

Updates to NIH Clinical Center Patient Surveys

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Previous Patient Survey Process

NIH CC used NRC Health for Patient Experience Survey services 2009-2020

- Pen and paper surveys
- Sent to patients following inpatient or outpatient visit, w/ one year exclusion

In 2020, the contract for Patient Experience Survey services was up for renewal
Services desired

- eSurvey capacity
- Ability to sample additional services (e.g. surgery, procedure services)
- Foreign language (e.g., Spanish)
- Magnet compliant methodology
- Dynamic, real-time survey capacity to target specific sets of questions

Press Ganey was selected for Patient Survey support for 2020

Press Ganey Patient Survey: Key Changes

- eSurveys – to patients via email and filled in online
- Surveys go out closer to the actual visit date
- Surveys are shorter, targeted, but capture key components of the healthcare experience
- Surveys go to all patients, but no more than 4 times/year
- Expanding coverage of care areas in the CC (e.g. OR, Apheresis, Radiation Oncology, Behavioral Health)
- Surveys offer greater ability for comments

Press Ganey Patient Survey

Launch date 4/1/2021

- Reach back surveys to all encounters: 1/1/2021 to 4/1/2021
- Subsequent surveys sent out in real time following encounters

Surveyed areas

- Inpatient (Adult & Peds)
- Outpatient Medical (Adult & Peds)
- Ambulatory Surgery (OR, Dental, Interventional Radiology)
- Other Medical Services (Apheresis, Radiation Oncology)
- Behavioral Health (Inpatient & Outpatient Adult & Peds)
 - Paper surveys

Press Ganey Patient Survey, continued

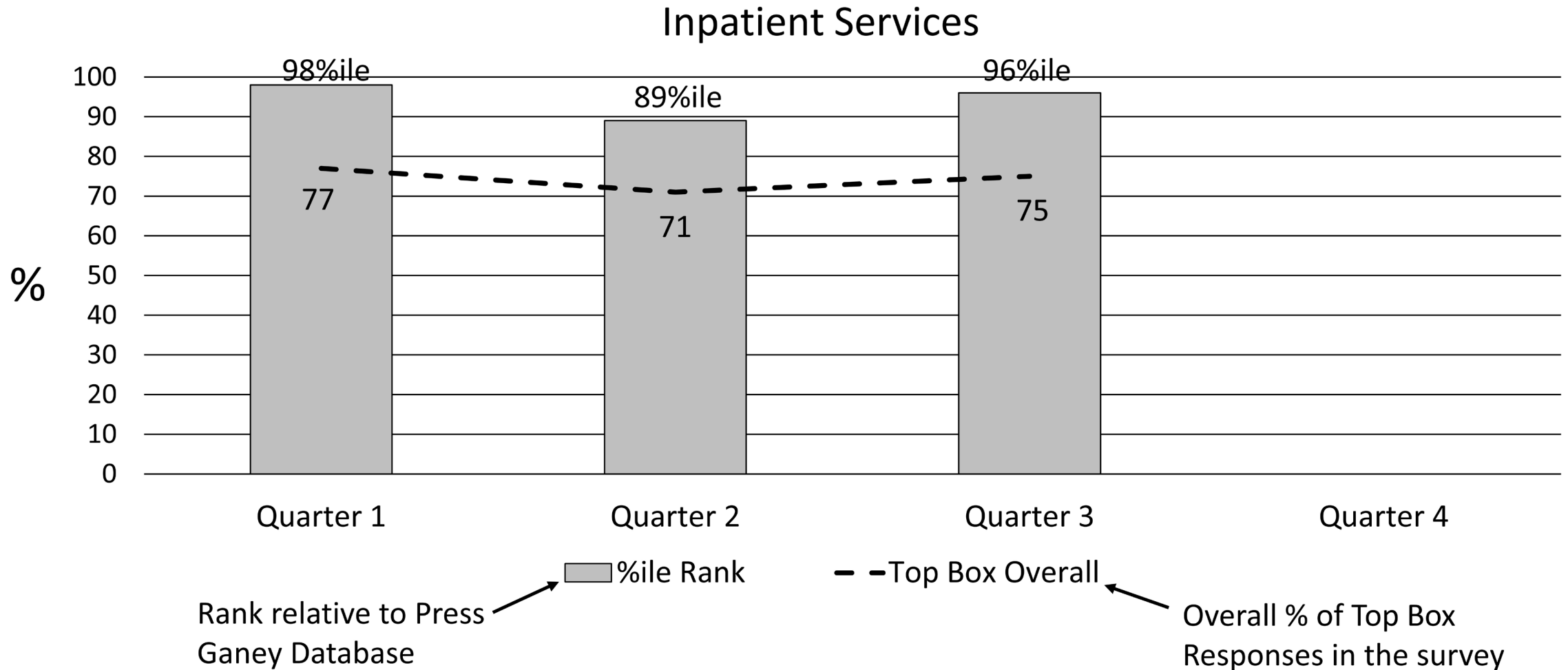
As of 9/30/21 we have sent out 12,979 eSurveys

- Return rate is 23.1%
- 3 Quarters of survey data returned for 2021

Comment Review Process

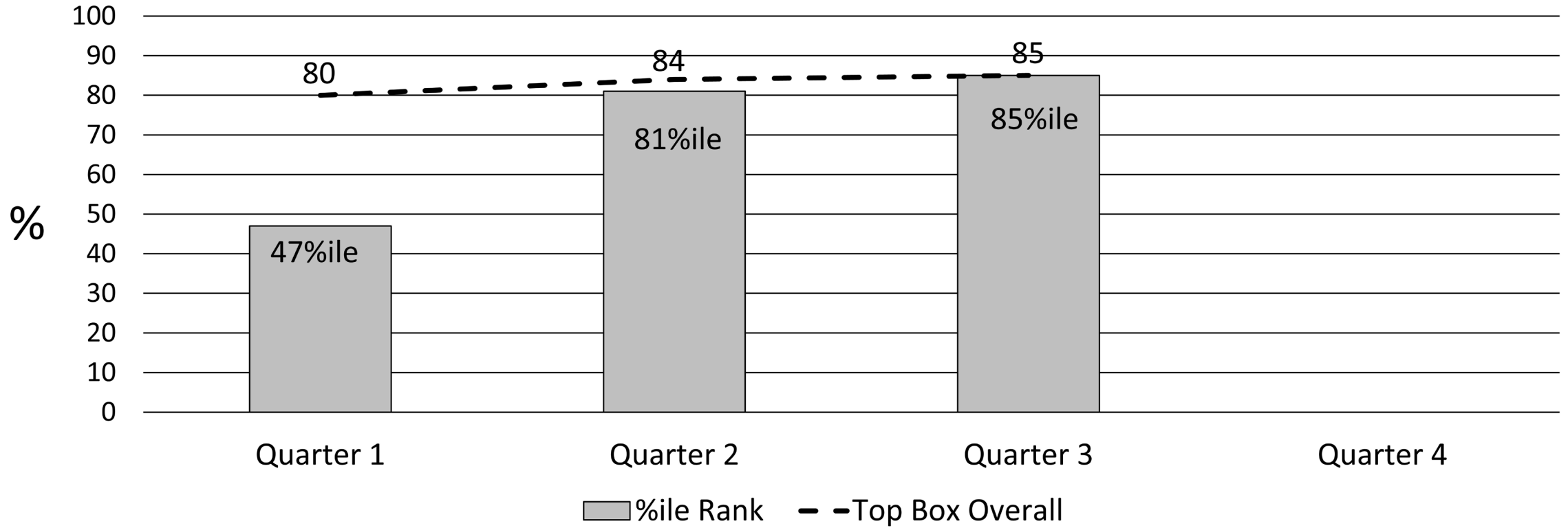
- Development of SOP for review of comments
- Generate a weekly data pull of comments
- Reviewed by members of Office of Patient Safety, Patient Representative, Health Information Management Department and CMO
- Determine items in need of follow-up

2021 Quarterly Overall Ratings: Inpatient Services



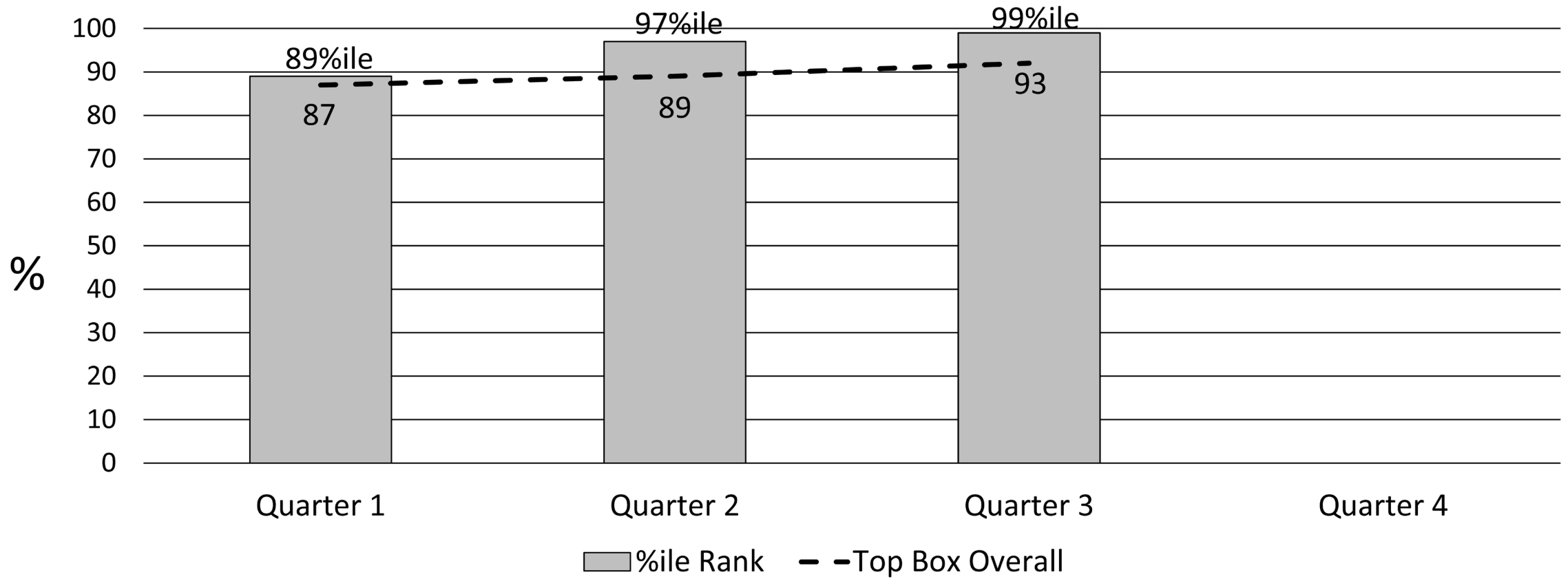
2021 Quarterly Overall Ratings: Outpatient Medical Services

Outpatient Medical Services



2021 Quarterly Overall Ratings: Outpatient Services

Outpatient Services: Radiation Oncology/Apheresis



Looking ahead....

- Finalize Comment Review Process
- Quality Assurance
 - 2% ‘undeliverable’
 - Correction to survey practices: e.g. telehealth encounters
- Further training of stakeholders/users for report generation
- Detailed Data Review at multiple levels – Clinic specific, Staff Specific, IC Specific
- Support for Magnet Journey Initiatives
- Conversion of Behavioral Health to eSurvey
- Promotional Materials within CC to educate patients and staff