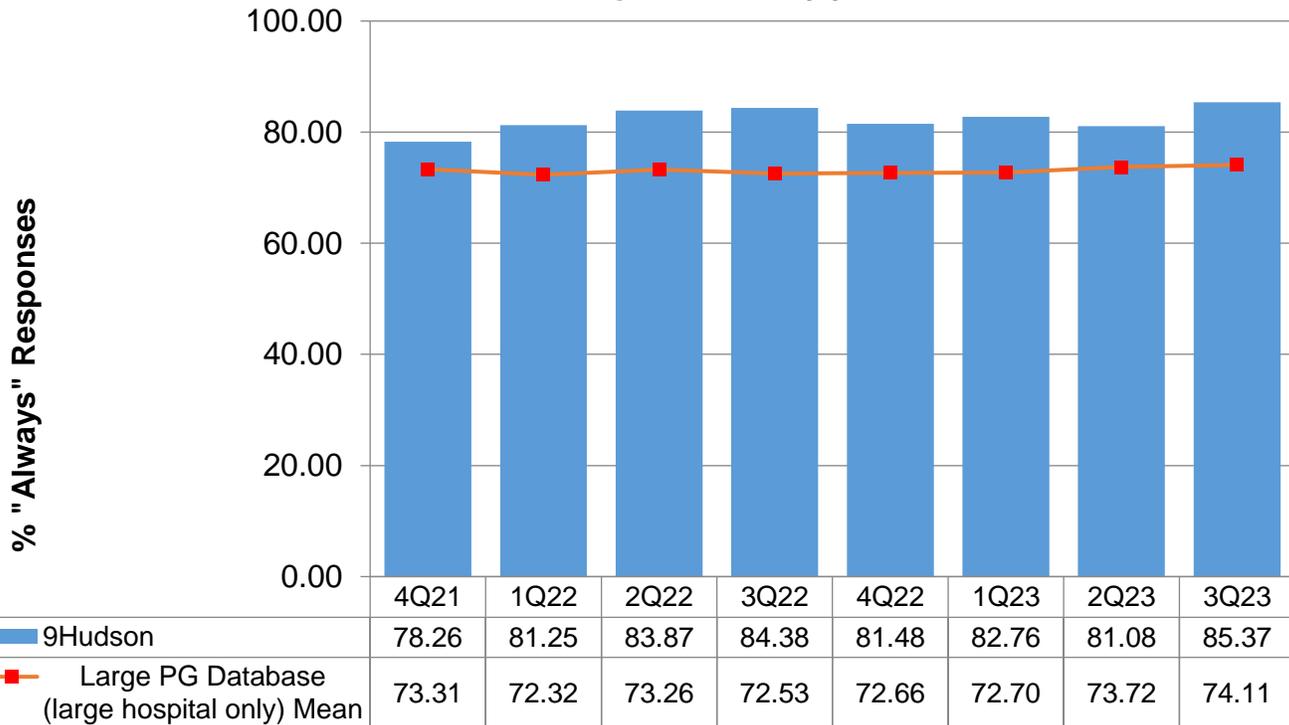
**EP21EOe - Graph 8- Patient Education: 8HudsonS, Inpatient Adult
'Understood purpose of taking meds'**



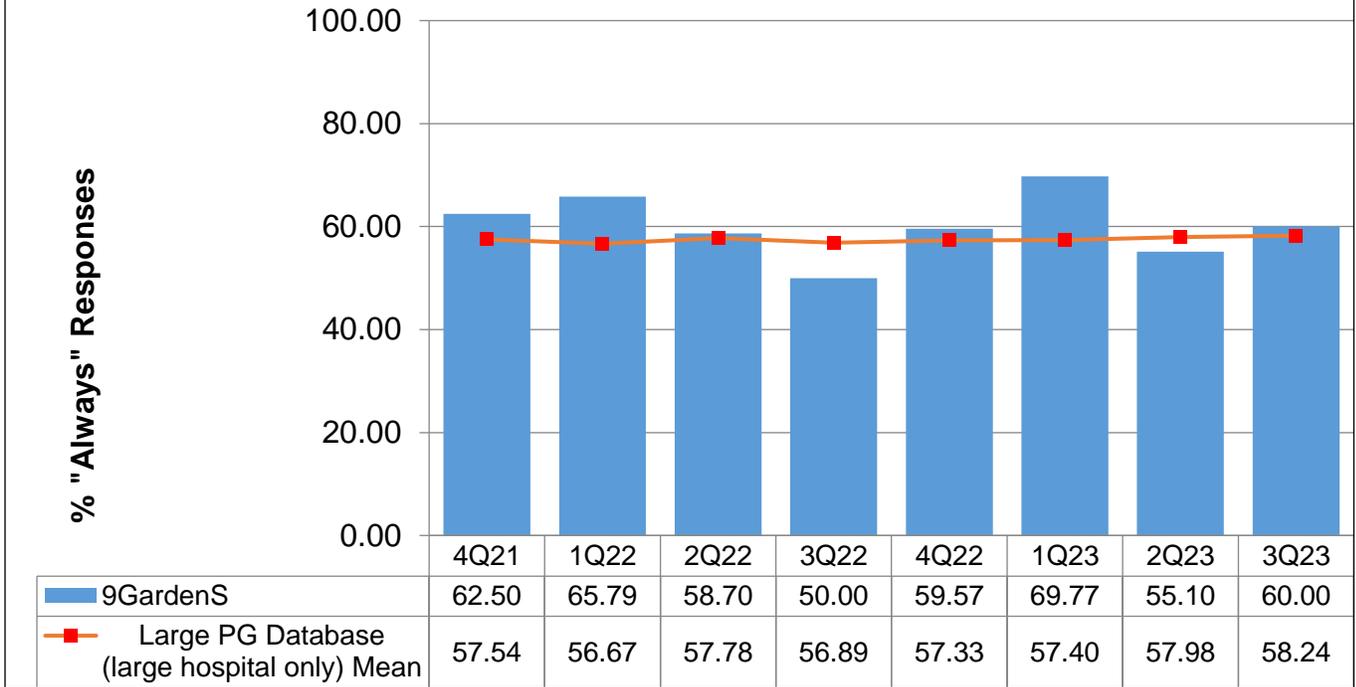
EP21EOe - Graph 9- Patient Education: SURG ONC, Inpatient Adult
'Info re symptoms/prob to look for'



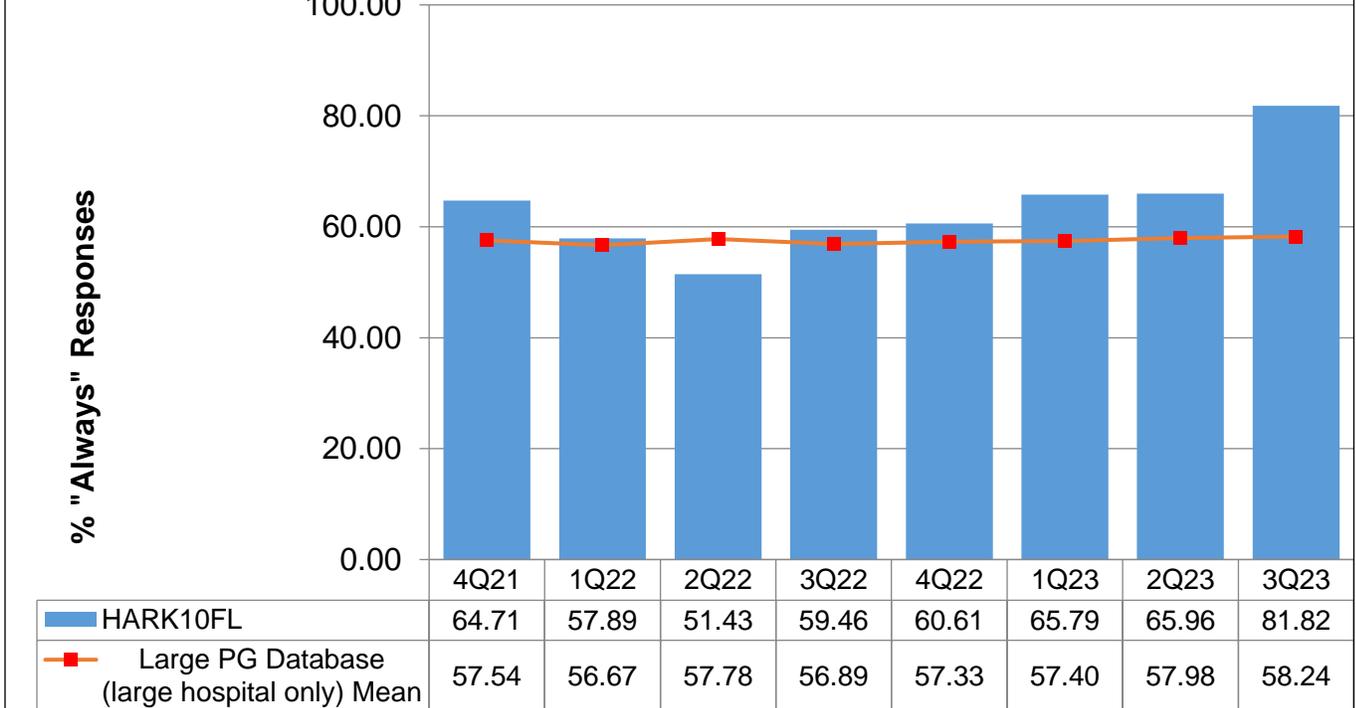
EP21EOe - Graph 10- Patient Education: 9Hudson, Inpatient Adult
'Nurses explain in a way you understand'



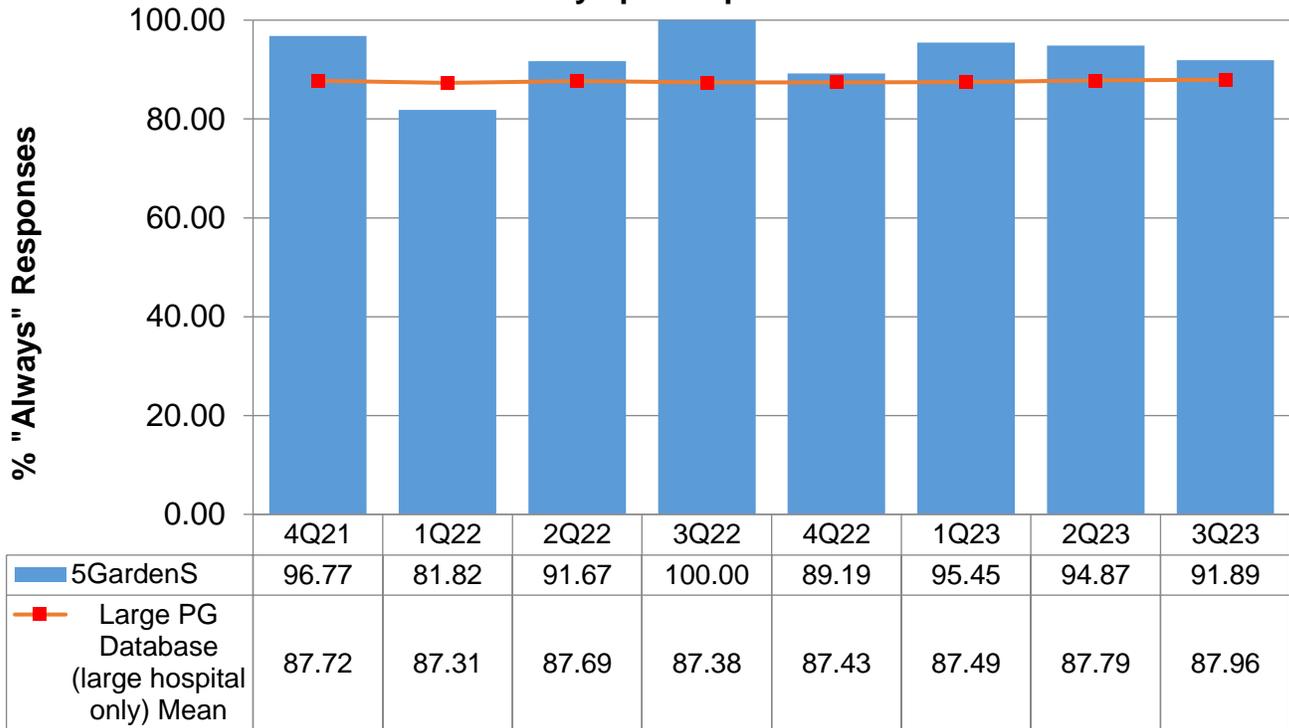
**EP21EOe - Graph 11- Patient Education: 9GardenS, Inpatient Adult
'Understood purpose of taking meds'**



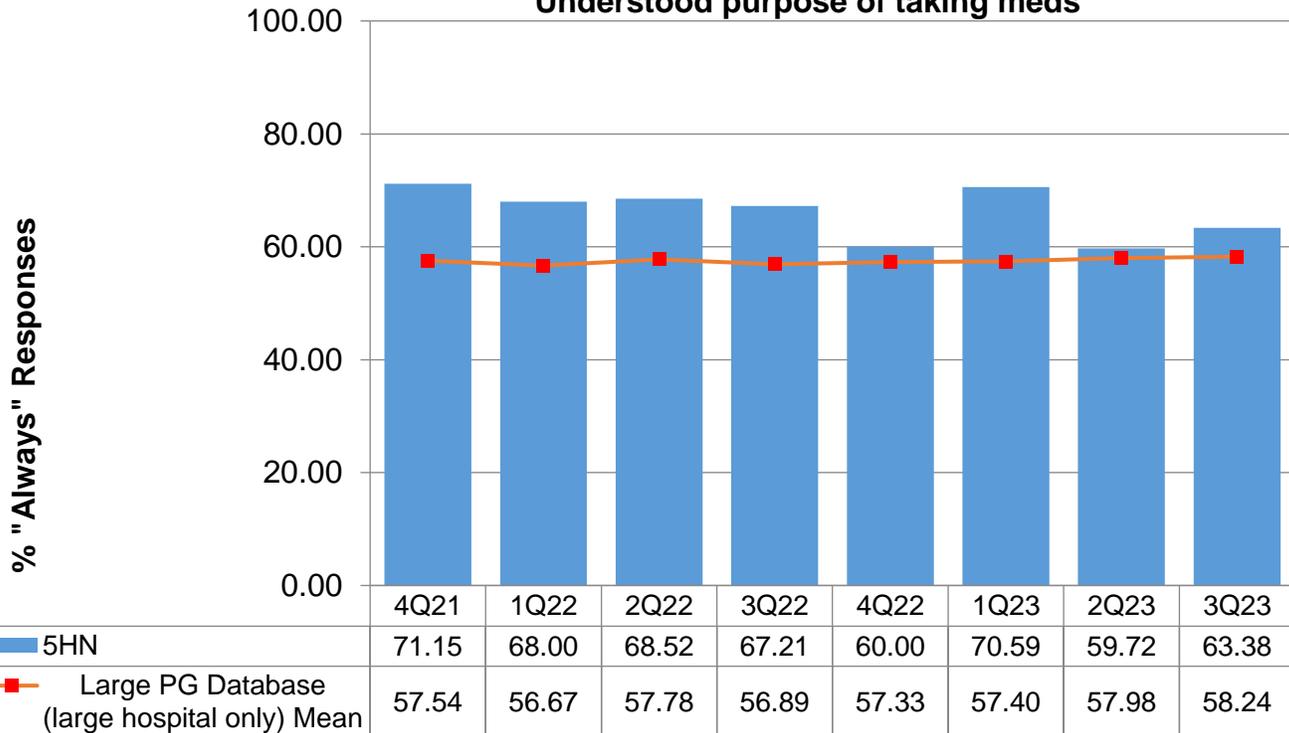
**EP21EOe - Graph 12- Patient Education: HARK10FL, Inpatient Adult
'Understood purpose of taking meds'**



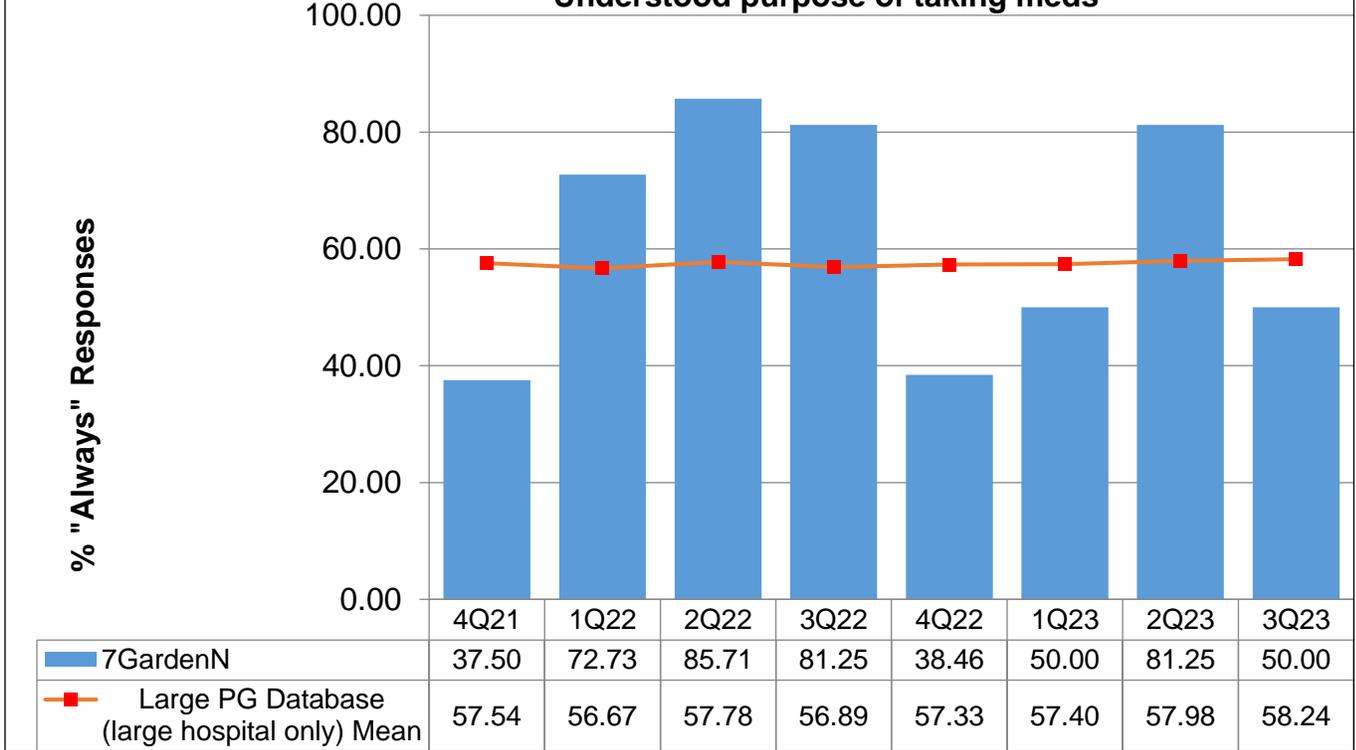
**EP21EOe - Graph 13- Patient Education: 5GardenS, Inpatient Adult
'Info re symptoms/prob to look for'**



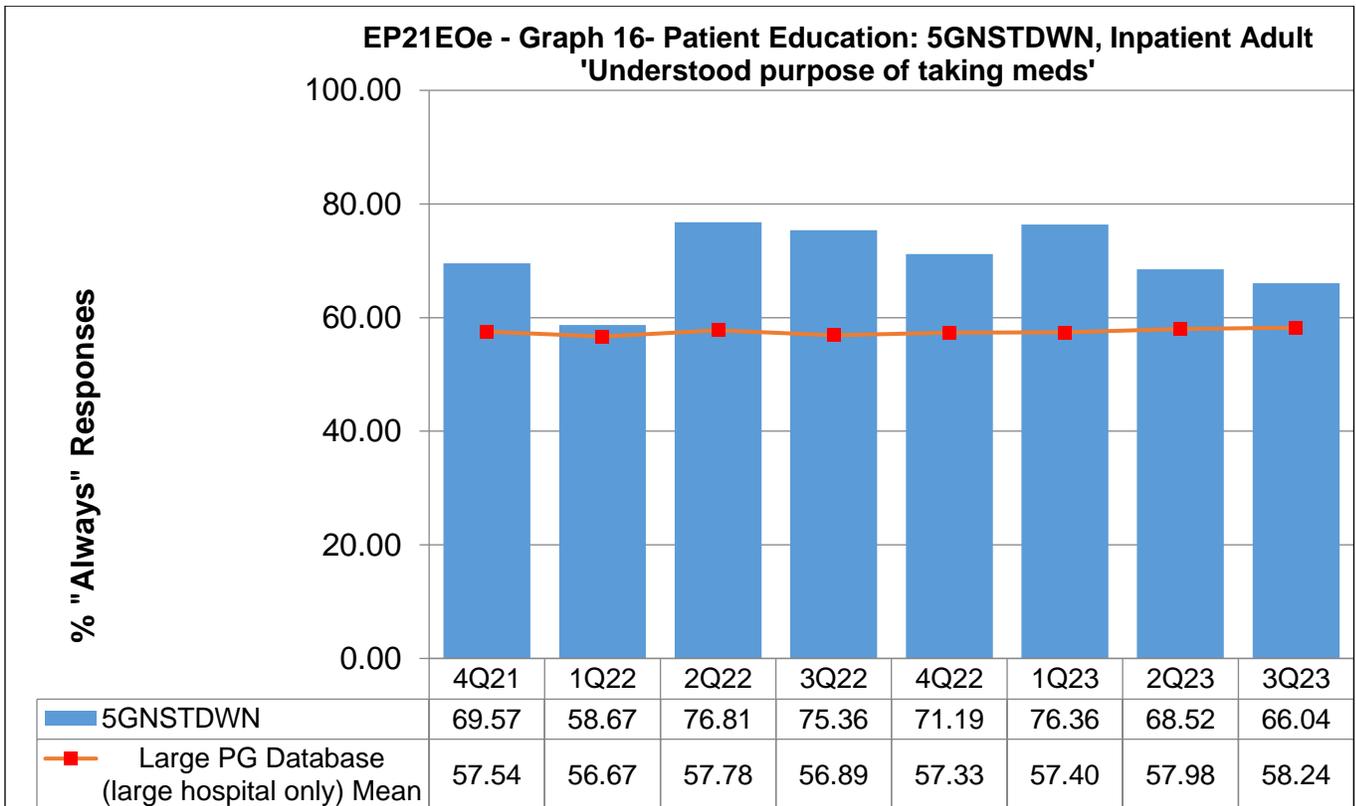
**EP21EOe - Graph 14- Patient Education: 5HN, Inpatient Adult
'Understood purpose of taking meds'**



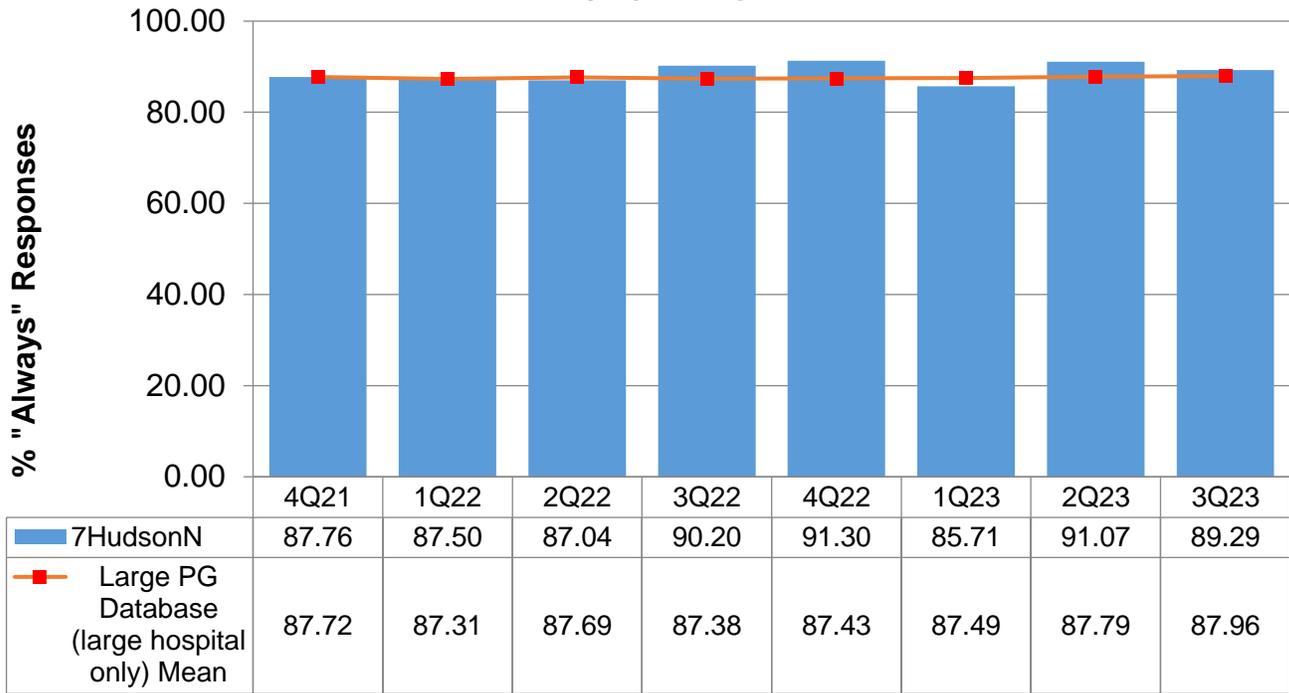
**EP21EOe - Graph 15- Patient Education: 7GardenN, Inpatient Adult
'Understood purpose of taking meds'**



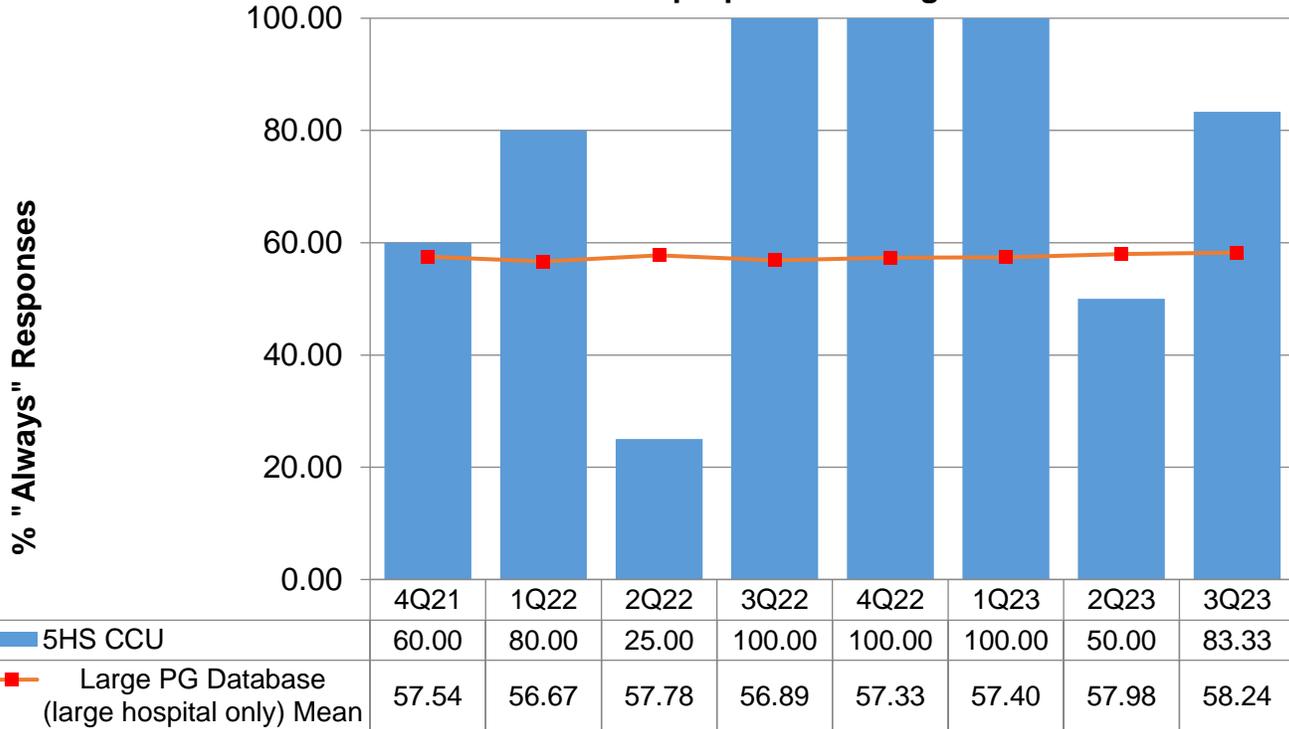
**EP21EOe - Graph 16- Patient Education: 5GNSTDWN, Inpatient Adult
'Understood purpose of taking meds'**



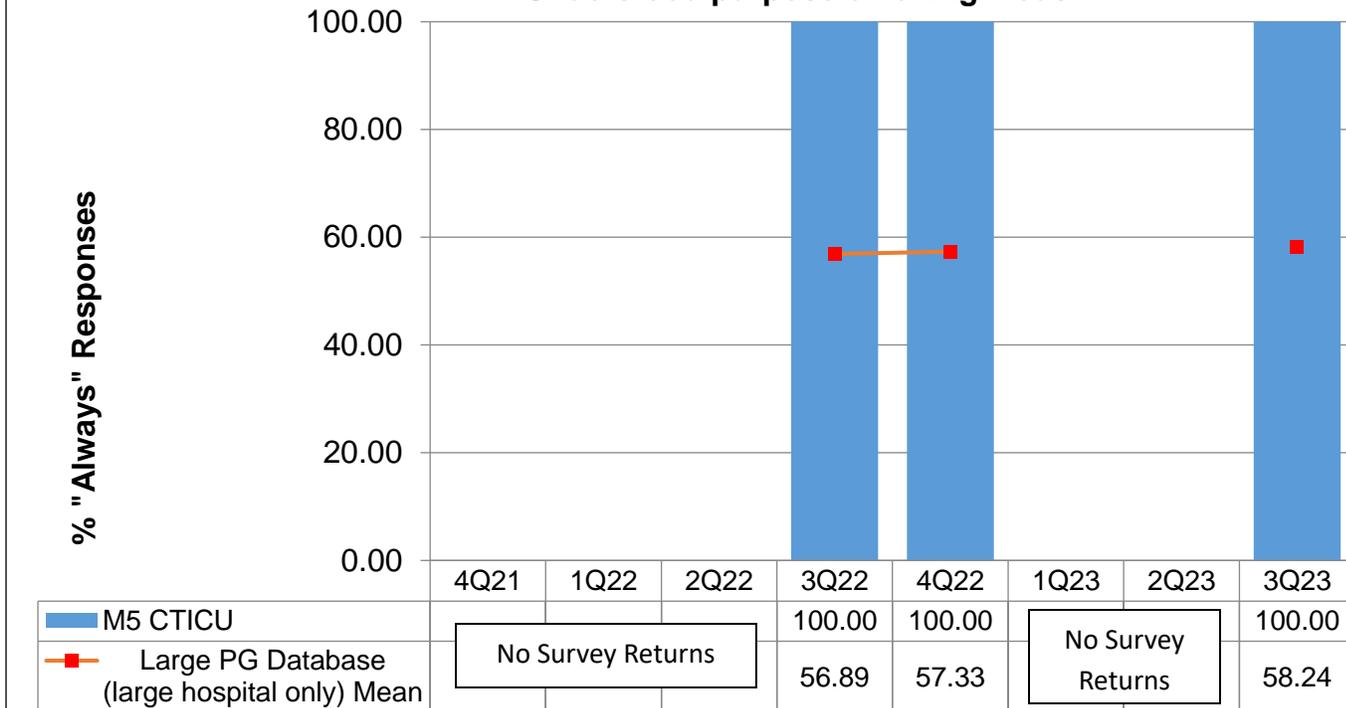
**EP21EOe - Graph 17- Patient Education: 7HudsonN, Inpatient Adult
'Info re symptoms/prob to look for'**



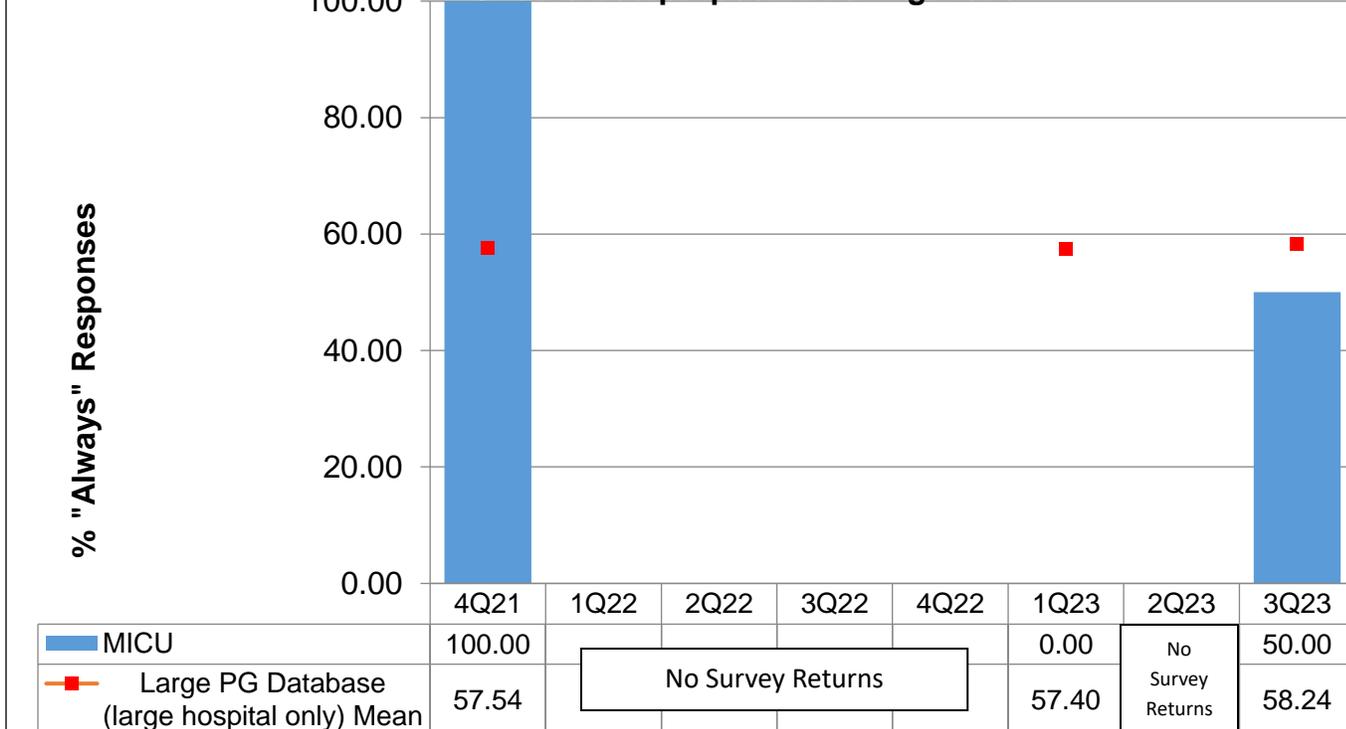
**EP21EOe - Graph 18- Patient Education: 5HS CCU, Inpatient Adult
'Understood purpose of taking meds'**



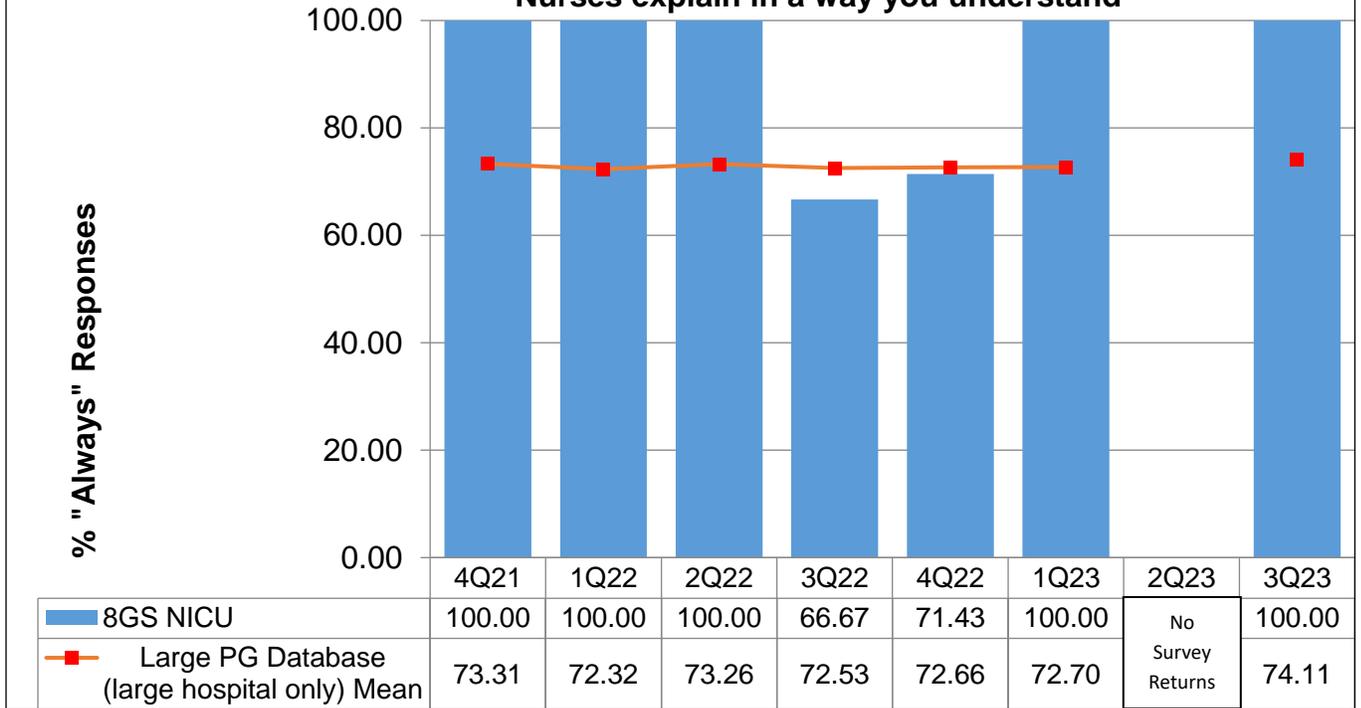
**EP21EOe - Graph 19- Patient Education: M5 CTICU, Inpatient Adult
'Understood purpose of taking meds'**



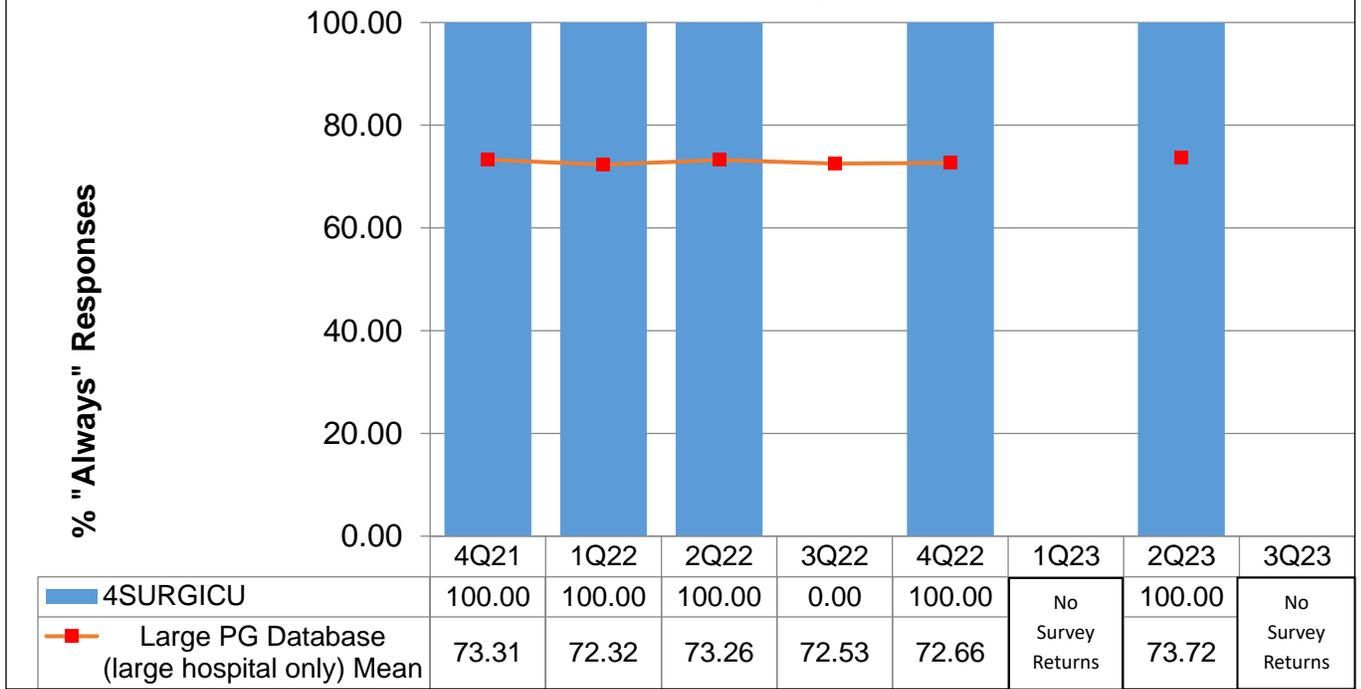
**EP21EOe - Graph 20- Patient Education: MICU, Inpatient Adult
'Understood purpose of taking meds'**

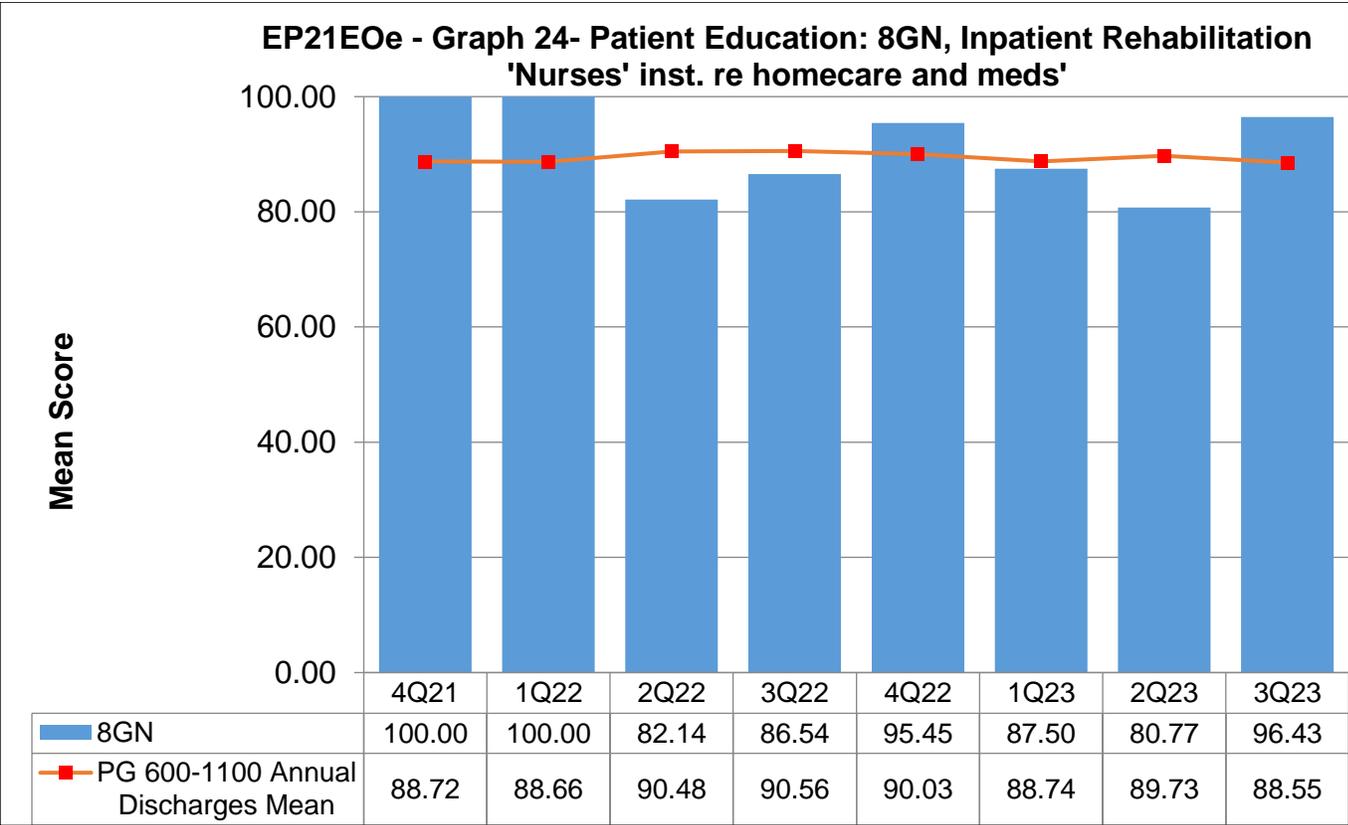
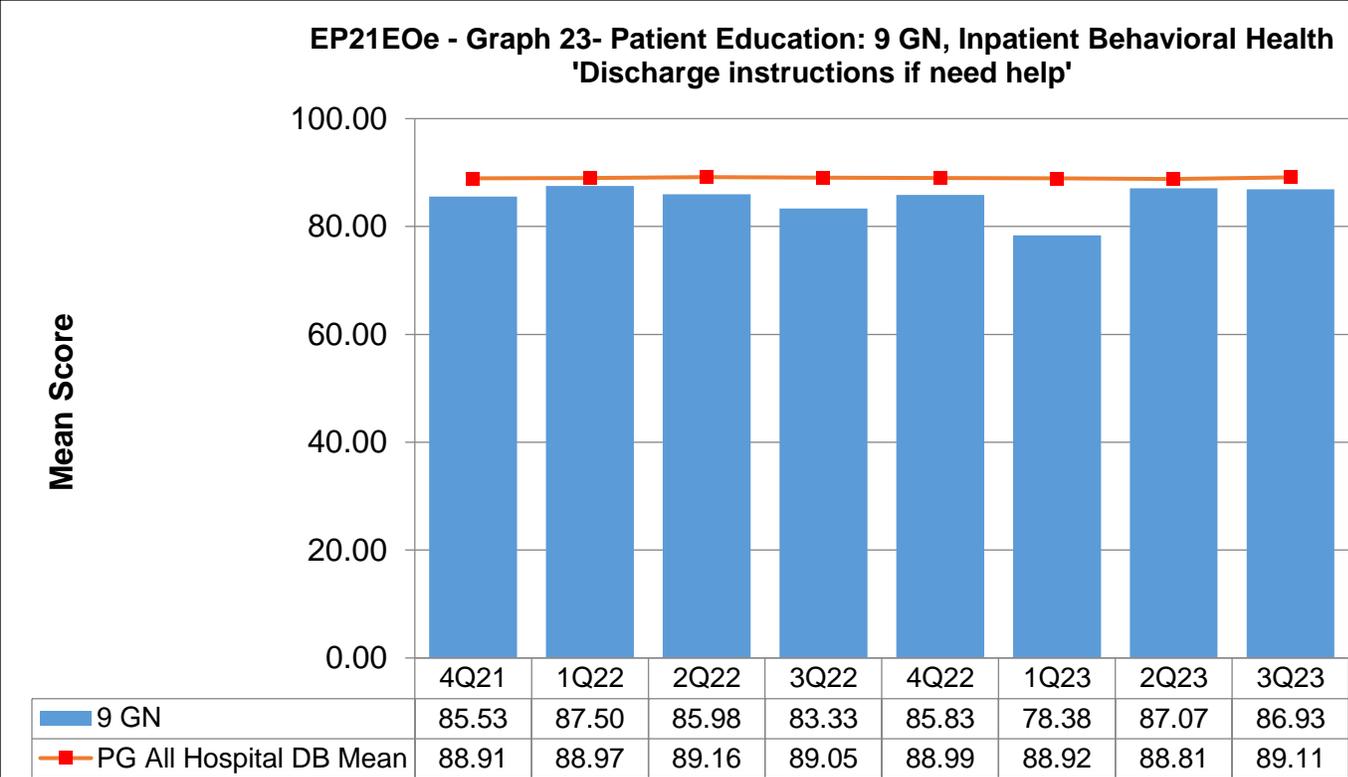


**EP21EOe - Graph 21- Patient Education: 8GS NICU, Inpatient Adult
'Nurses explain in a way you understand'**

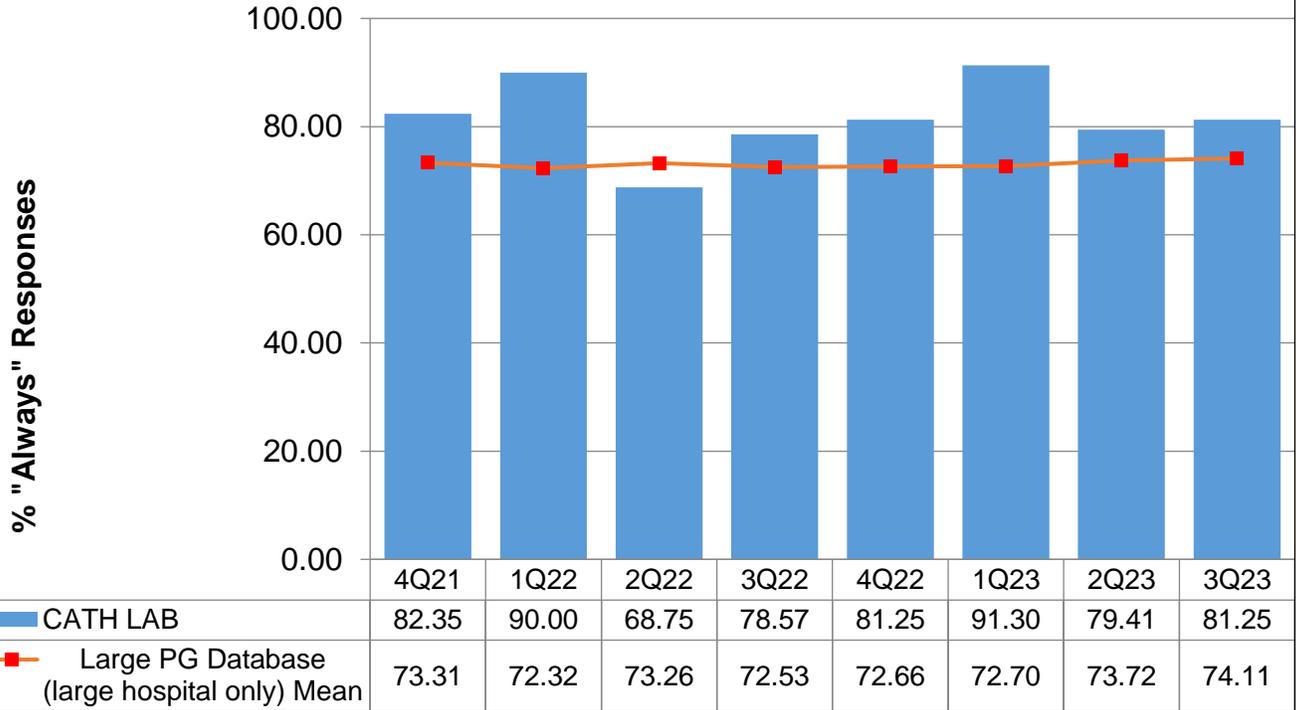


**EP21EOe - Graph 22- Patient Education: 4SURGICU, Inpatient Adult
'Nurses explain in a way you understand'**





**EP21EOe - Graph 25- Patient Education: CATH LAB, Inpatient Adult
'Nurses explain in a way you understand'**



**EP21EOe - Graph 26- Patient Education: PACU, Inpatient Adult
'Understood purpose of taking meds'**

