

EP21EOa – QUALITY CARE MONITORING AND IMPROVEMENT

INPATIENT PATIENT EXPERIENCE: CARE COORDINATION

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:

a) *Care coordination*

Questions aligned to care coordination 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.

Care Coordination		
<i>Survey Type</i>	<i>Question full text on the survey</i>	<i>Wording on graph</i>
HCAHPS	During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left.	Staff took pref into account
Press Ganey Inpatient Behavioral Health	How well the staff worked together to care for you	Staff worked together care for you
Press Ganey Inpatient Rehab	How well the staff worked together to care for you	Staff worked together care for you

Summary of Graphed Patient Satisfaction Data

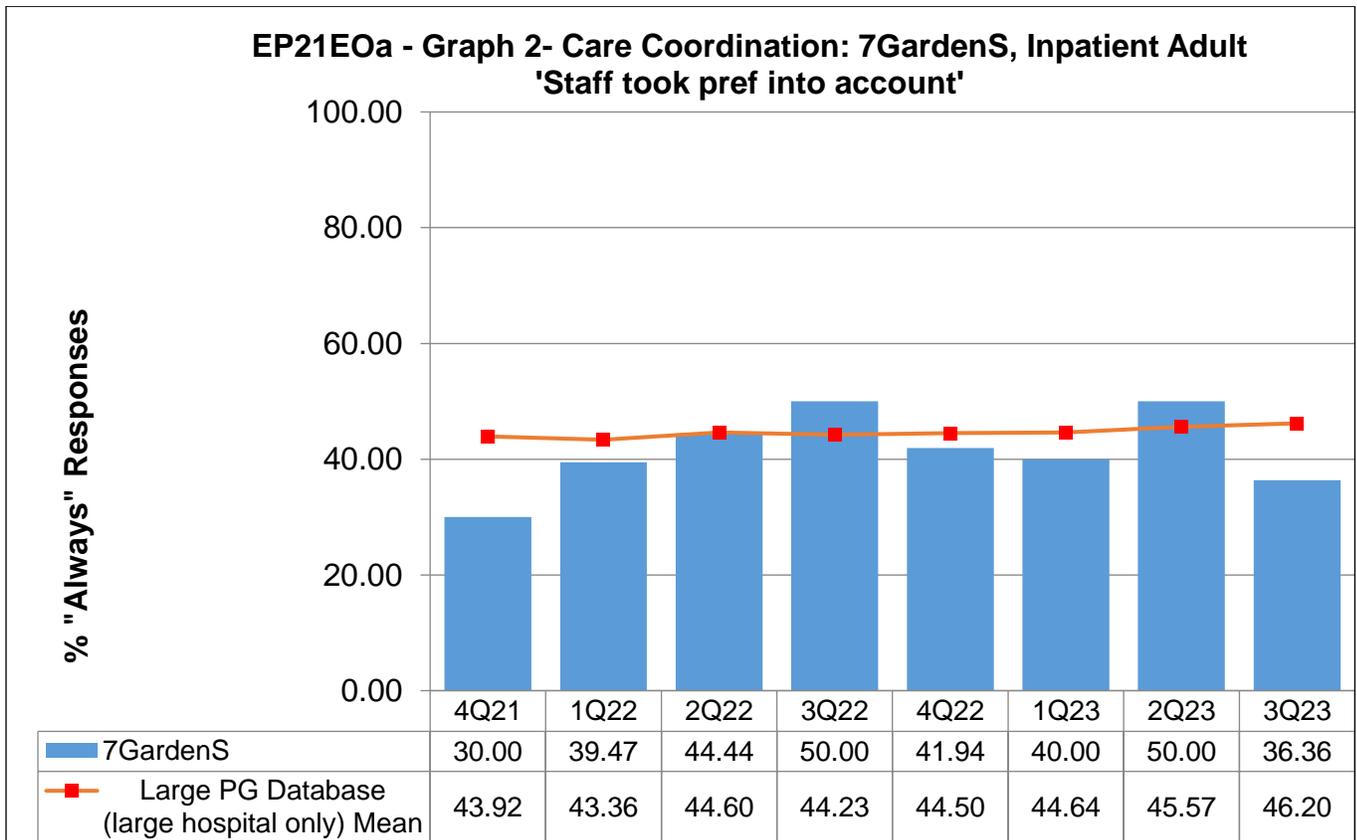
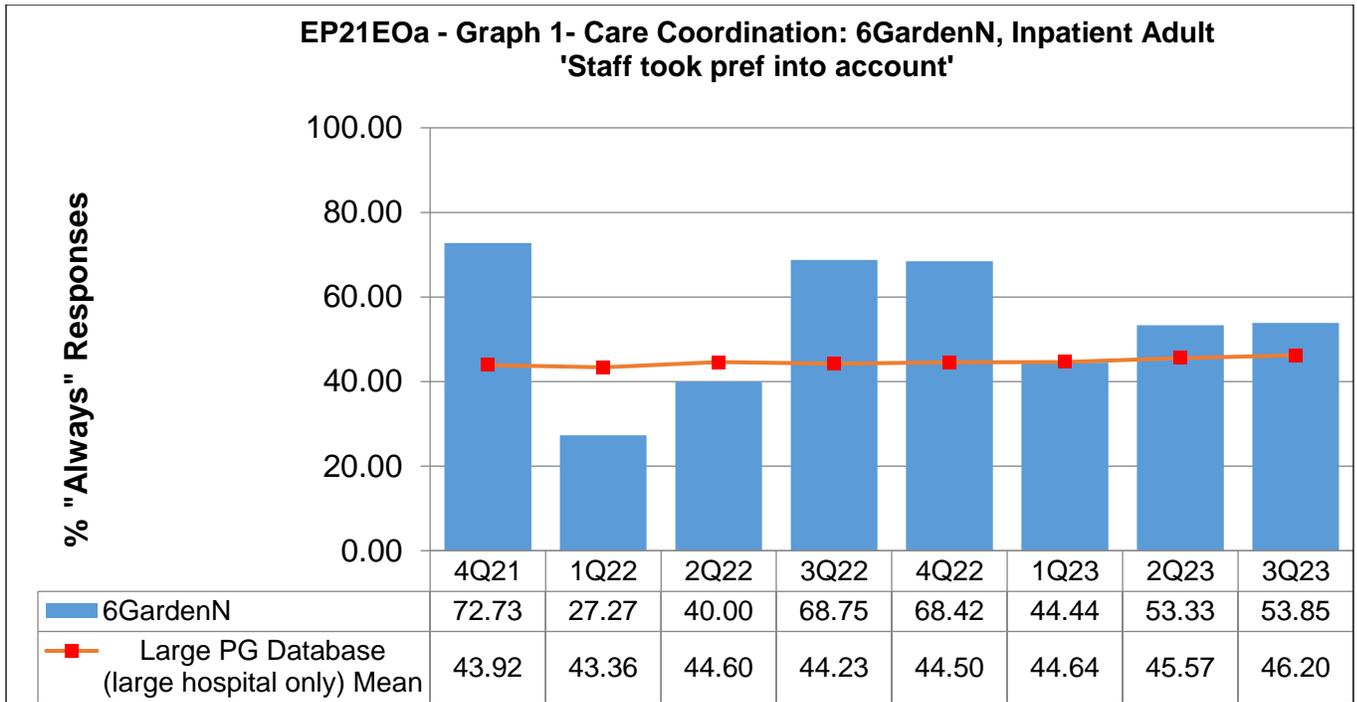
a) Care coordination: 16 out of 23 units outperform five quarters or more

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	Press Ganey Unit Name	Care Coordination
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

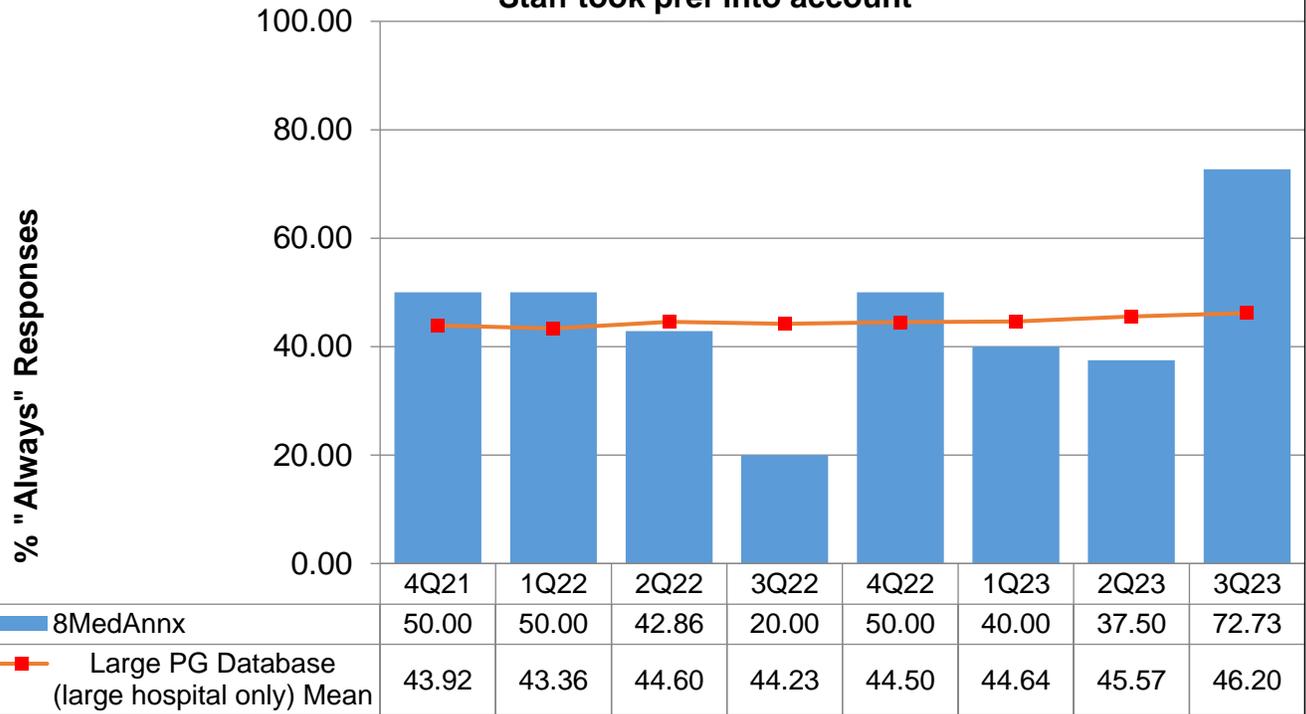
5	Medical Oncology (6HN-605118)	6HudsonN	Y
6	Neuro Medical (8HN-605128)	8HUDSONN	Y
7	BMT (HP11-605182)	Hrk11BMT	Y
8	Neuro Surgery (8HS-605158)	8HudsonS	Y
9	Surgical Oncology (7HS-605154)	SURG ONC	N
10	Transplant (M9H-605160)	9Hudson	Y
11	Hospitalist/Ortho/Surgical (9GS-605124)	9GardenS	N
12	Oncology 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	< 8 Qtrs. of Survey Returns
23	Psychiatric (9GN-605501)	9GN	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 Press Ganey benchmark \geq 5 Quarters			16 of 23
Outperforming the Press Ganey benchmarks \geq 5/8 quarters = Y			
At or below Press Ganey benchmarks \geq 4/8 quarters = N			

EP21EOa.1—NYP/Columbia Care Coordination Graphs

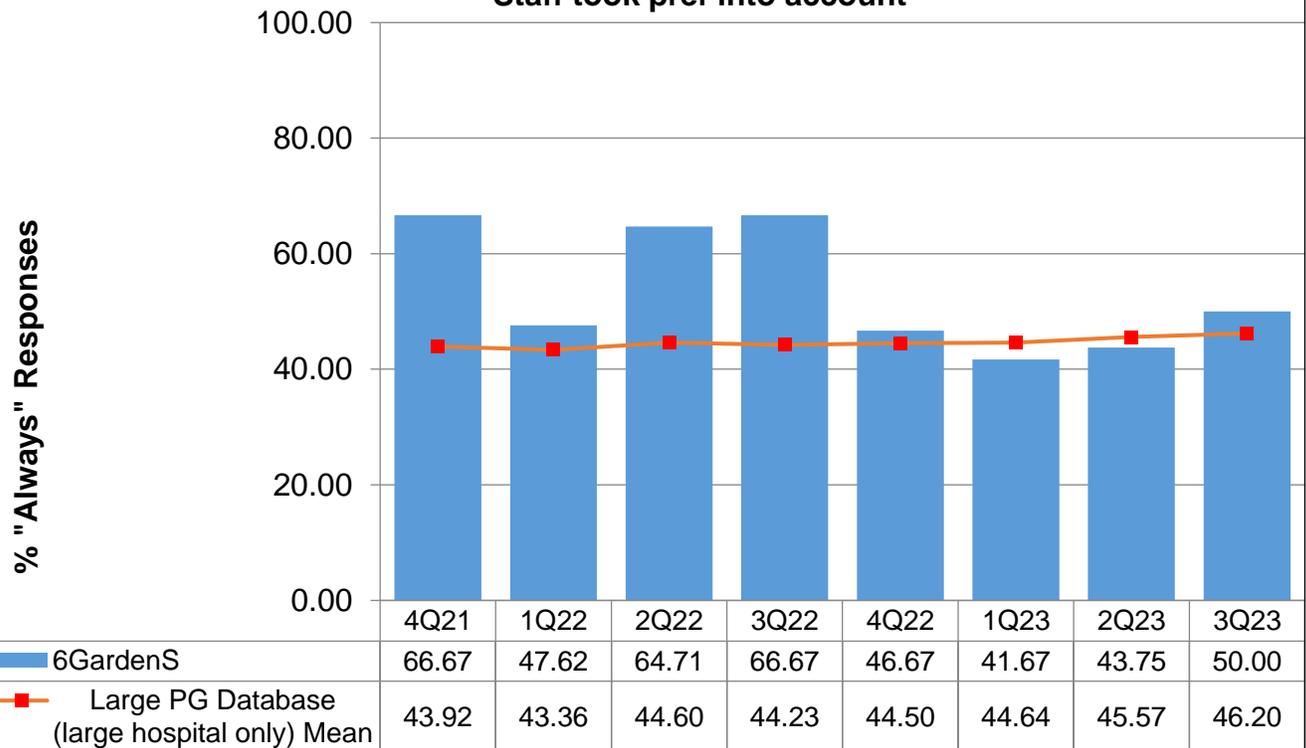
EP21EOa.1— NYP/Columbia Care Coordination Graphs



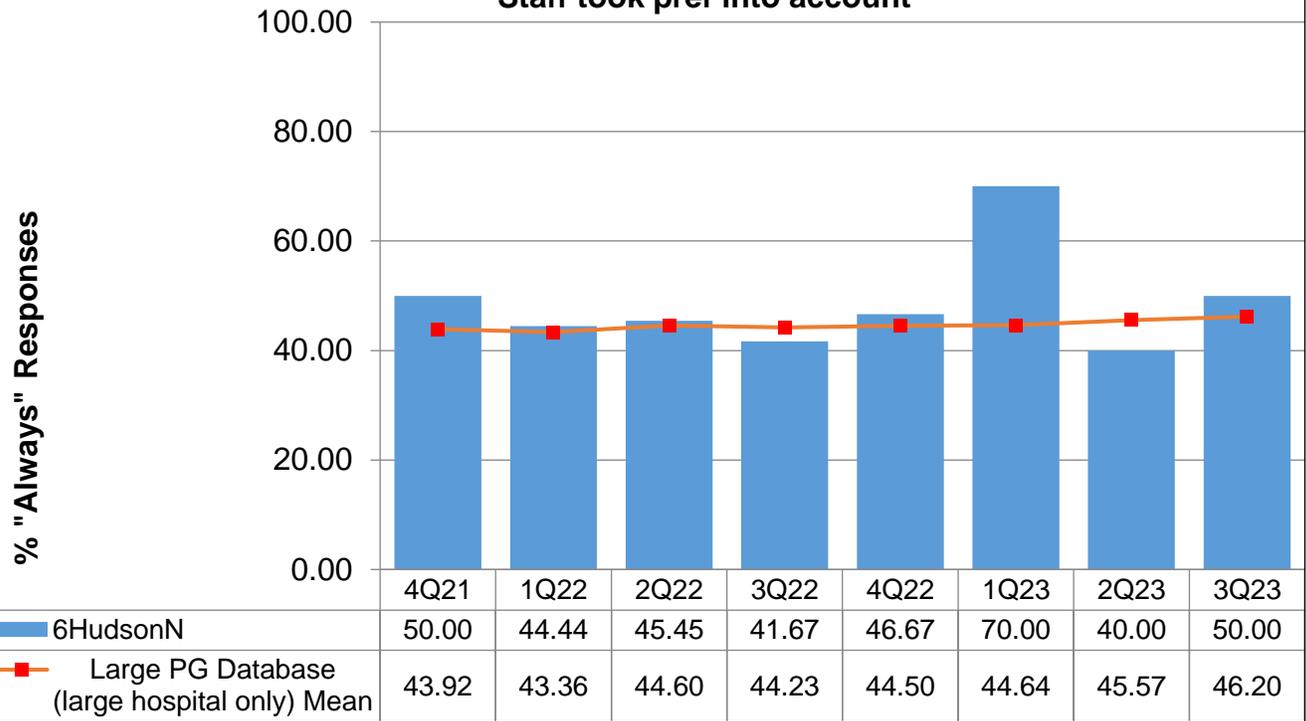
**EP21EOa - Graph 3- Care Coordination: 8MedAnnx, Inpatient Adult
'Staff took pref into account'**



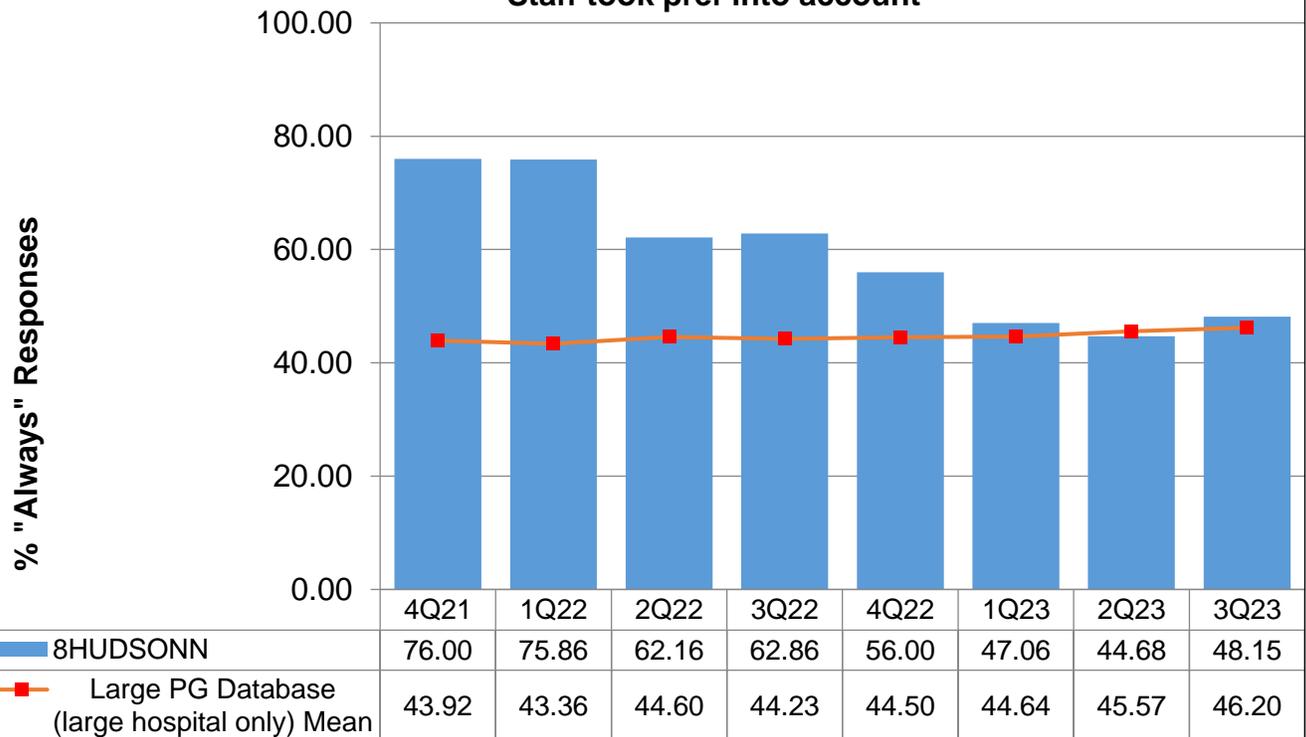
**EP21EOa - Graph 4- Care Coordination: 6GardenS, Inpatient Adult
'Staff took pref into account'**



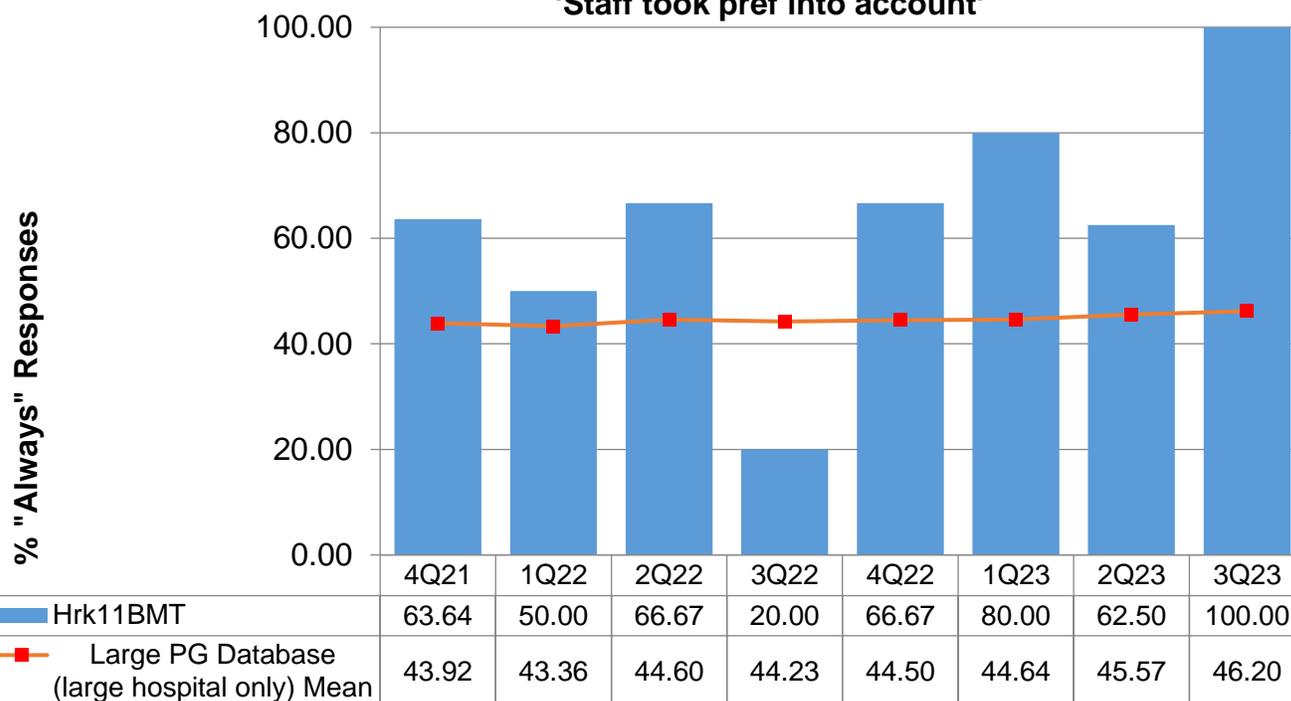
**EP21EOa - Graph 5- Care Coordination: 6HudsonN, Inpatient Adult
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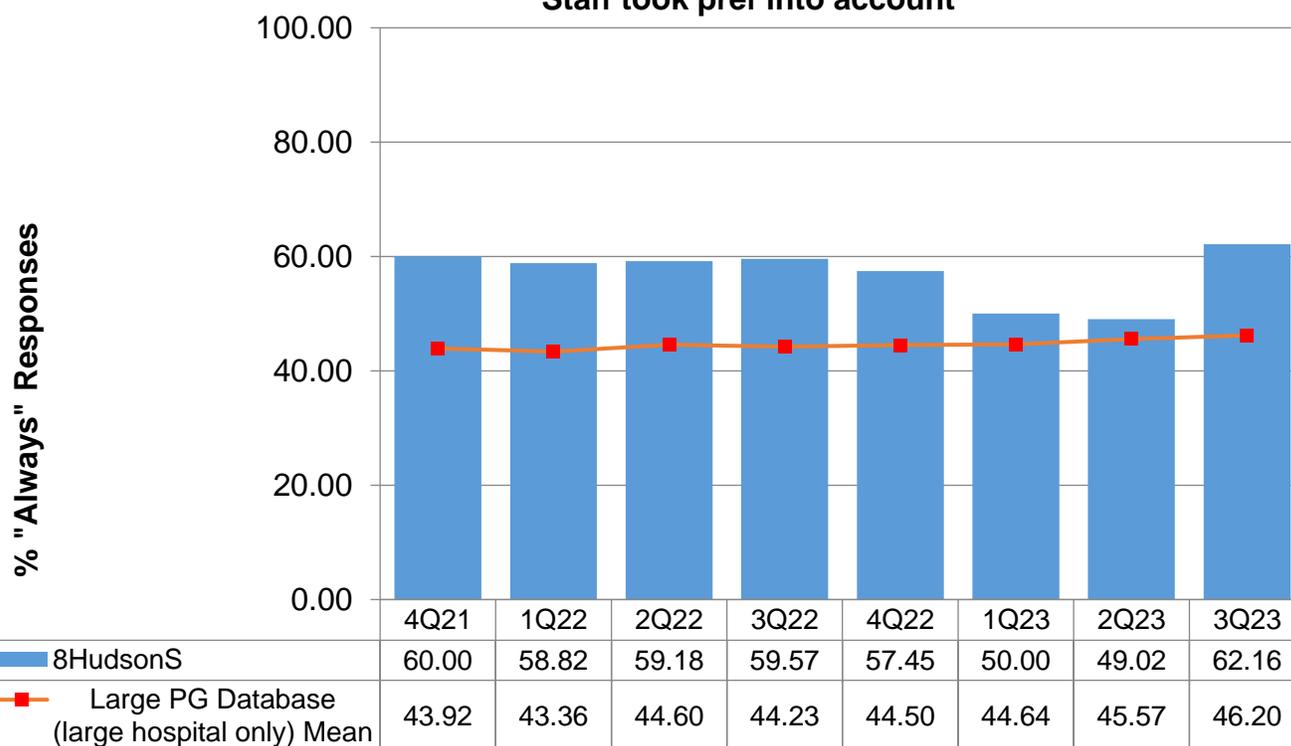
**EP21EOa - Graph 6- Care Coordination: 8HUDSONN, Inpatient Adult
'Staff took pref into account'**



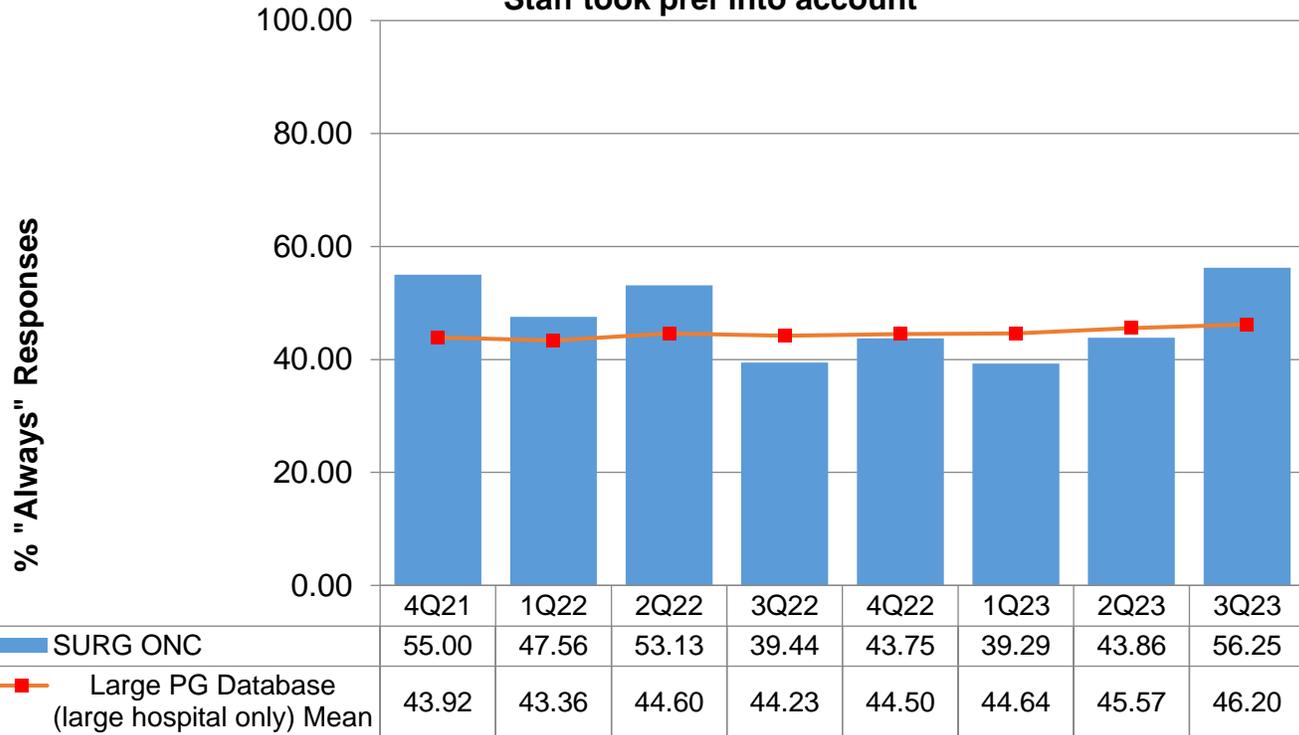
**EP21EOa - Graph 7- Care Coordination: Hrk11BMT, Inpatient Adult
'Staff took pref into account'**



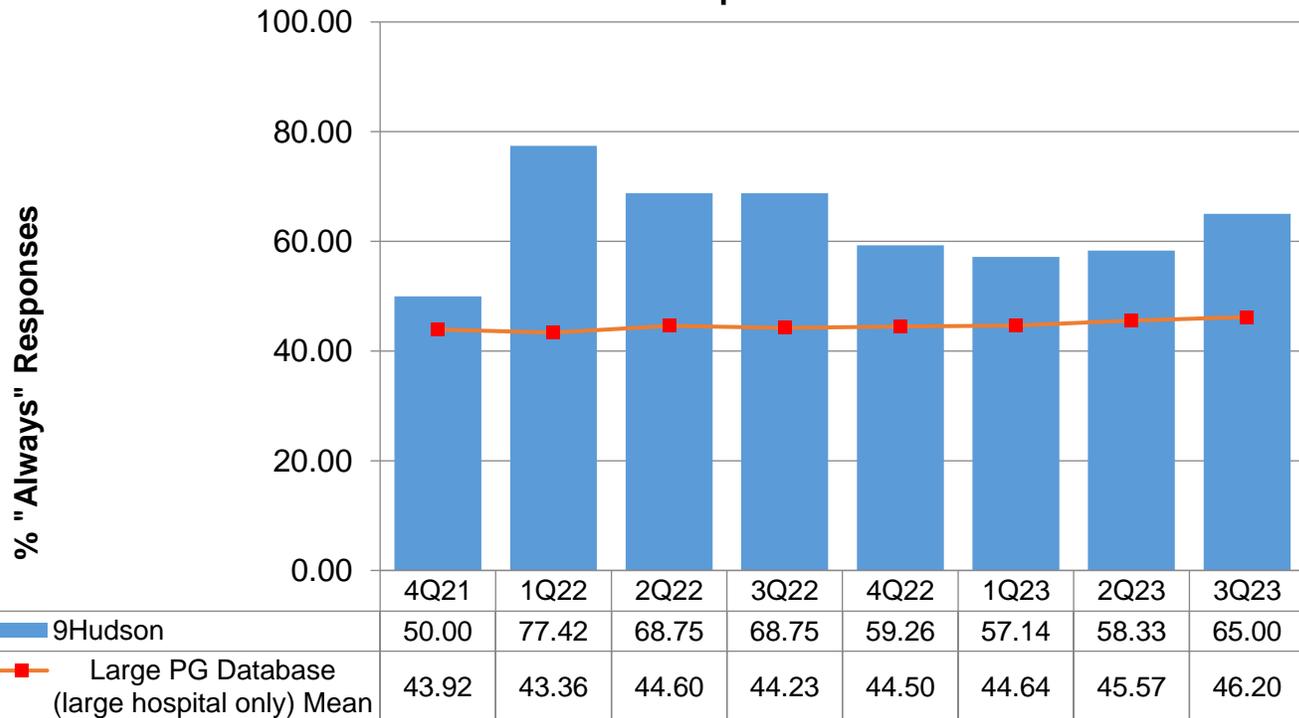
**EP21EOa - Graph 8- Care Coordination: 8HudsonS, Inpatient Adult
'Staff took pref into account'**



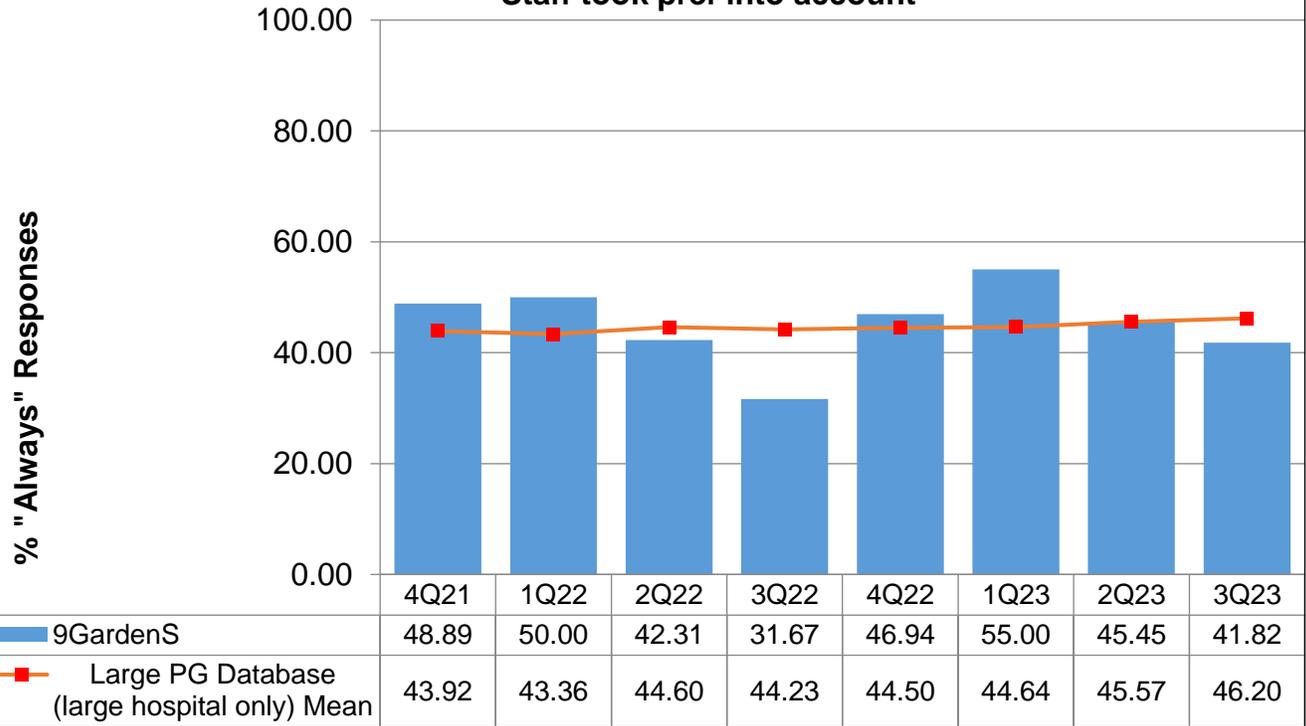
**EP21EOa - Graph 9- Care Coordination: SURG ONC, Inpatient Adult
'Staff took pref into account'**



**EP21EOa - Graph 10- Care Coordination: 9Hudson, Inpatient Adult
'Staff took pref into account'**



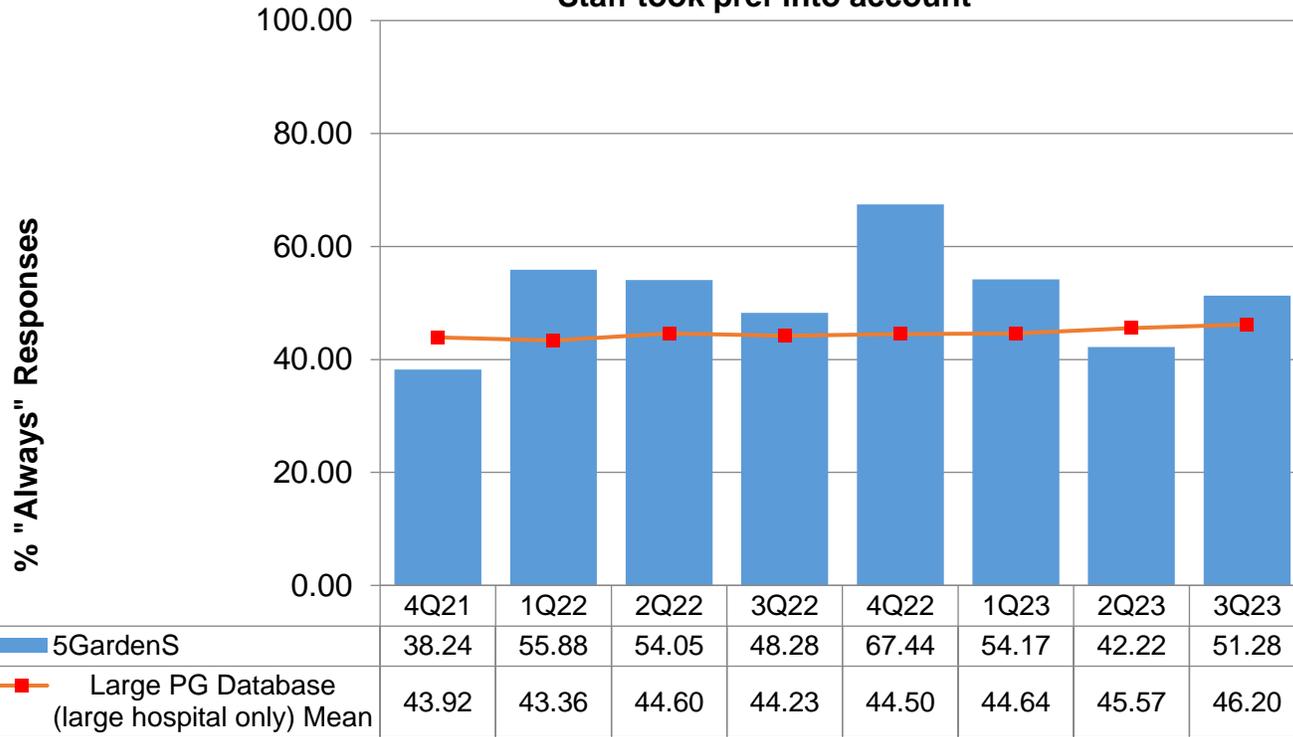
**EP21EOa - Graph 11- Care Coordination: 9GardenS, Inpatient Adult
'Staff took pref into account'**



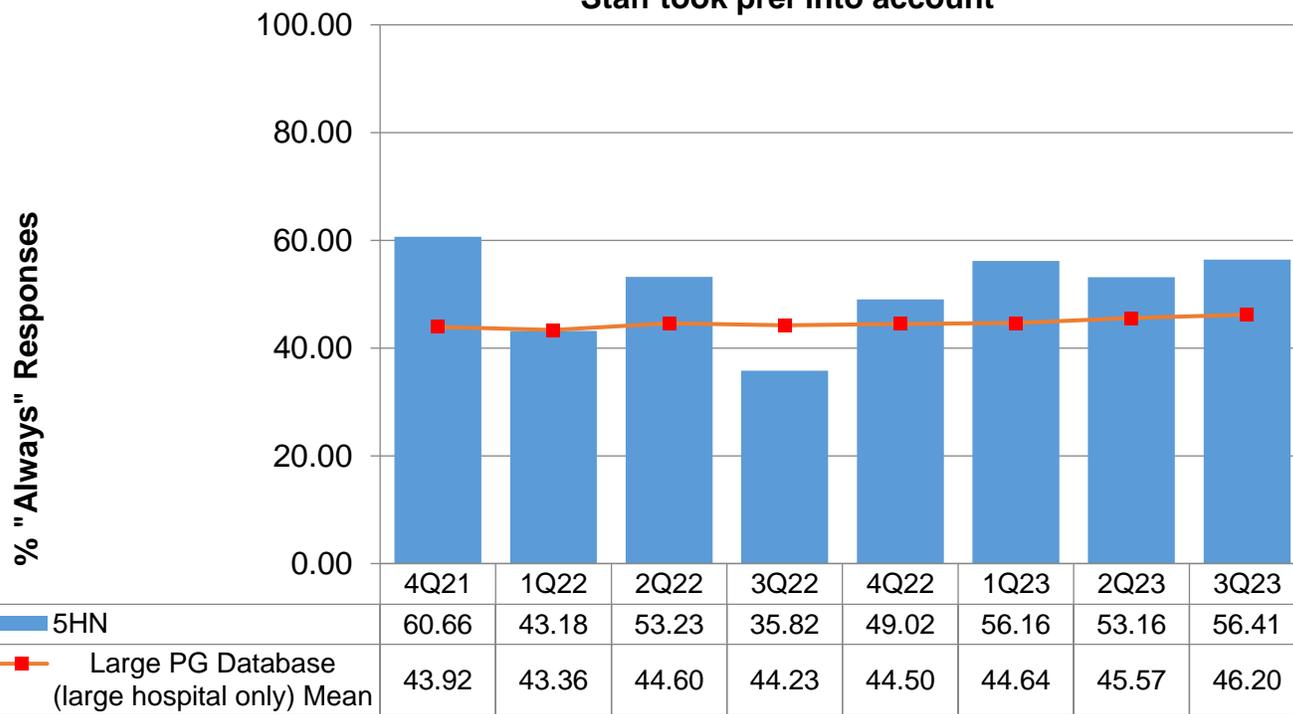
**EP21EOa - Graph 12- Care Coordination: HARK10FL, Inpatient Adult
'Staff took pref into account'**



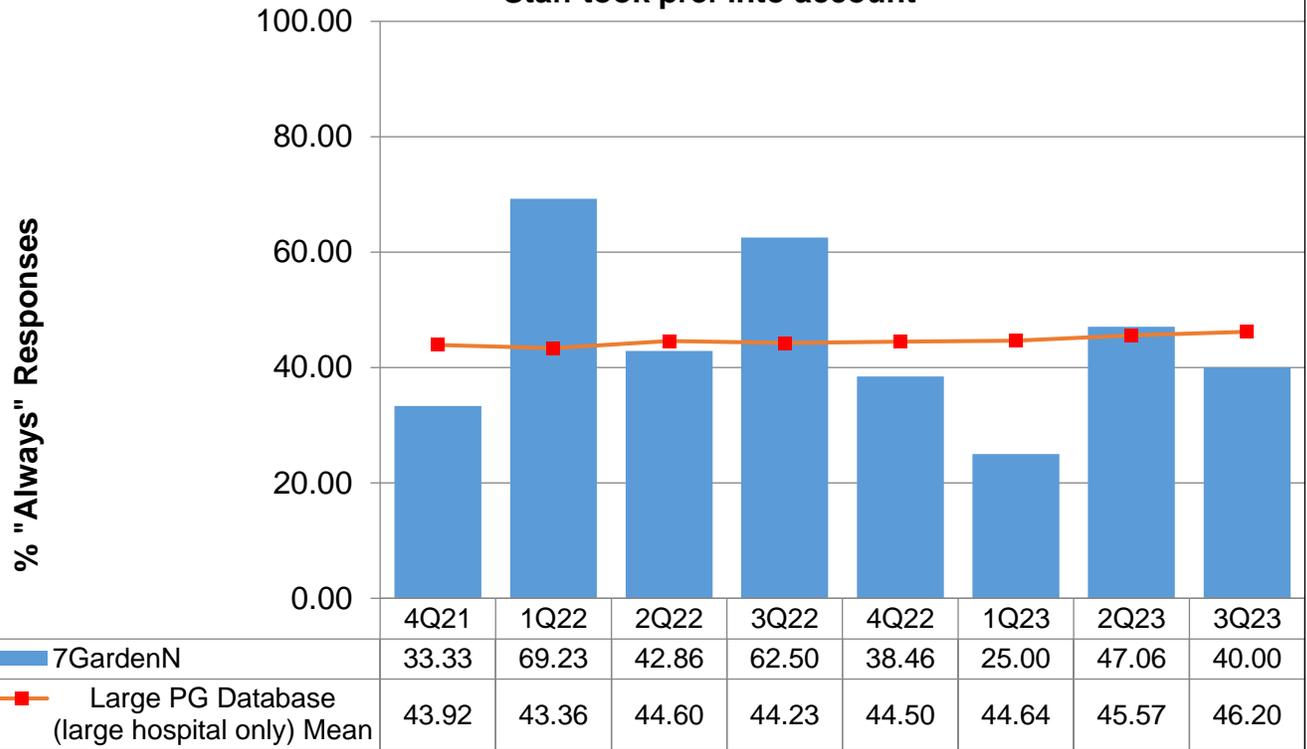
**EP21EOa - Graph 13- Care Coordination: 5GardenS, Inpatient Adult
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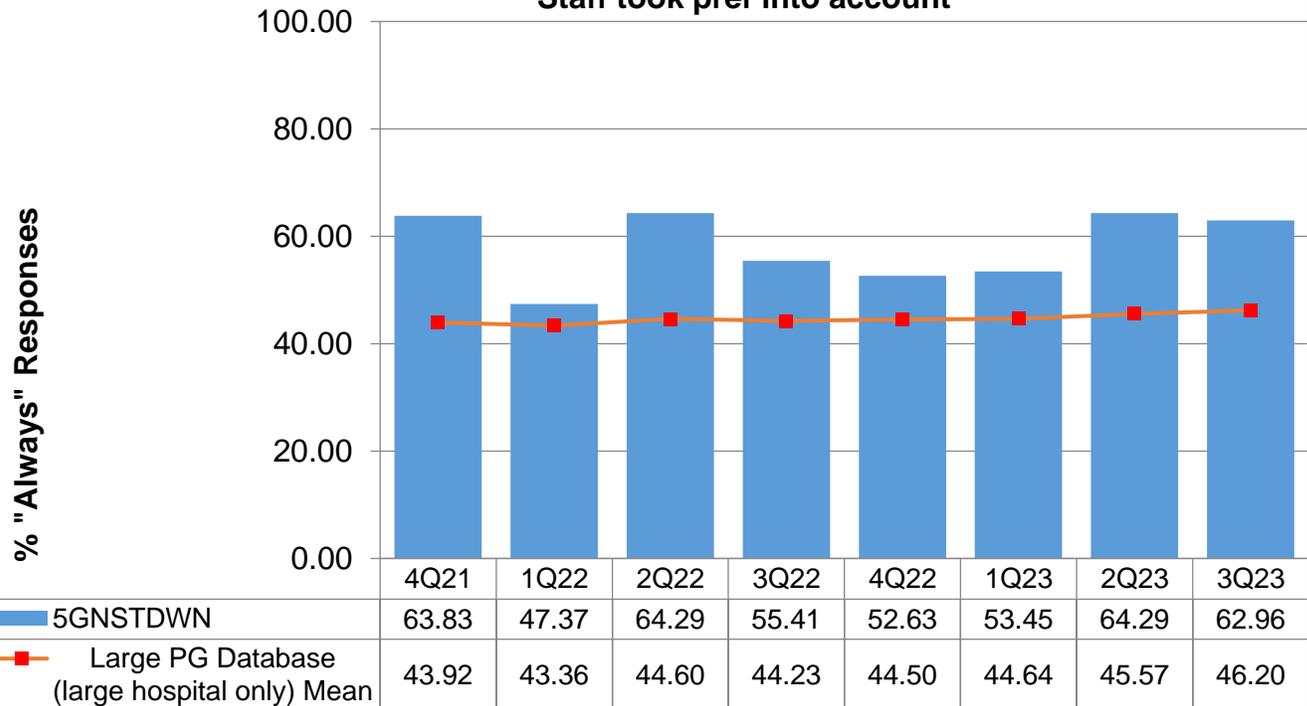
**EP21EOa - Graph 14- Care Coordination: 5HN, Inpatient Adult
'Staff took pref into account'**



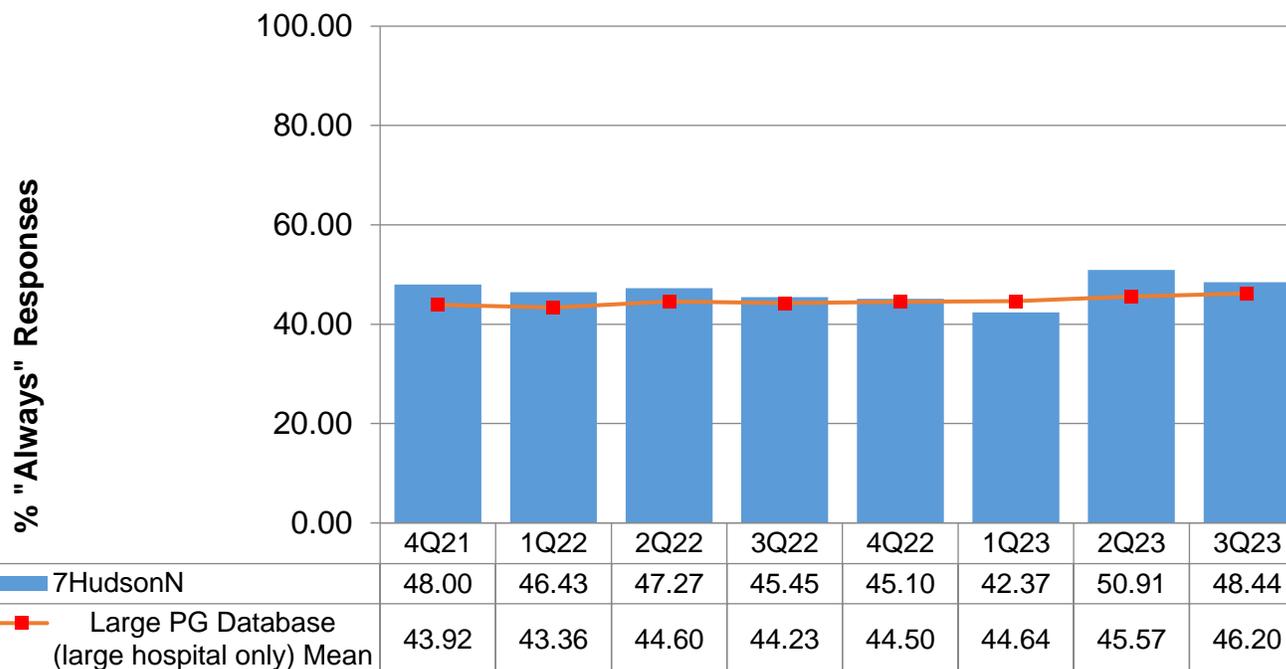
**EP21EOa - Graph 15- Care Coordination: 7GardenN, Inpatient Adult
'Staff took pref into account'**



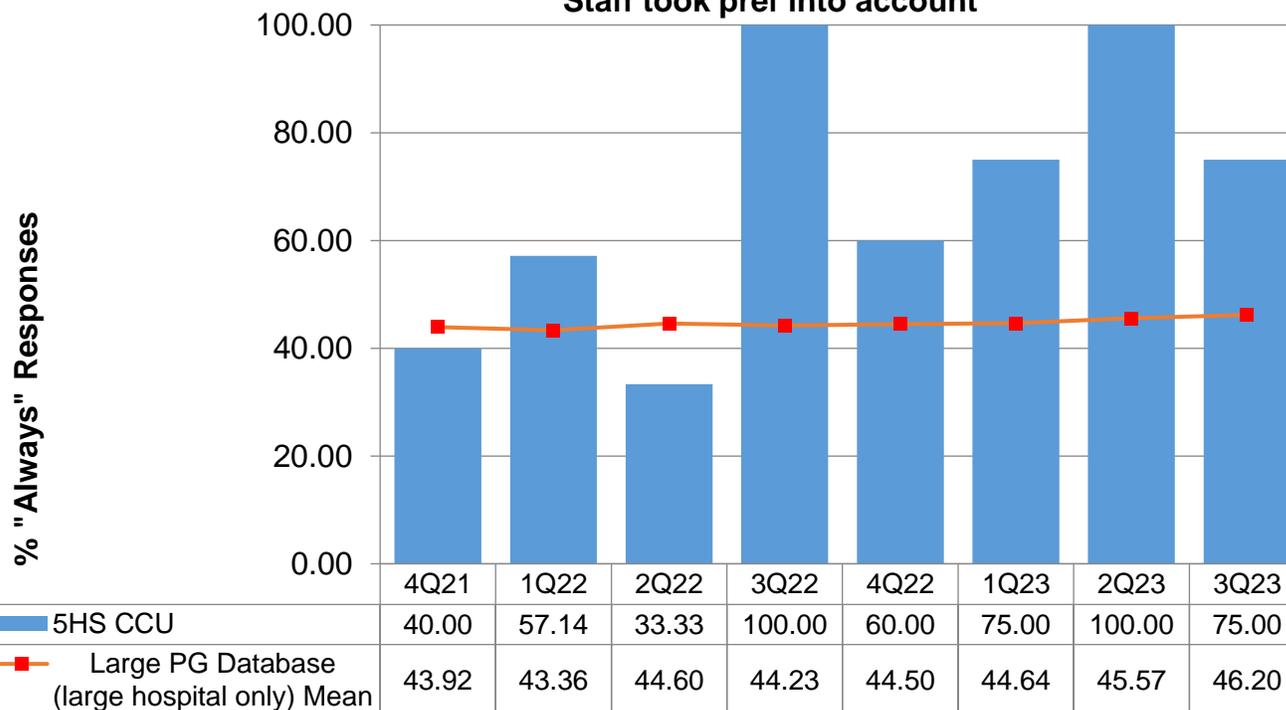
**EP21EOa - Graph 16- Care Coordination: 5GNSTDWN, Inpatient Adult
'Staff took pref into account'**



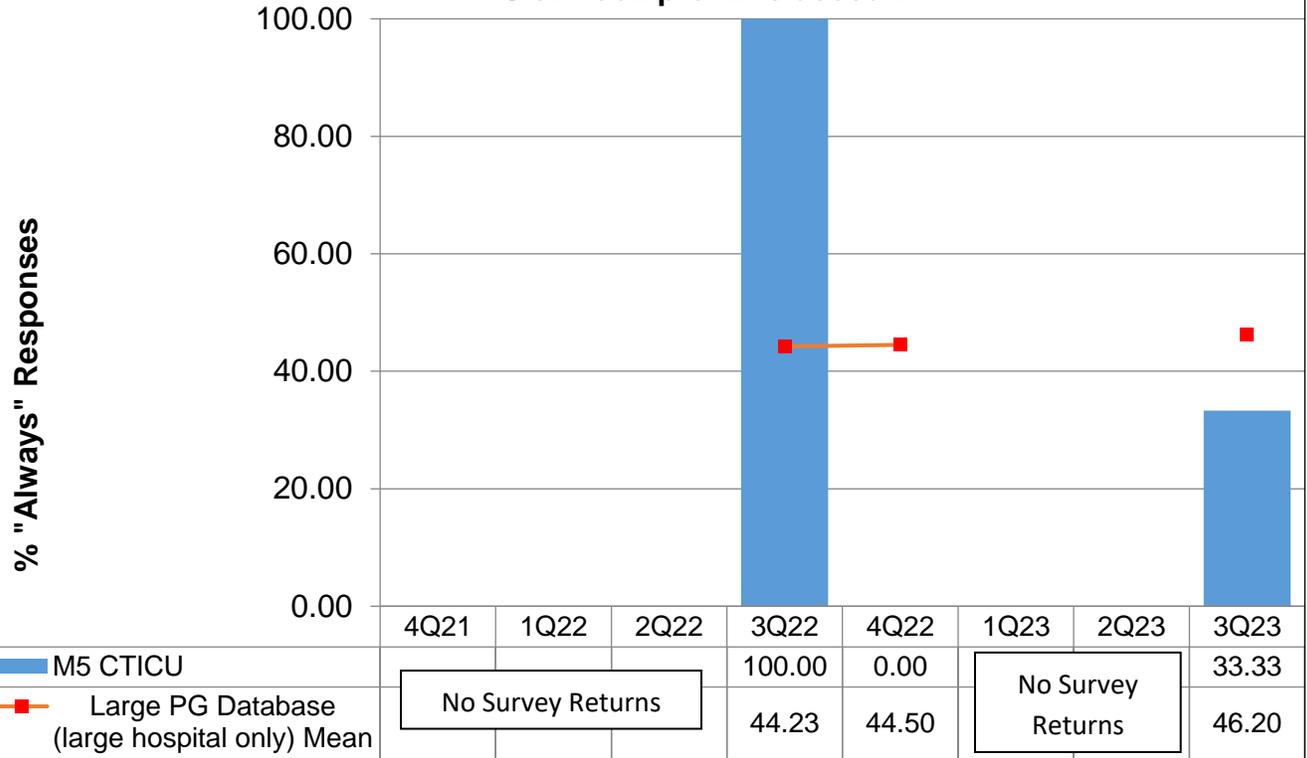
**EP21EOa - Graph 17- Care Coordination: 7HudsonN, Inpatient Adult
'Staff took pref into account'**



**EP21EOa - Graph 18- Care Coordination: 5HS CCU, Inpatient Adult
'Staff took pref into account'**



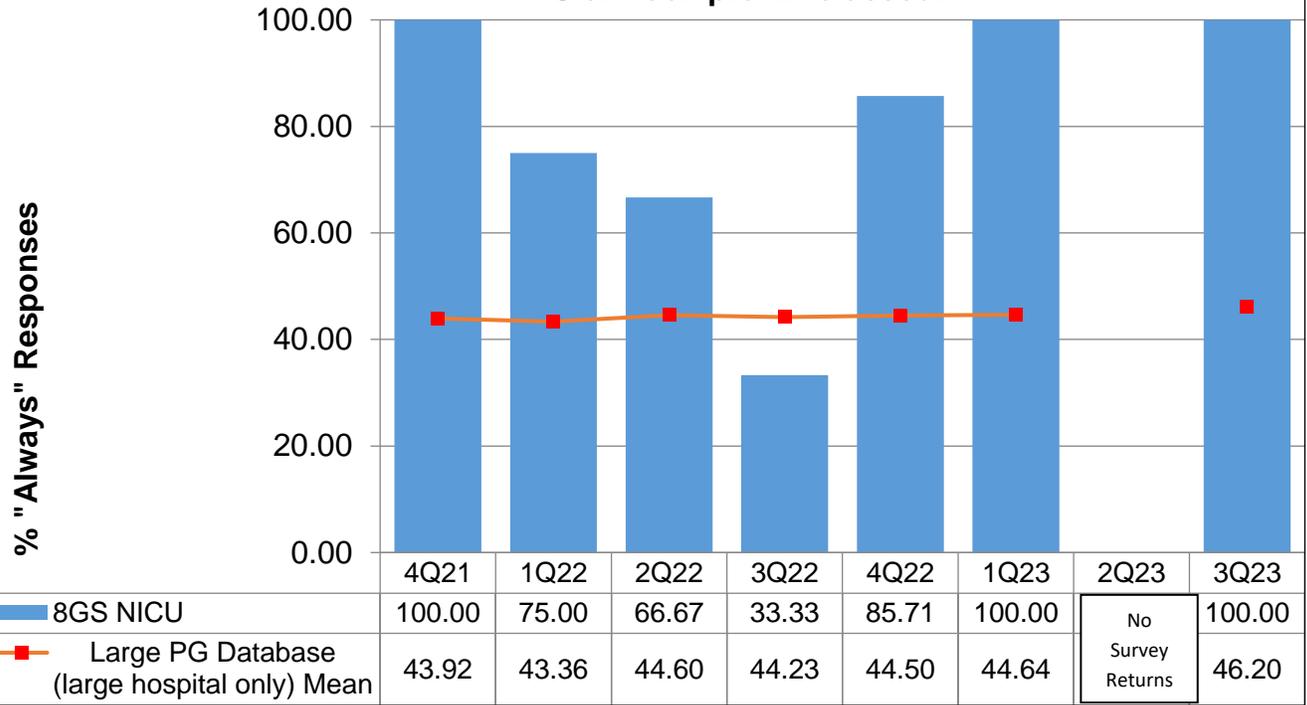
**EP21EOa - Graph 19- Care Coordination: M5 CTICU, Inpatient Adult
'Staff took pref into account'**



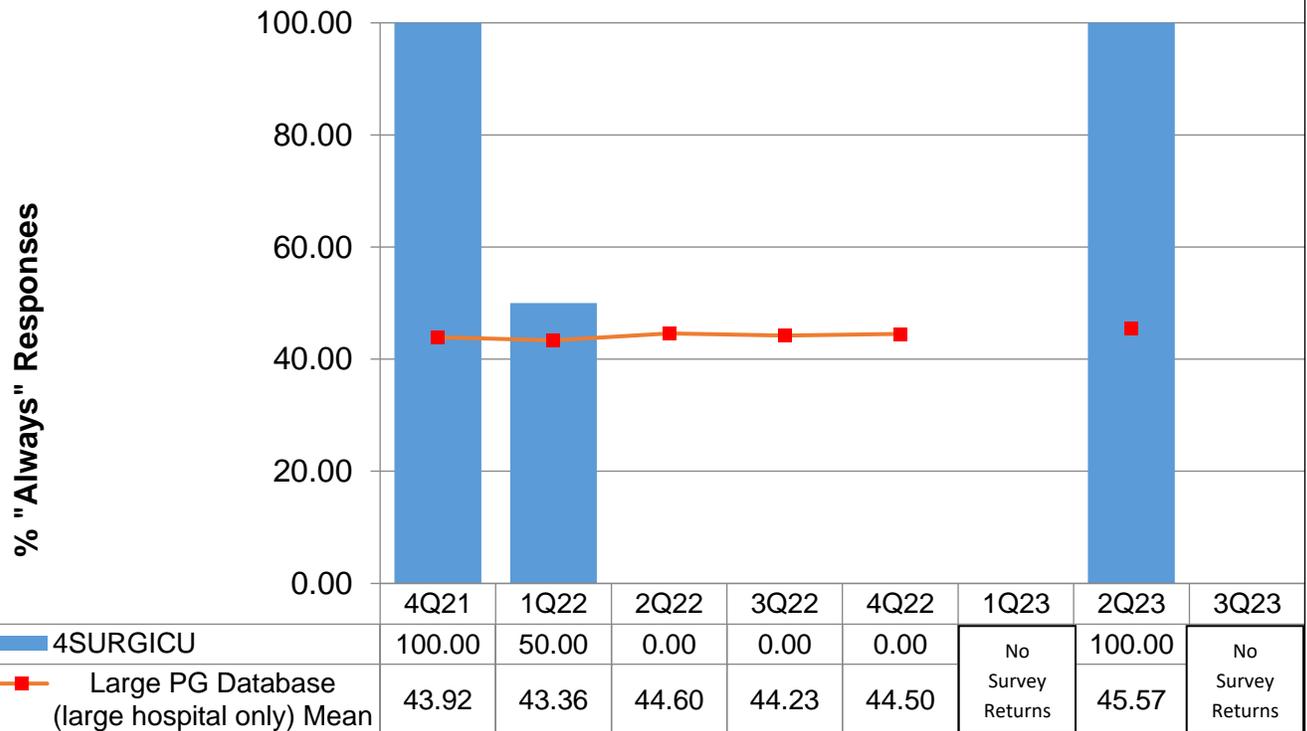
**EP21EOa - Graph 20- Care Coordination: MICU, Inpatient Adult
'Staff took pref into account'**



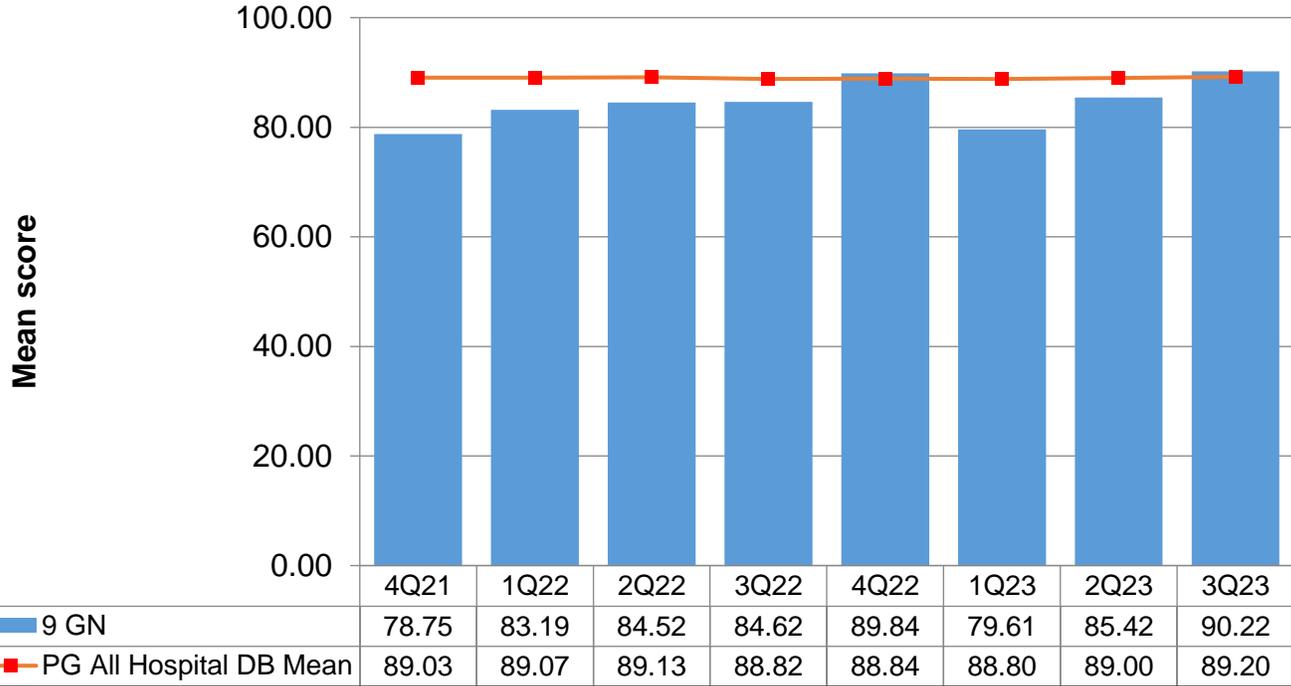
**EP21EOa - Graph 21- Care Coordination: 8GS NICU, Inpatient Adult
'Staff took pref into account'**



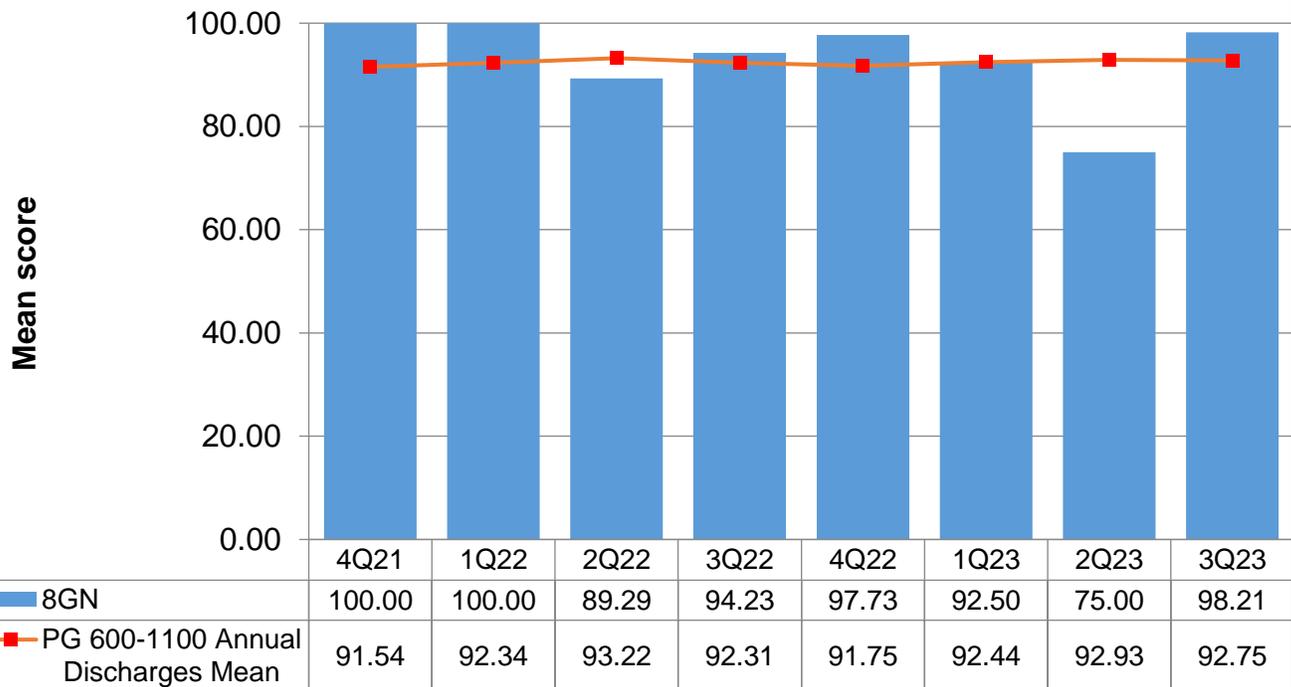
**EP21EOa - Graph 22- Care Coordination: 4SURGICU, Inpatient Adult
'Staff took pref into account'**



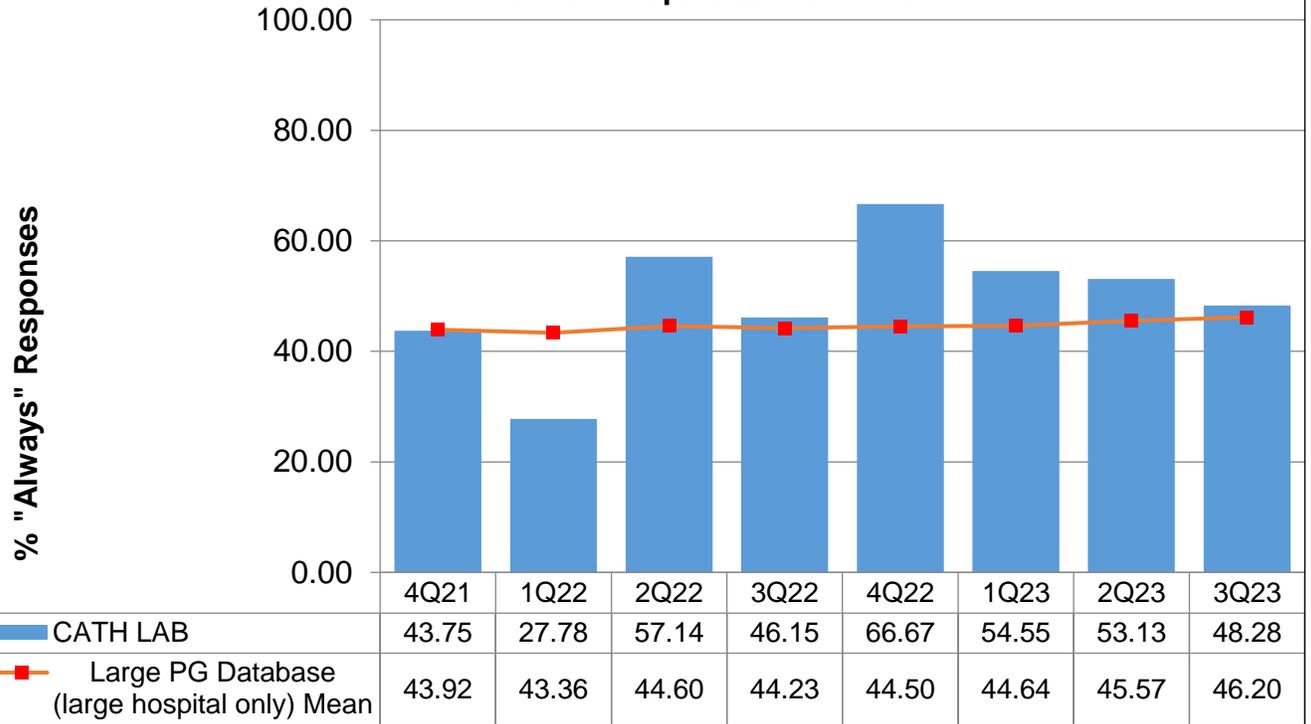
EP21EOa - Graph 23- Care Coordination: 9 GN, Inpatient Behavioral Health Staff Worked Together to Care for You'



EP21EOa - Graph 24- Care Coordination: 8GN, Inpatient Rehabilitation Staff Worked Together to Care for You'



**EP21EOa - Graph 25- Care Coordination: CATH LAB, Inpatient Adult
'Staff took pref into account'**



**EP21EOa - Graph 26- Care Coordination: PACU, Inpatient Adult
'Staff took pref into account'**

