

EP21EOf – QUALITY CARE MONITORING AND IMPROVEMENT

INPATIENT PATIENT EXPERIENCE: PATIENT ENGAGEMENT

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:

f) *Patient engagement*

Questions aligned to patient engagement 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 Engagement		
<i>Survey Type</i>	<i>Question full text on the survey</i>	<i>Wording on graph</i>
HCAHPS	When I left the hospital, I had a good understanding of the things I was responsible for in managing my health	Good understanding managing health
Press Ganey Inpatient Behavioral Health	Staff’s efforts to include you in decisions about your care	Included in decisions re care
Press Ganey Inpatient Rehab	How well nurses kept you informed about your treatment and progress	Nurses kept you informed

Summary of Graphed Patient Satisfaction Data

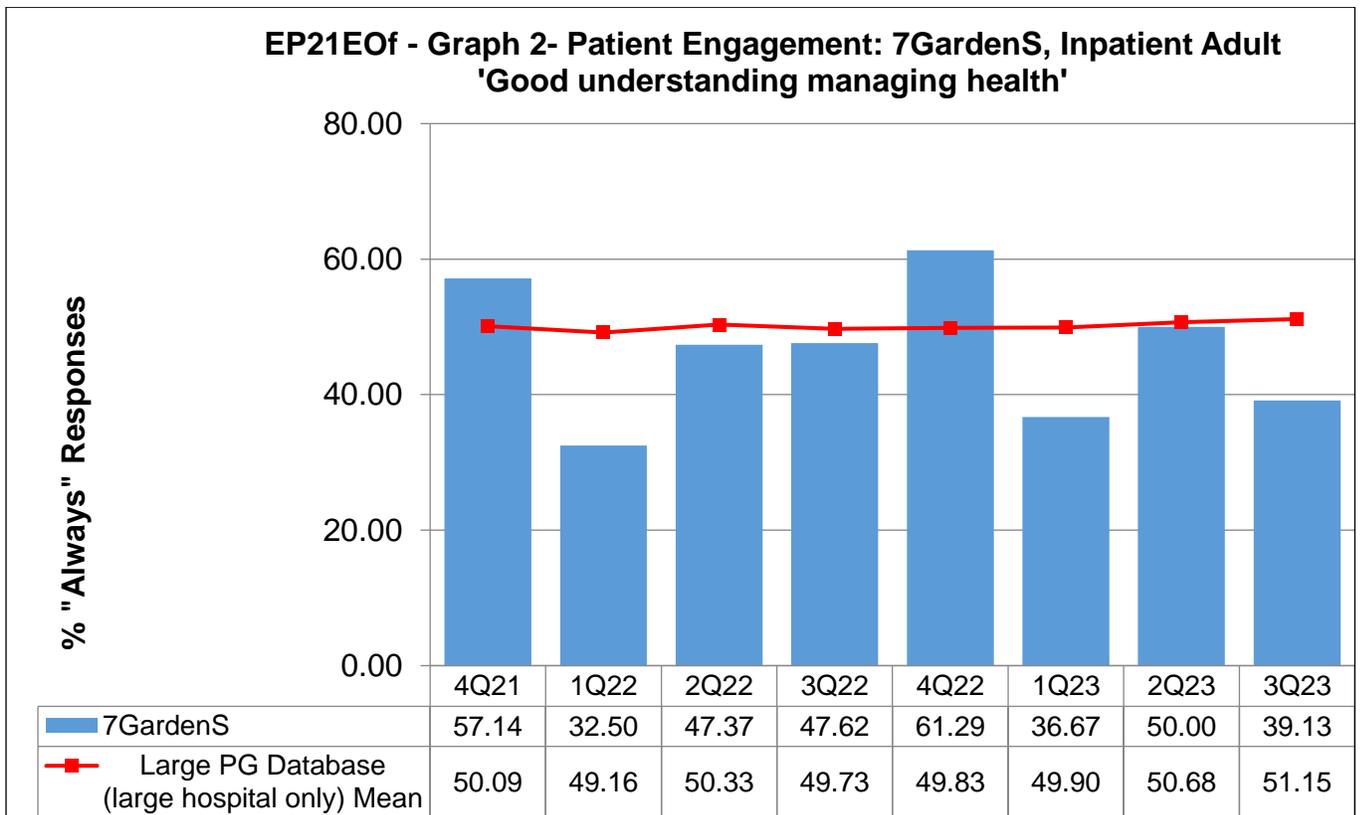
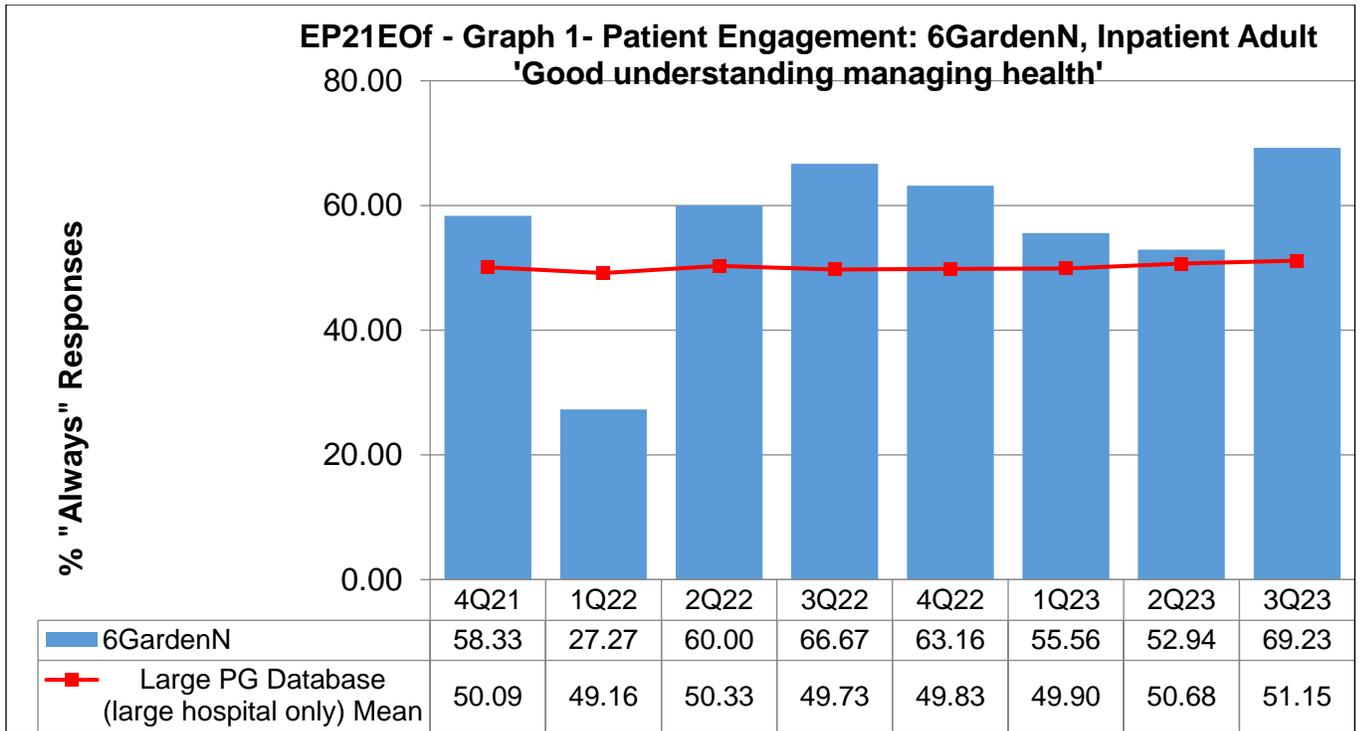
f) Patient engagement: 17 out of 23 units outperform five quarters or more

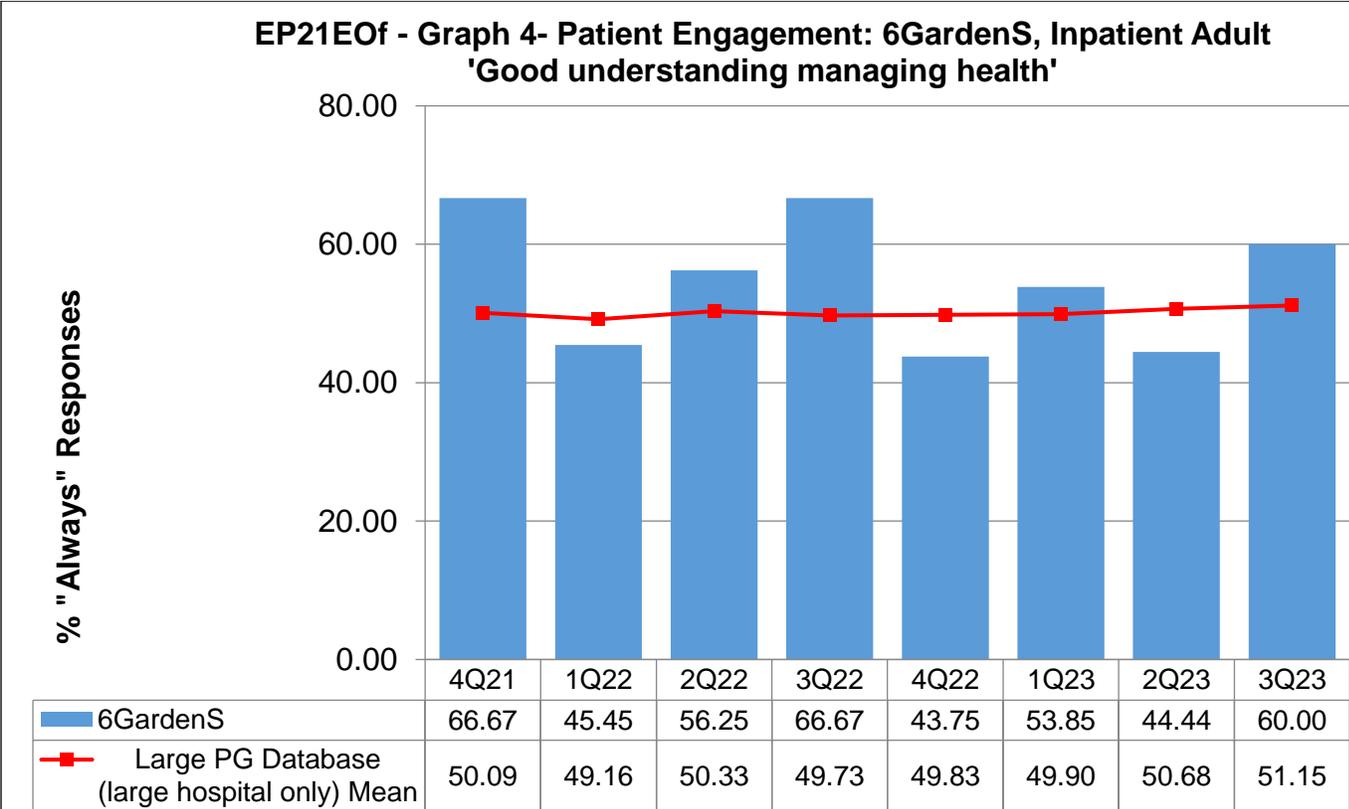
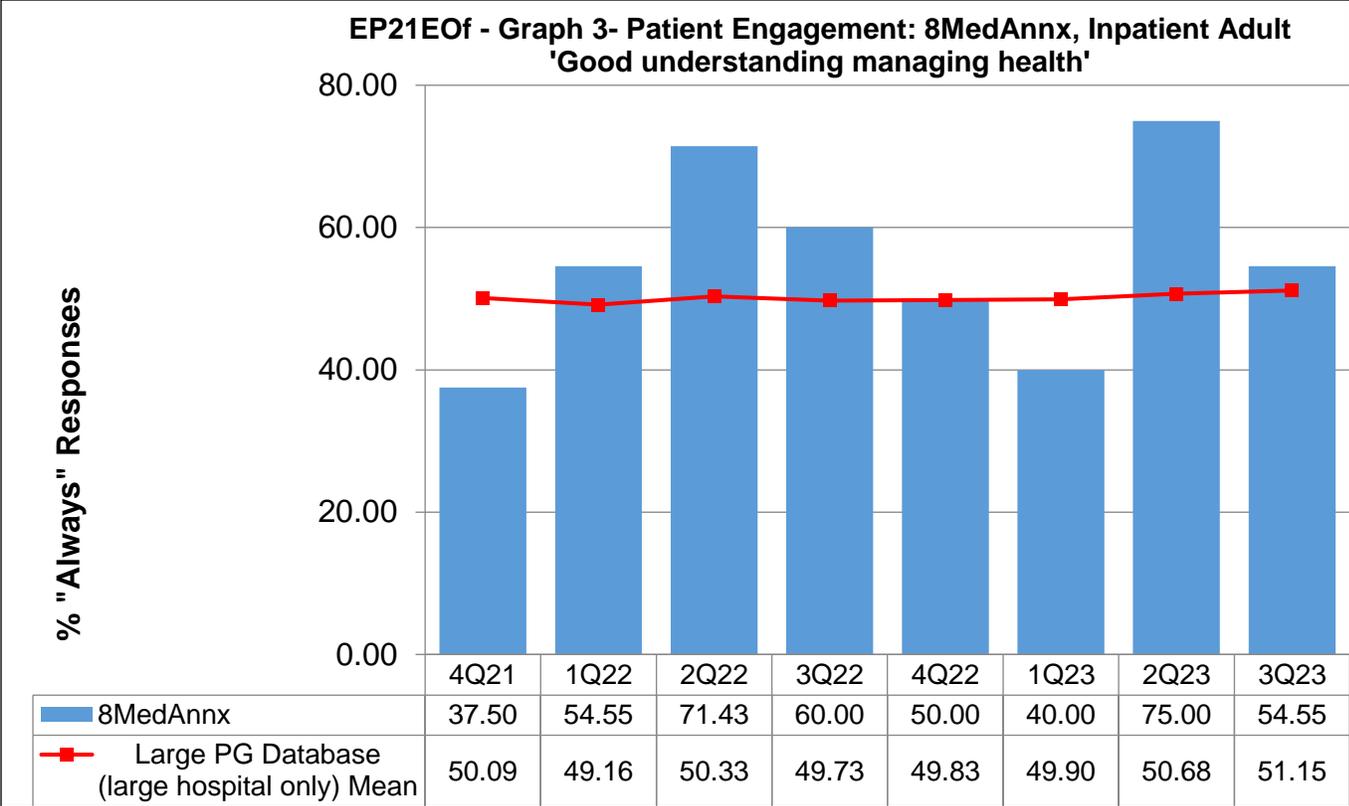
NewYork-Presbyterian/Columbia University Irving Medical Center (NYP/Columbia) Patient Satisfaction Indicator Performance Summary for Inpatient Units 4Q Calendar Year 2021 to 3Q Calendar Year 2023			
Serial #	DDCT Unit Name	PG Unit Name	Patient Engagement
1	Medical (6GN-605116)	6GardenN	Y
2	Medical (7GS-605161)	7GardenS	N
3	Medical (8MA-Med Annex-605712)	8MedAnnx	Y
4	Medical Infectious Disease (6GS-605110)	6GardenS	Y

5	Medical Oncology (6HN-605118)	6HudsonN	Y
6	Neuro Medical (8HN-605128)	8HUDSONN	N
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	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	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	< 8 Qtrs. of Survey Returns
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	Y
Units Outperforming Press Ganey benchmark \geq 5 Quarters			17 of 23
Outperforming the Press Ganey benchmarks \geq 5/8 quarters = Y			
At or below Press Ganey benchmarks \geq 4/8 quarters = N			

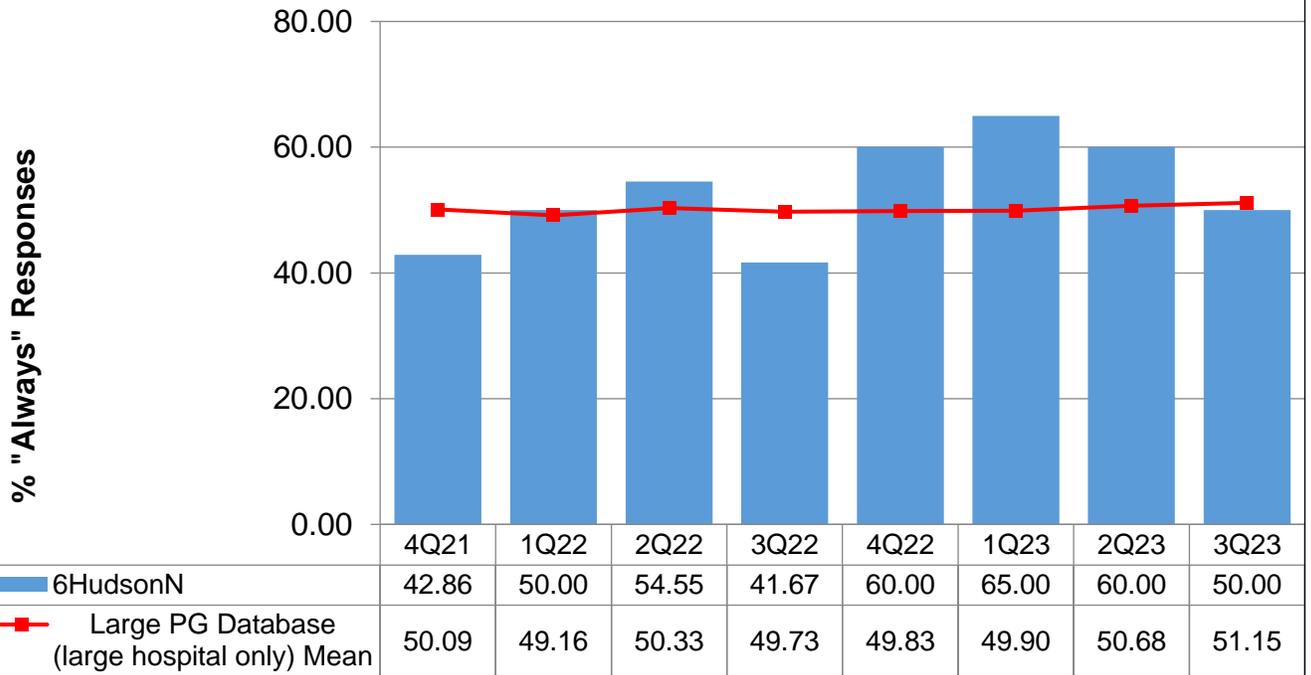
EP21EOf.1—NYP/Columbia Patient Engagement Graphs

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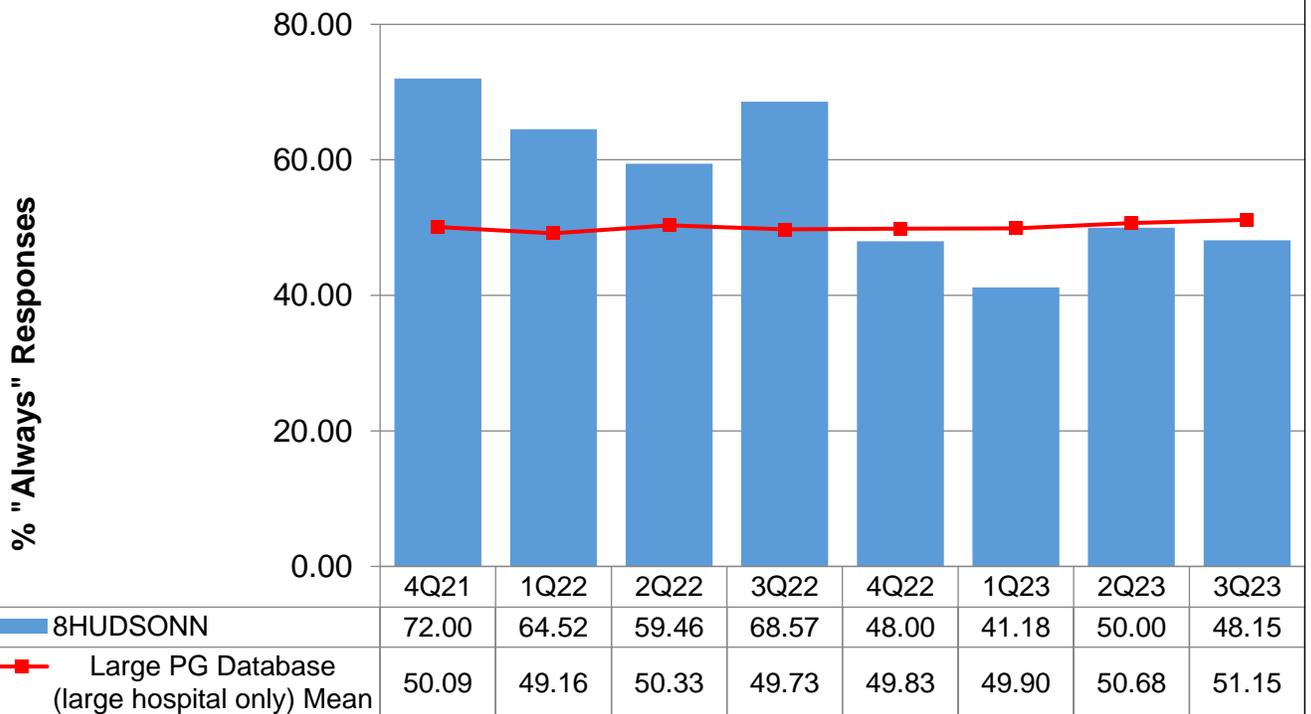




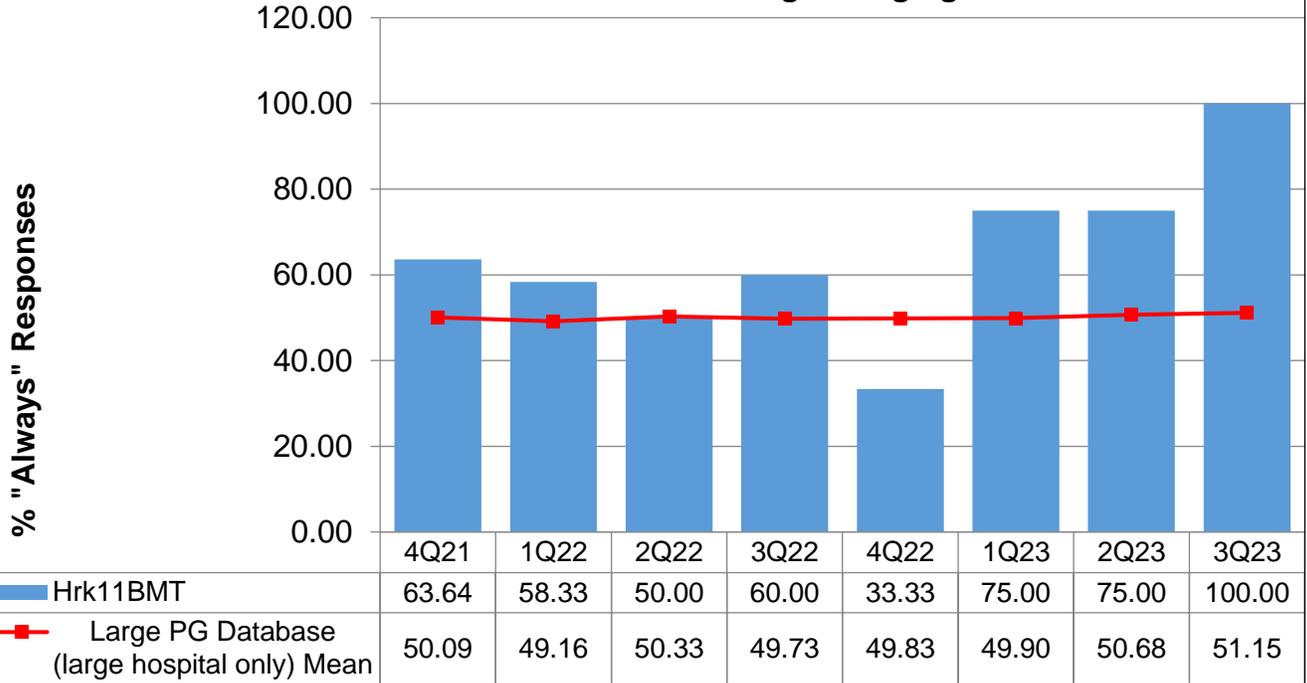
**EP21EOf - Graph 5- Patient Engagement: 6HudsonN, Inpatient Adult
'Good understanding managing health'**



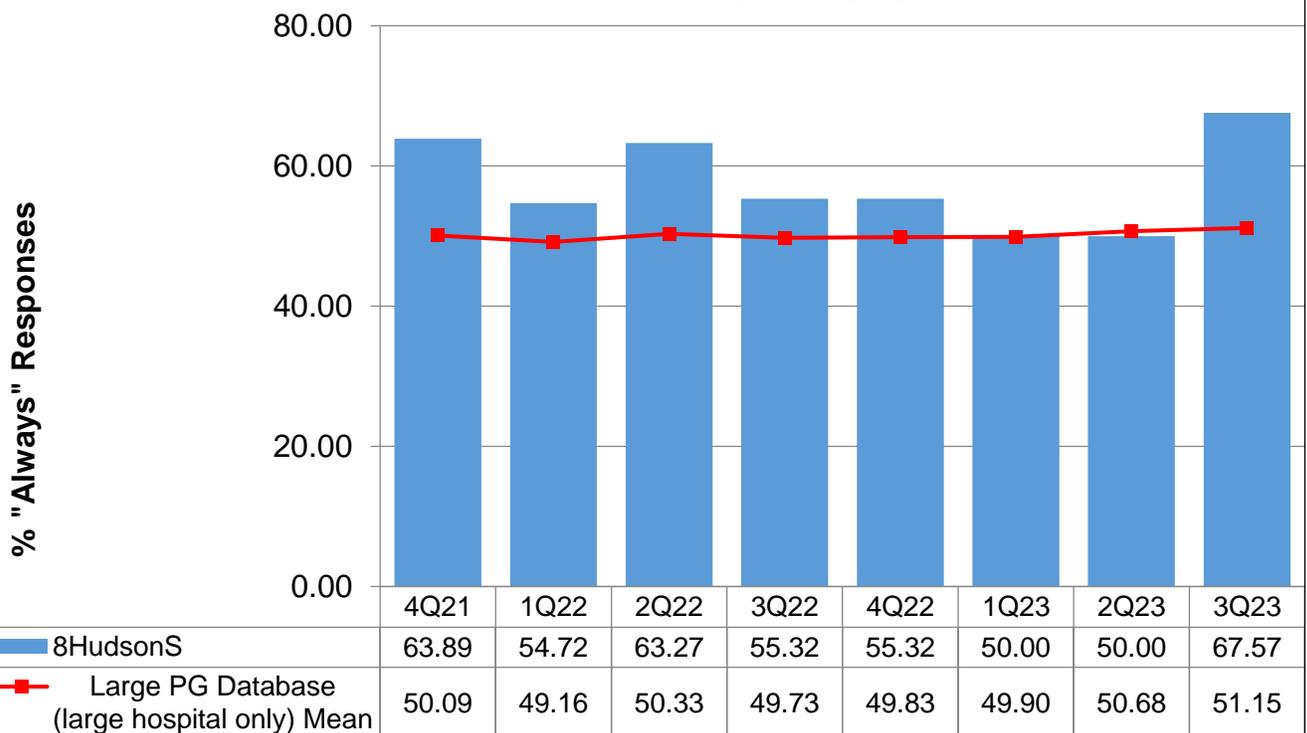
**EP21EOf - Graph 6- Patient Engagement: 8HUDSONN, Inpatient Adult
'Good understanding managing health'**



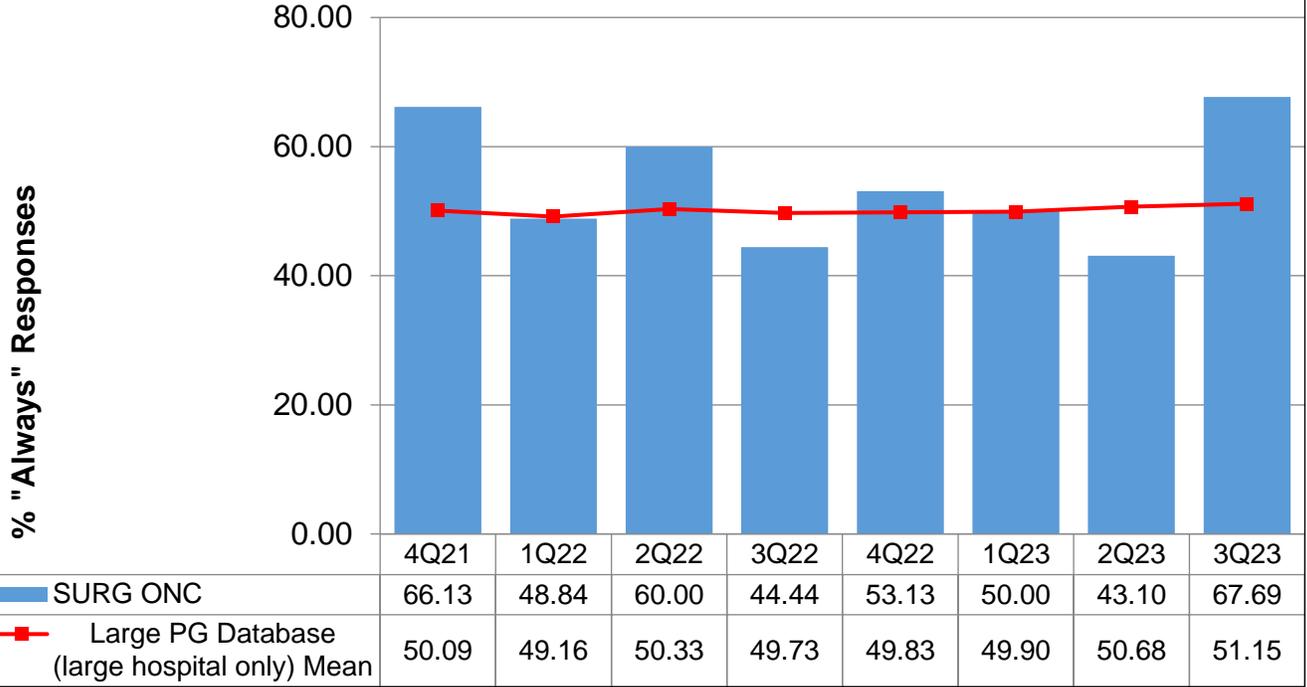
**EP21EOf - Graph 7- Patient Engagement: Hrk11BMT, Inpatient Adult
'Good understanding managing health'**



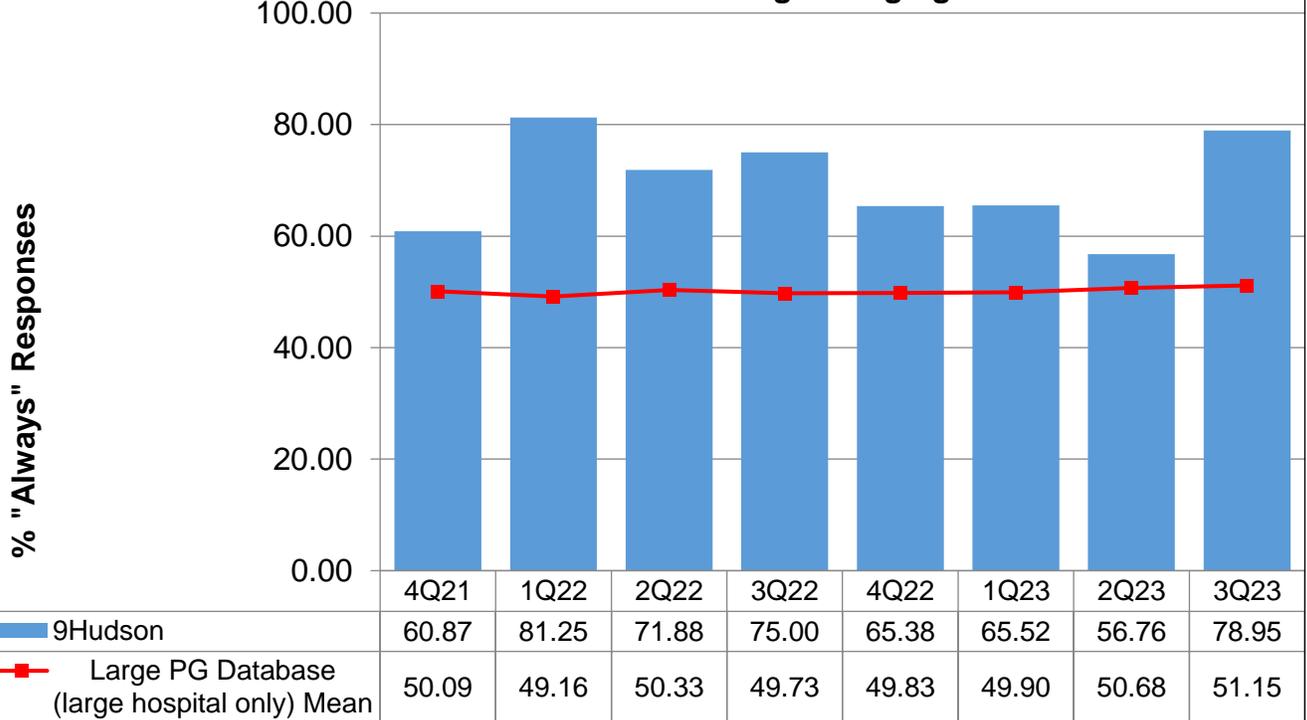
**EP21EOf - Graph 8- Patient Engagement: 8HudsonS, Inpatient Adult
'Good understanding managing health'**



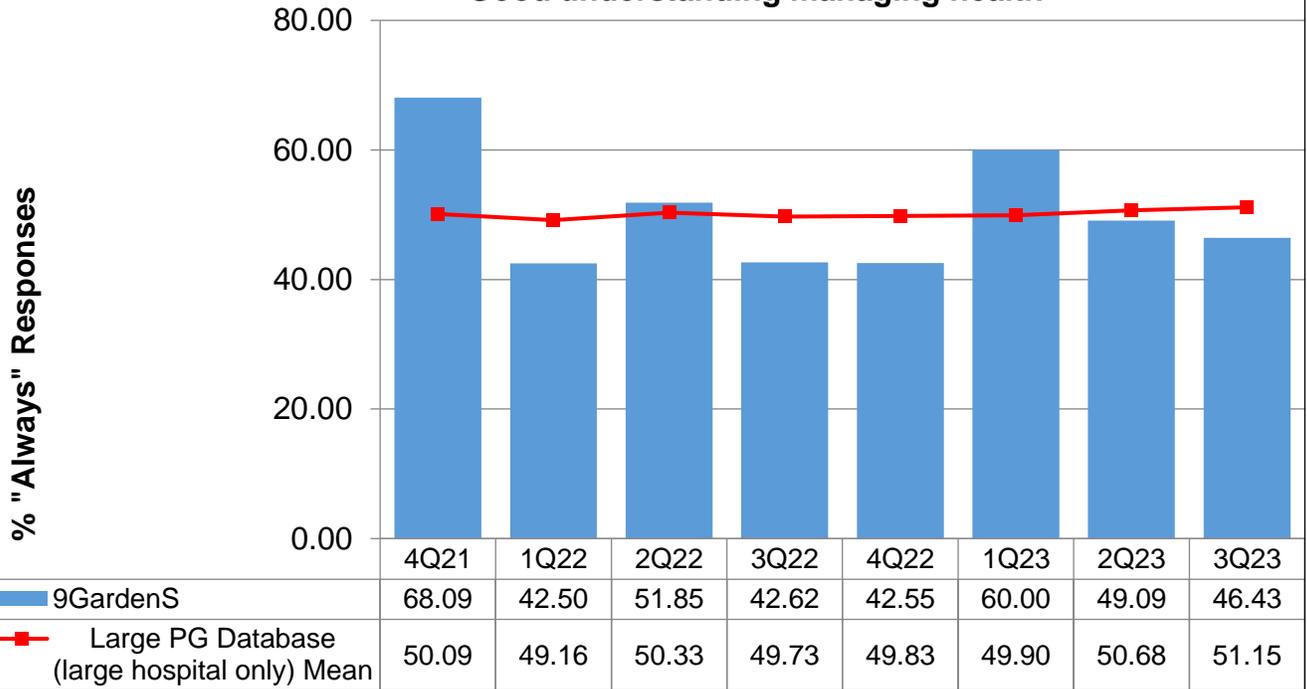
EP21EOf - Graph 9- Patient Engagement: SURG ONC, Inpatient Adult
'Good understanding managing health'



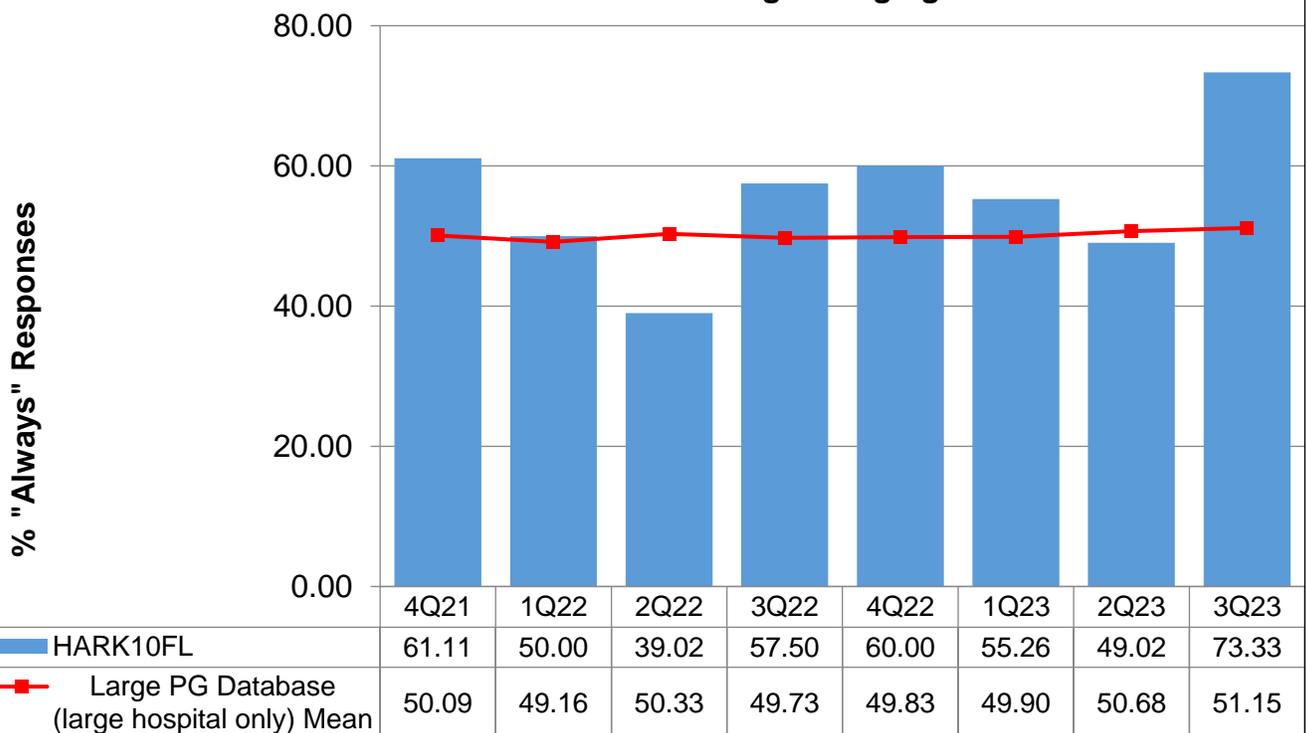
EP21EOf - Graph 10- Patient Engagement: 9Hudson, Inpatient Adult
'Good understanding managing health'



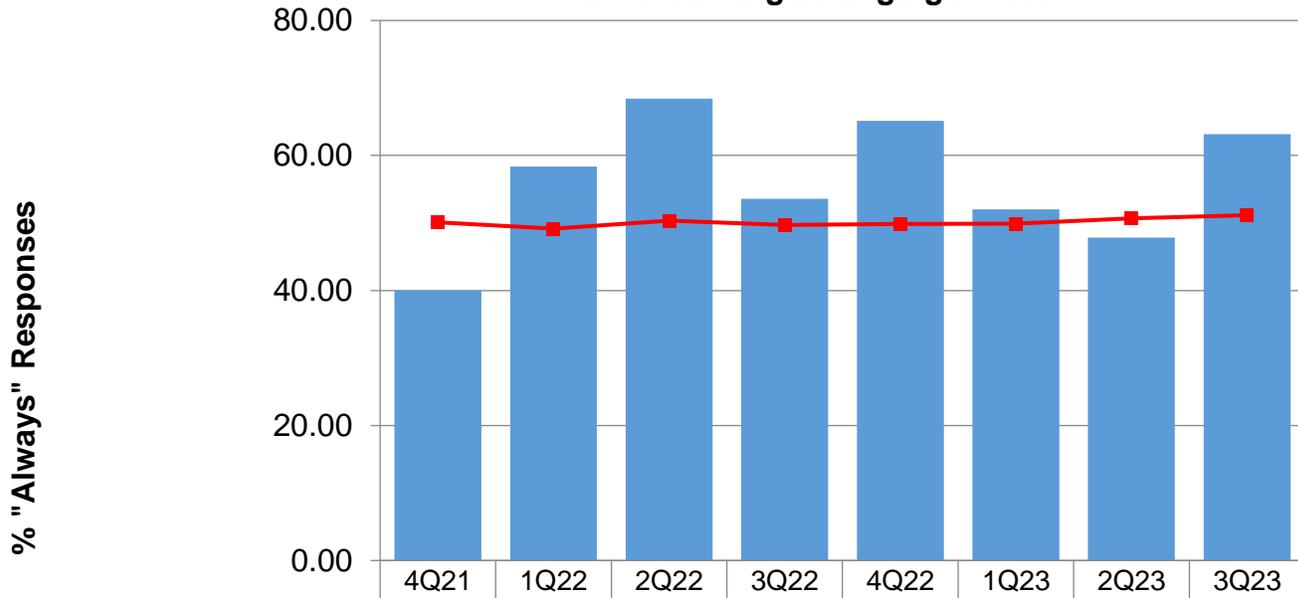
**EP21EOf - Graph 11- Patient Engagement: 9GardenS, Inpatient Adult
'Good understanding managing health'**



**EP21EOf - Graph 12- Patient Engagement: HARK10FL, Inpatient Adult
'Good understanding managing health'**

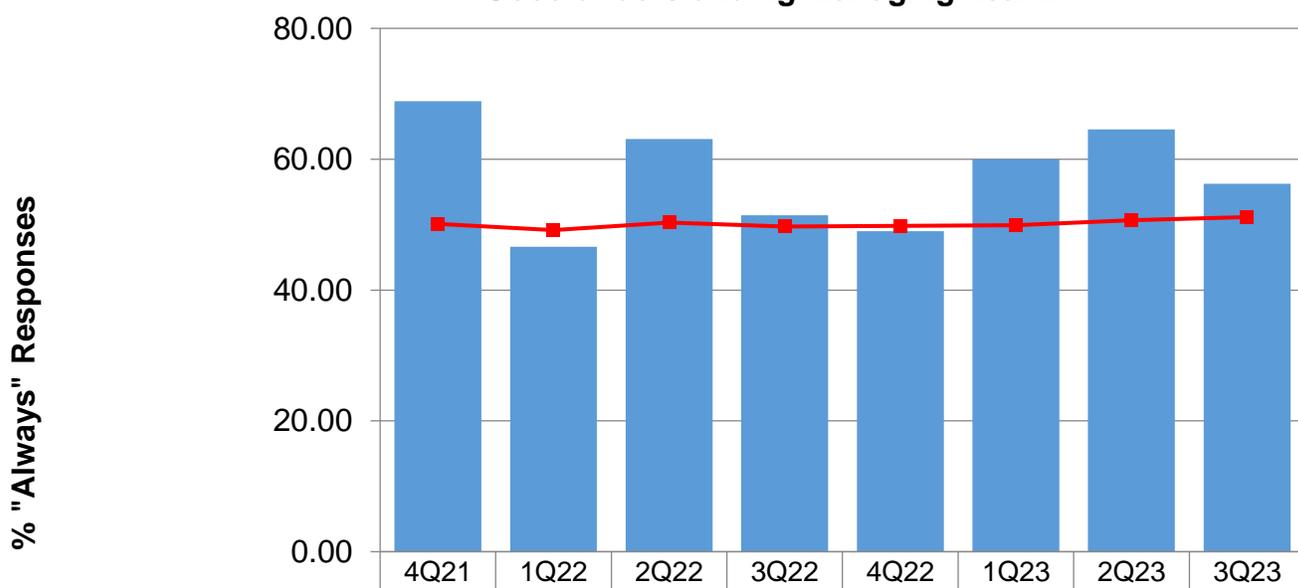


**EP21EOf - Graph 13- Patient Engagement: 5GardenS, Inpatient Adult
'Good understanding managing health'**



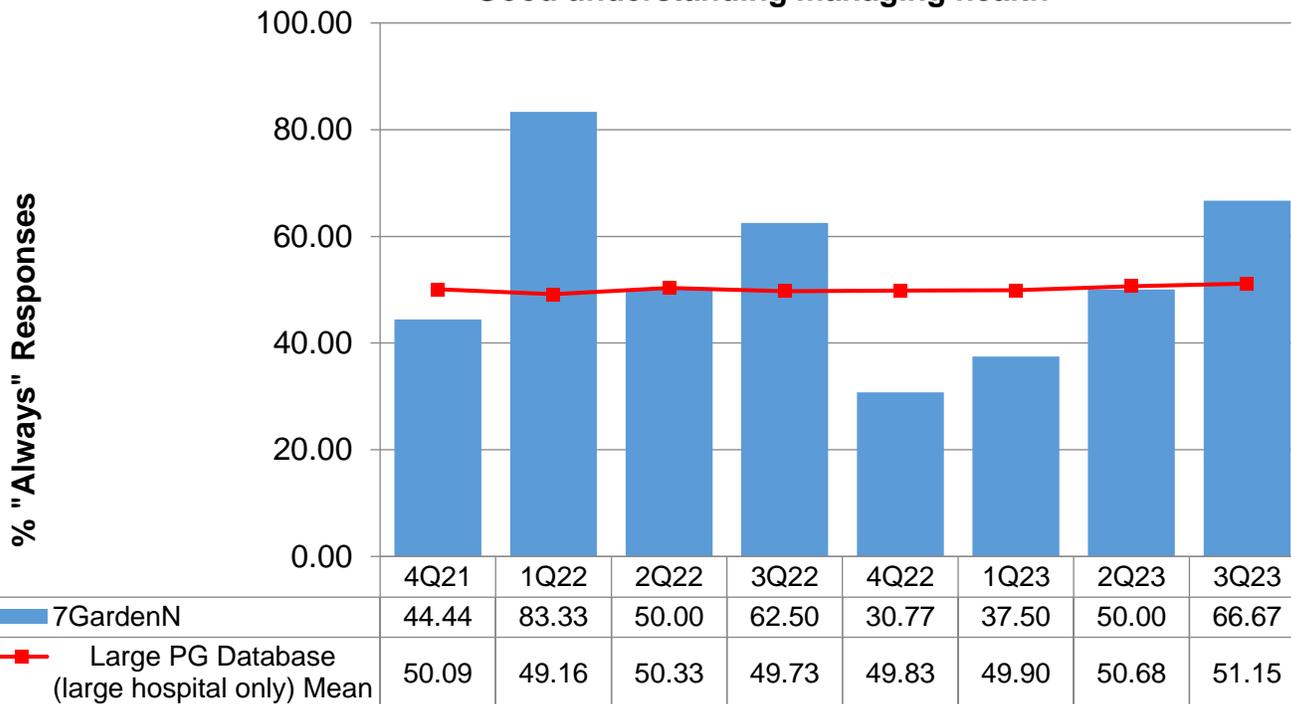
5GardenS	40.00	58.33	68.42	53.57	65.12	52.00	47.83	63.16
Large PG Database (large hospital only) Mean	50.09	49.16	50.33	49.73	49.83	49.90	50.68	51.15

**EP21EOf - Graph 14- Patient Engagement: 5HN, Inpatient Adult
'Good understanding managing health'**

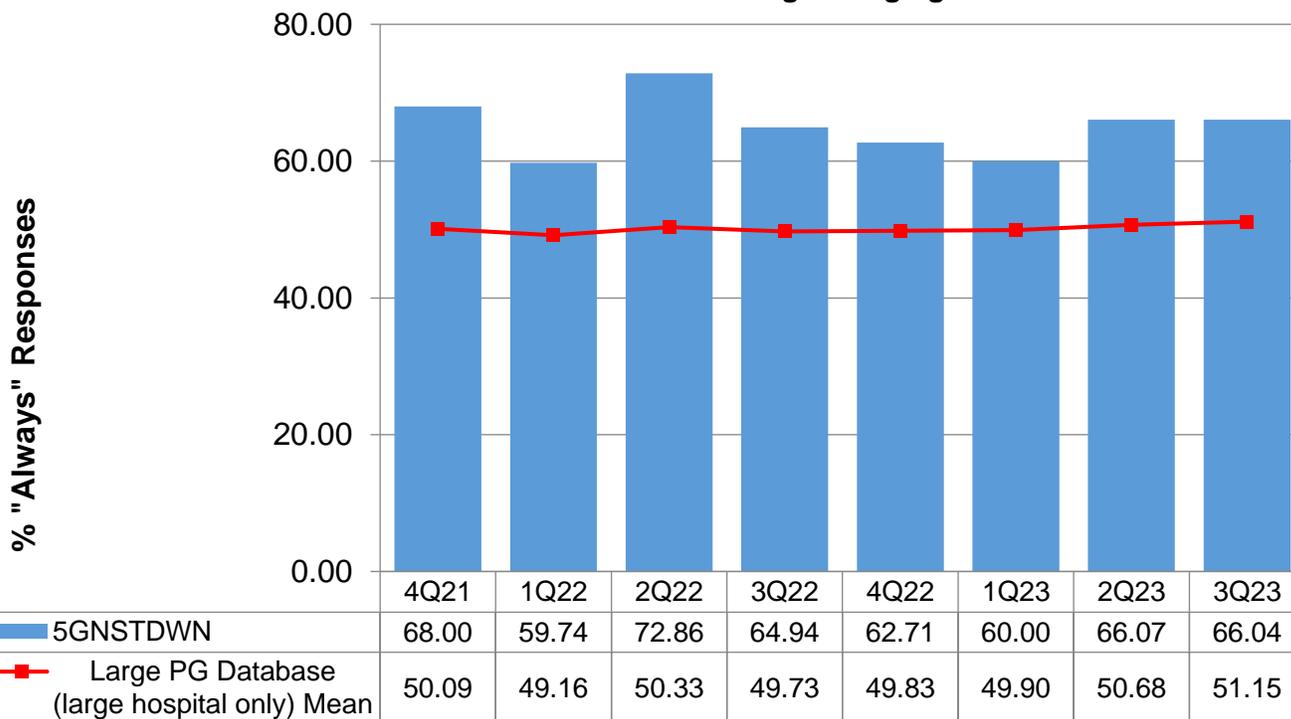


5HN	68.85	46.59	63.08	51.43	49.02	60.00	64.56	56.25
Large PG Database (large hospital only) Mean	50.09	49.16	50.33	49.73	49.83	49.90	50.68	51.15

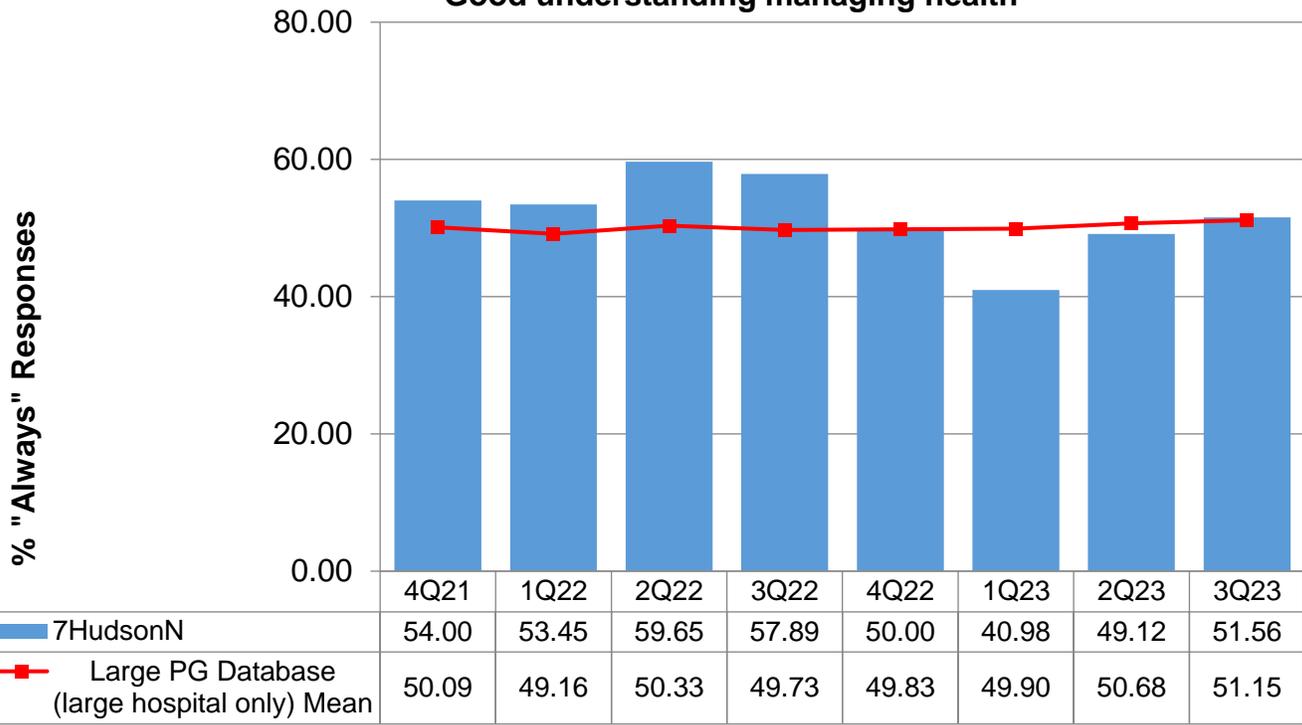
EP21EOf - Graph 15- Patient Engagement: 7GardenN, Inpatient Adult 'Good understanding managing health'



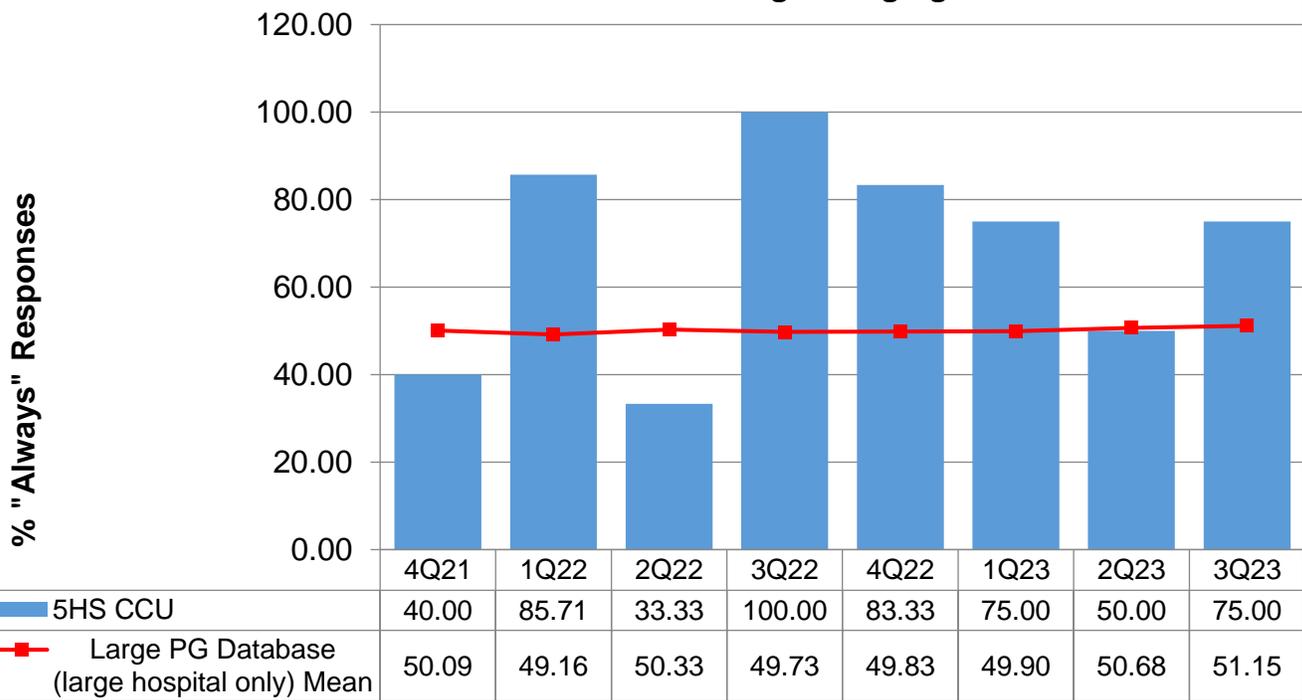
EP21EOf - Graph 16- Patient Engagement: 5GNSTDWN, Inpatient Adult 'Good understanding managing health'



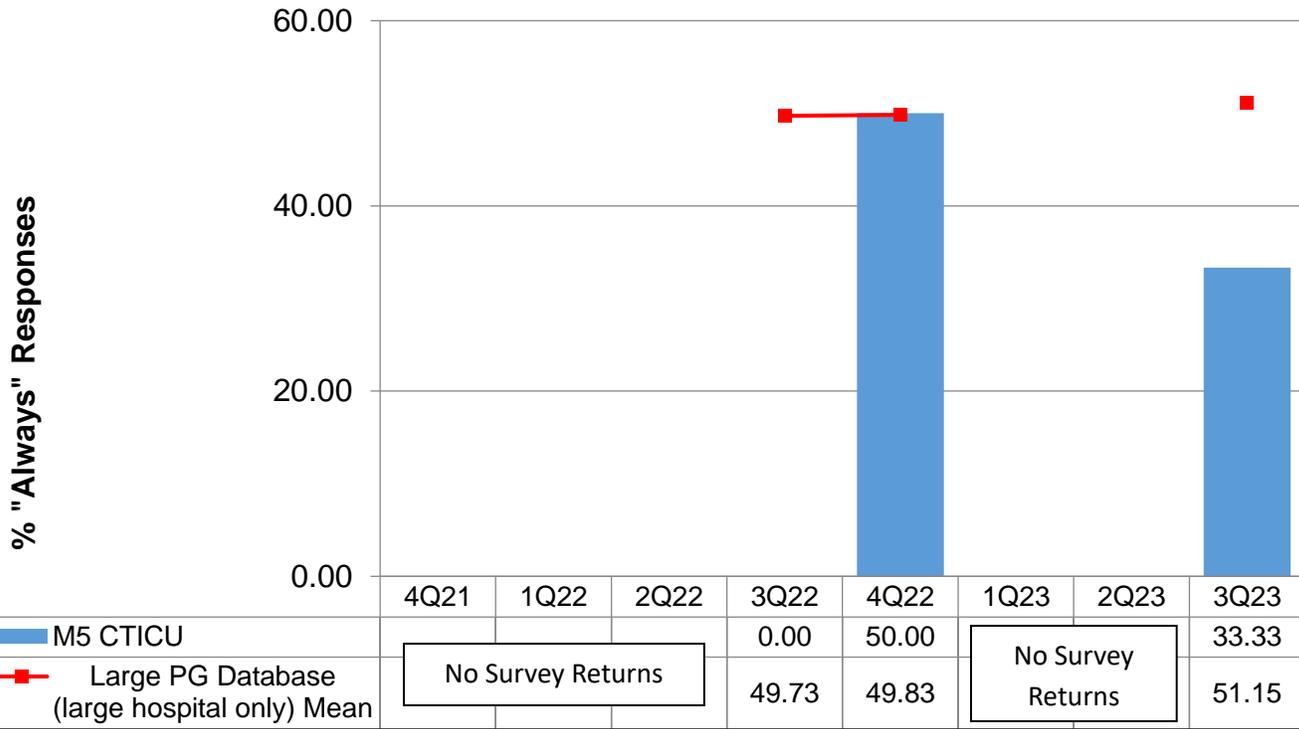
EP21EOf - Graph 17- Patient Engagement: 7HudsonN, Inpatient Adult 'Good understanding managing health'



EP21EOf - Graph 18- Patient Engagement: 5HS CCU, Inpatient Adult 'Good understanding managing health'



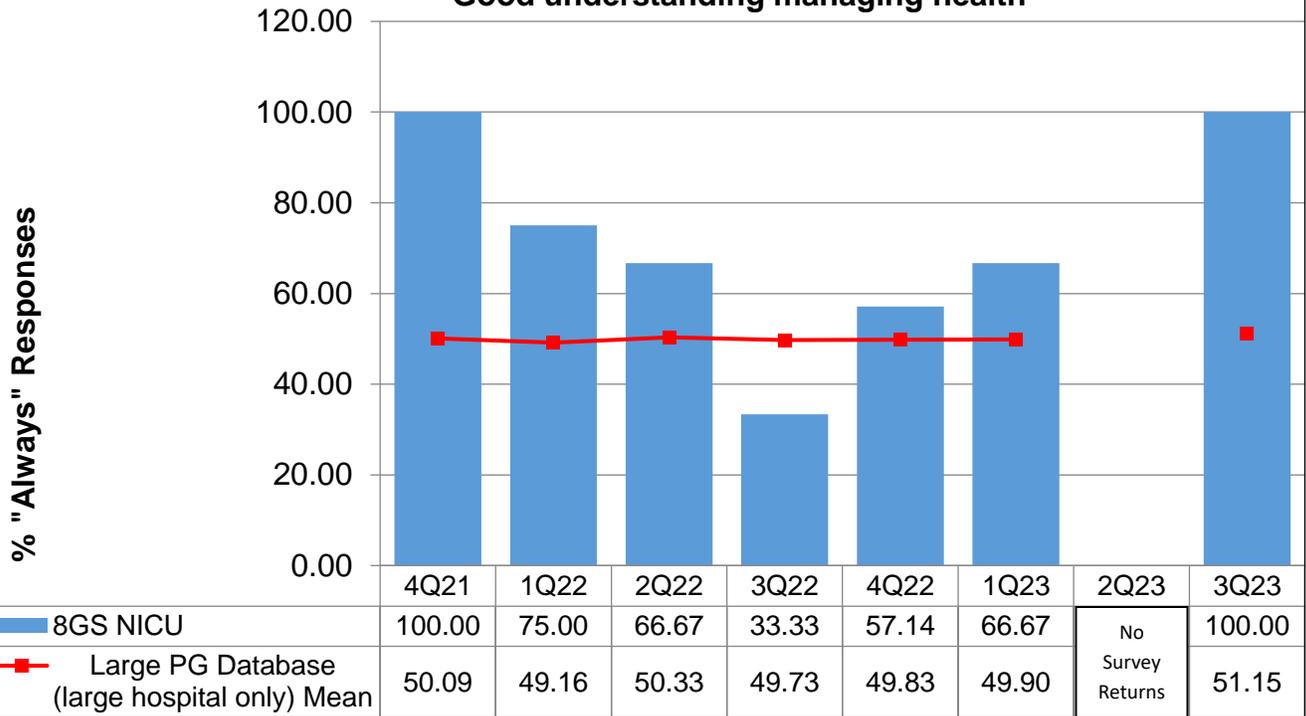
**EP21EOf - Graph 19- Patient Engagement: M5 CTICU, Inpatient Adult
'Good understanding managing health'**



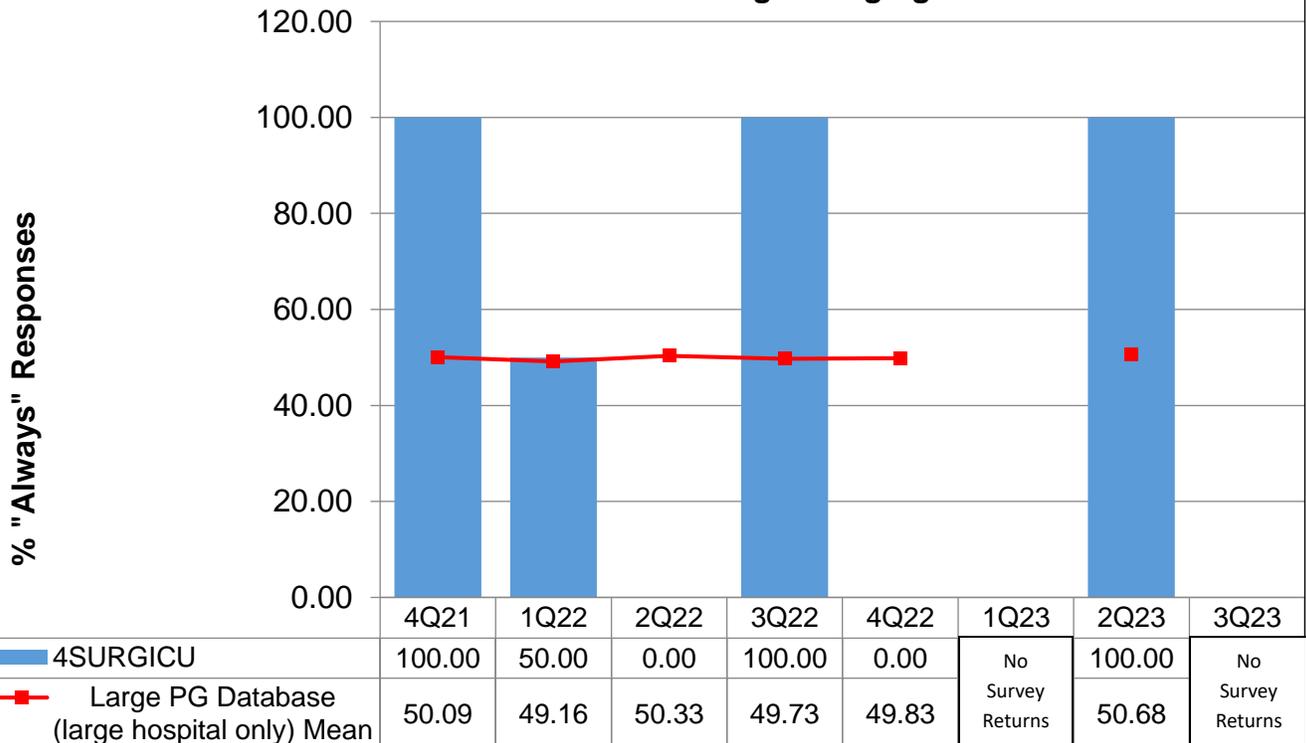
**EP21EOf - Graph 20- Patient Engagement: MICU, Inpatient Adult
'Good understanding managing health'**



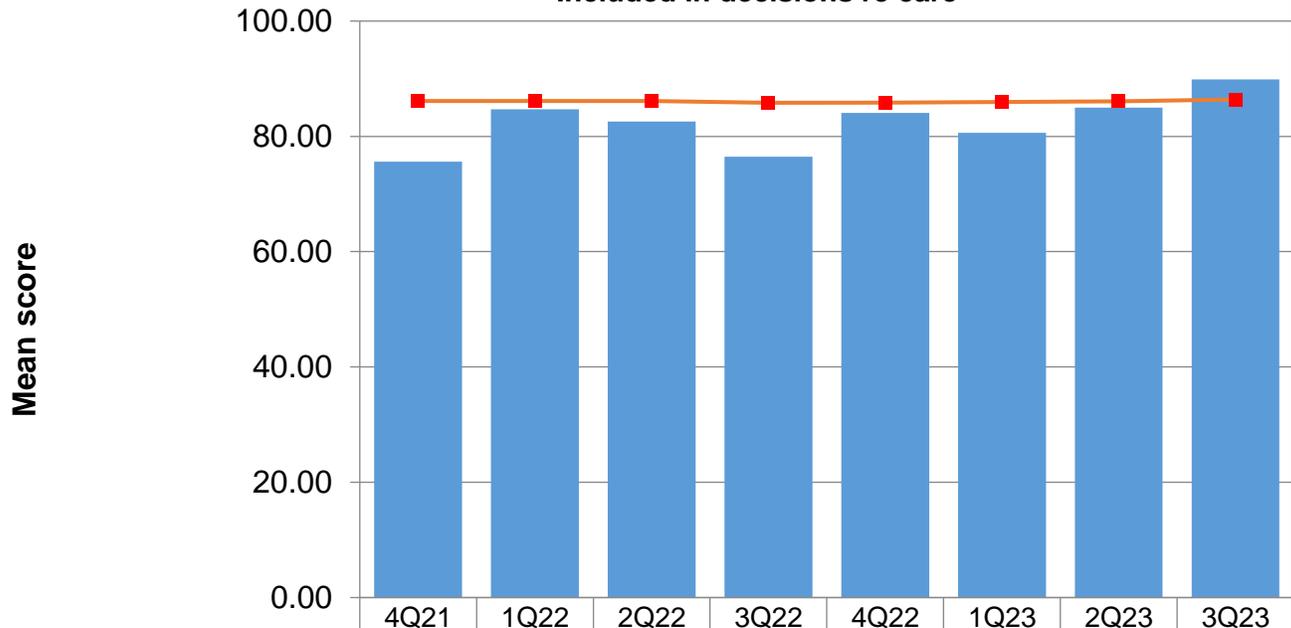
EP21EOf - Graph 21- Patient Engagement: 8GS NICU, Inpatient Adult
'Good understanding managing health'



EP21EOf - Graph 22- Patient Engagement: 4SURGICU, Inpatient Adult
'Good understanding managing health'

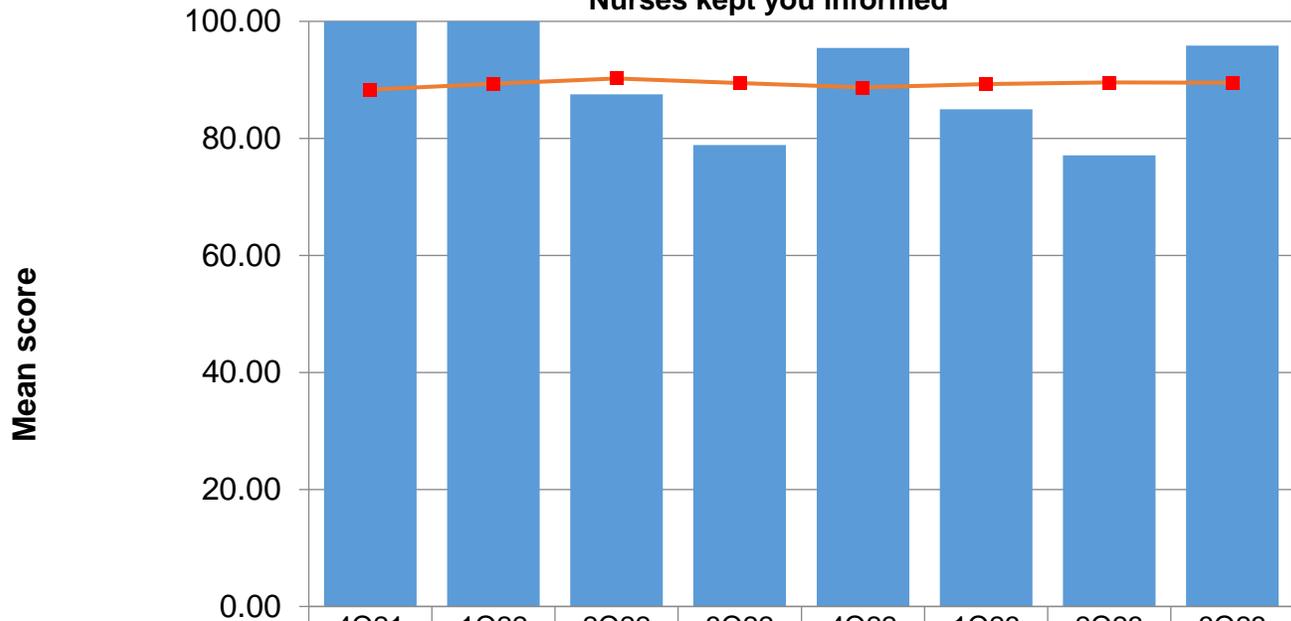


**EP21EOf - Graph 23- Patient Engagement: 9 GN, Inpatient Behavioral Health
'Included in decisions re care'**



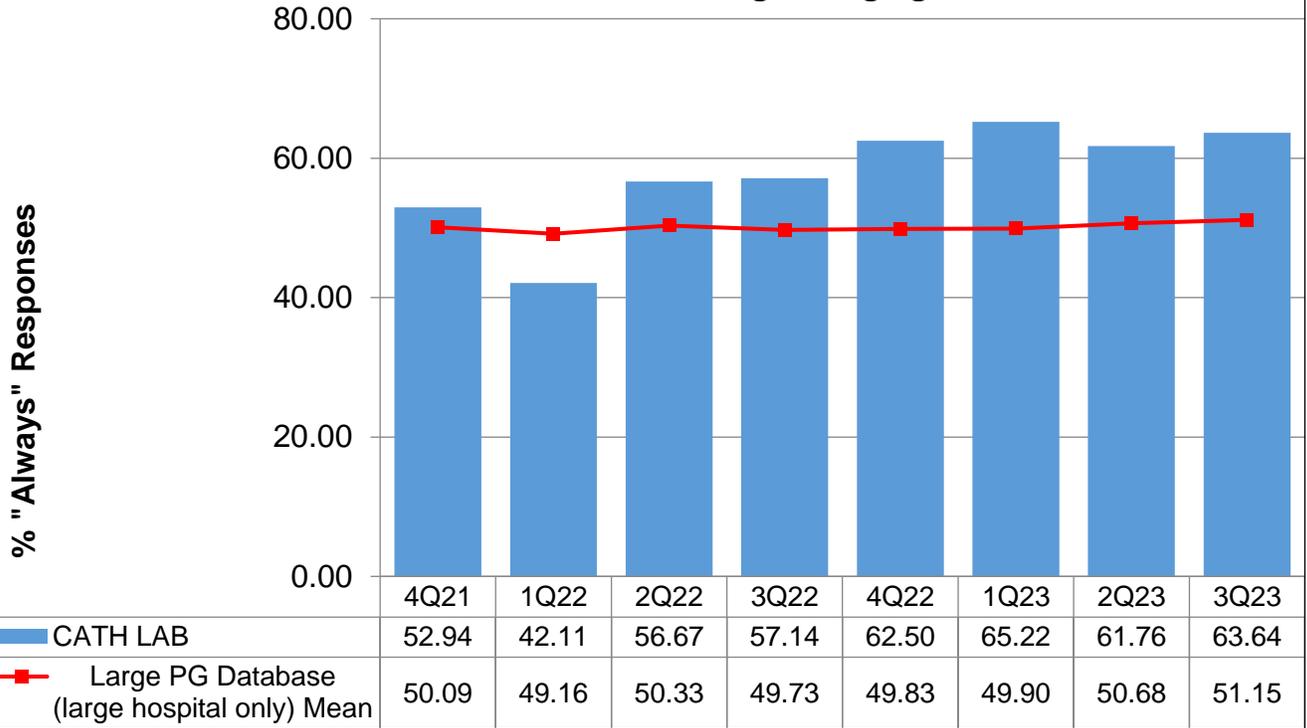
9 GN	75.63	84.68	82.56	76.47	84.09	80.63	85.00	89.89
PG All Hospital DB Mean	86.12	86.15	86.15	85.83	85.86	85.94	86.09	86.40

**EP21EOf - Graph 24- Patient Engagement: 8GN, Inpatient Rehabilitation
'Nurses kept you informed'**



8GN	100.00	100.00	87.50	78.85	95.45	85.00	77.08	95.86
PG 600-1100 Annual Discharges Mean	88.33	89.35	90.24	89.46	88.69	89.27	89.54	89.50

**EP21EOf - Graph 25- Patient Engagement: CATH LAB, Inpatient Adult
'Good understanding managing health'**



**EP21EOf - Graph 26- Patient Engagement: PACU, Inpatient Adult
'Good understanding managing health'**

